

inspection report

Further Education College Or Boarding School for Pupils aged 16+

John Leggott College

West Common Lane Scunthorpe North Lincolnshire DN17 1DS

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care for adults and children in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

4 - Standard Exceeded (Commendable)
3 - Standard Met (No Shortfalls)
2 - Standard Almost Met (Minor Shortfalls)
1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

COLLEGE INFORMATION							
Name of College John Leggott College Address West Common Lane, Scunthorpe, No 1DS	rth Lin	colnshire, DN17	Tel No: 01724 282998 Fax No: 01724 281631 Email address:				
Name of Governing body, Person of John Leggott College	r Auth	nority responsibl	e for the college				
Name of Principal							
Name of person responsible for we	lfare a	and accommodat	tion of students und	er 18			
Is the Establishment a Boarding School whose pupils are all aged over 16? NO							
CSCI Classification Futher Education College Type of college							
Date of last welfare inspection:		NA					
Date of Inspection Visit		28th April 2005		ID Code			
Time of Inspection Visit		09:30 am		_			
Name of CSCI Inspector	1	Stephen Robert	shaw	120244			
Name of CSCI Inspector	2	Angela Tear					
Name of CSCI Inspector	3	NA					
Name of CSCI Inspector	4	NA					

NA

Robin Shawyer (Vice-principal),

Maggie Williamson Head of

International Centre)

at the time of inspection

Name of Lay Assessor (if applicable)
Lay assessors are members of the
public independent of the CSCI. They

perspective to the inspection process.

Name of Establishment Representative

accompany inspectors on some inspections and bring a different

Introduction to Report and Inspection Inspection visits

Brief Description of the college and of accommodation for students on site and in any lodgings arrangements

Part A: Summary of Inspection Findings

What the college does well in accommodating students under 18 What the college should do better in accommodating students under 18 Conclusions and overview of findings on accommodation of students under 18

Notifications to Secretary of State Implementation of Recommended Actions from last Inspection Recommended Actions from this Inspection Advisory Recommendations from this Inspection

Part B: Inspection Methods Used and Findings Inspection Methods Used

- 1. Welfare Policies and Procedures
- 2. Organisation and Management
- 3. Welfare Support
- 4. Staffing
- 5. Premises

Part C: Lay Assessor's Summary (where applicable)

Part D: Principal's Response

D1.1. Principal's comments

D1.2. Action Plan

D1.3. Principal's agreement

INTRODUCTION TO REPORT AND INSPECTION

Further Education colleges accommodating students under 18, or arranging accommodation for them, are subject to inspection by the Commission for Social Care Inspection (CSCI) to determine whether the welfare of students under 18 is adequately safeguarded and promoted while they are accommodated at or by the college.

Inspections assess the extent to which the college is meeting the National Minimum Standards for Accommodation of Students under 18 by Further Education Colleges, published by the Secretary of State under Section 87C of the Children Act 1989, and other relevant requirements of the Children Act 1989 as amended.

These standards for Further Education Colleges also apply to boarding schools whose pupils are all aged 16 or over.

This document summarises the inspection findings of the CSCI in respect of John Leggott College. The report concerns only the accommodation and welfare of students under 18 accommodated at or by the college, not the college's accommodation or provision for day students or adult students.

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Recommended action by the college
- Advisory recommendations on welfare of students under 18
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- The Principal's response and proposed action plan to address findings

INSPECTION VISITS

Inspections are undertaken in line with the agreed regulatory framework under the Care Standards Act 2000 and the Children Act 1989 as amended, with additional visits as required.

The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE COLLEGE AND OF ACCOMMODATION FOR STUDENTS ON SITE AND IN ANY LODGINGS ARRANGEMENTS

John Leggott is a Sixth Form College arranges accommodation for international students with host families in the Scunthorpe area.

The Commission for Social Care Inspection have a regulatory responsibility, (from April 2002) to inspect and assess the college against the National Minimum Standards for 'Accommodation of Students under eighteen by Further Education Colleges', once in a three-year period.

The inspector's interviewed key staff at the college, met with some students, and also visited the accommodation provided by 5 host families.

The college's records, including policies and procedures were observed.

The International Centre opened approximately ten years ago with a small number of students., and has grown in size with each following academic year. The college now has the capacity for over a hundred international students.

The college was awarded the Beacon Award in 2002. This recognised its good working practices in supporting international students.

A number of international students for whom this accommodation is arranged are between 16 and 18 years of age. This inspection is focused on the provision of lodgings by the College for these students.

PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

The college was awarded the Beacon Award in 2002, which recognised its good practices in supporting international students.

The college also received the Queens Anniversary Prize for Higher, and Further Education in 2002.

All reports in relation to the college's performances are available on their web site.

Staff at the International Centre are readily accessible, and a call system is available to the students and host families 24hrs a day. The college maintains a consistent staff group at the international centre.

The colleges Library, and IT suites are of a very good standard, and are well utilised by the students at the college.

The College site is clean and maintained to a high standard.

The college web site is very accessible, and easy to use with very helpful information for international students and parents prior to arrival. Overseas students have internet access to their families provided through the college IT suites.

The college has worked well towards meeting the expectations of the National Minimum Standards and has already made progress in identifying areas of change required to meet these standards.

The contact with overseas students families is exceptional. Senior college staff visit Russia, and China twice a year, and meet with individual families to update them on their children's progress at the college, and to identify what their future educational needs are.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

The college needs to develop a monitoring system for the host families that will support the student group in their accommodation, and also monitor the quality and safety of the accommodation, and services provided there.

The college needs to develop and improve its recording systems in relation to student information including outcomes from concerns and any appropriate follow up actions.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

The college provides good quality services to the students. This is supported through the colleges OFSTED reports.

Students speak highly of the support they receive through the International Centre, and their host families.

Two students started at the college-aged 15years. Their host placements were supported through the local authorities fostering, and adoption department.

Generally the inspectors were satisfied with the accommodation provided by the host families, and the host families appeared to understand the needs of the students living with them. However improved recording, and monitoring systems with regular reviewing of host families and accommodation, would ensure the protection of the students.

The inspectors had no concerns about the general well being of the students being accommodated through the college.

The College has made progress in identifying areas of change and is currently working towards revising documents for use in the new academic year.

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Is Notification of any failure to safeguard and promote welfare to be made by the Commission for Social Care Inspection to the Department for Education and Skills under section 87(4) of the Children Act 1989 arising from this inspection?

INO

The grounds for any Notification to be made are:						

IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION

Were the Recommended Actions from the last Inspection visit fully implemented?

- 1	NΑ	

If No, the findings of this inspection on any Recommended Actions not implemented are listed below:

No	Standard	Recommended actions	
1	FE 1	The college should review its policies and procedures in relation to the international students on at least an annual basis.	31/08/05
2	FE 5	The college should clearly record all complaints and concerns in relation to the international students, and identify any outcomes from the complaint investigation.	31/08/05
3	FE 7	The college should maintain clear records in relation to their contact with the international students, and record any necessary follow up actions.	30/05/05
4	FE 9	The college should ensure that all of the staff working with students under 18 receive appropriate child protection training.	On-going
5	FE 12	The college should ensure a standard approach to pastoral reviews are standardised and completed for all relevant students.	31/08/05
6	FE 16	Health care records and medical histories of all of the international students should be available.	31/08/05

7	FE 46	The college should develop, and introduce a monitoring system for the host families that accommodate students for them	31/08/05
8	FE 46	The college should provide the host families with a contract to the host families describing their roles and responsibilities to the college and the students.	30/09/05
9	FE 46	The college should develop consent forms for medical treatment. There should be a facility for the student's families to sign for consent for their absence from the host family.	31/08/05
10	FE 46	The college should introduce its newly developed risk assessments for student accommodation to all of the accommodation being provided for the international students.	31/08/05
11	FE 46	The college should develop formal procedures to support the international staff at times of long absences due to sickness. This must also identify lines of accountability.	31/08/05

RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION

Action Plan: The Principal is requested to provide the Commission with an Action Plan, which indicates how recommended actions are to be addressed. This action plan will be made available on request to the Area Office.

REC	RECOMMENDED ACTION							
repo adeo Acco Non-	dentified below are the actions recommended on issues addressed in the main body of the eport in order to safeguard and promote the welfare of residential students under 18 adequately in accordance with the National Minimum Standards for FE Colleges Accommodating Students under 18. The references below are to the relevant Standards. Non-implementation of recommended action can lead to future statutory notification of failure to safeguard and promote welfare.							
No	Standard*	Recommended Action						
ADVISORY RECOMMENDATIONS								
Iden	Identified below are advisory recommendations on welfare matters addressed in the main							

body of the report and based on the National Minimum Standards, made for consideration by the college. No Refer to Standard* Recommendation

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. FE10 refers to standard 10

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The following inspection methods have been used in the production of this report

Direct Observation	YES
Student Guided Tour of Accommodation	YES
Student Guided Tour of Recreational Areas	YES

Checks with other Organisations and Individuals

Checks with other Organisations and individuals							
Social Services	NO						
Fire Service	NO						
Environmental Health	NO						
Other Inspectorates	NO						
College Doctor	NO						
Independent Person or Counsellor	NO						
Chair of Governors	NO						
DfES (if a school)	NO						
'Tracking' individual welfare arrangements	YES						
Group discussion with students							
Survey of accommodation/welfare staff							
Interviews with key staff							
Student survey							
Parents' survey							
Early morning & late evening visits	NO						
Meal taken with students	NO						
Inspection of policy/practice documents	YES						
Inspection of records	YES						
Answer phone for student comments	NO						
Visit to Sanatorium	NO						
Visits to lodgings	YES						
Individual interview with student(s)							

Date of Inspection	28/04/05
Time of Inspection	9.00
Duration Of Inspection (hrs.)	32
Number of inspector Days on site	2

COLLEGE INFORMATION

Overall Age Range of Residential Students: To 18

Number of Residential Students under 18 at time of inspection:

BOYS 11

GIRLS 13

TOTAL 24

NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS

Number of students under 18 accommodated in Lodgings arranged by the College

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which standards have been met. The following scale is used to indicate the extent to which the standards have been met or not met by placing the assessed level along side the phrase "Standard met?"

The scale ranges from:

4 - Standard Exceeded (Commendable)
3 - Standard Met (No Shortfalls)
2 - Standard Almost Met (Minor Shortfalls)
1 - Standard Not Met (Major Shortfalls)

20

24

[&]quot;0" in the "Standard met" box denotes standard not assessed on this occasion.

[&]quot;9" in the "Standard met" box denotes standard not applicable.

[&]quot;X" is used where a percentage value or numerical value is not applicable.

WELFARE POLICIES AND PROCEDURES

The intended outcomes for the following set of standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.
- Students are protected from bullying and harassment.
- Students are protected from abuse.
- Use of discipline with students is fair and appropriate.
- Students' complaints are adequately responded to.
- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.
- The safeguarding and promotion of students' health and welfare is supported by appropriate records.

Standard 1 (1.1 – 1.5)

A suitable statement of the college's welfare, accommodation and student support policies and practice is available to parents, students and staff.

Key Findings and Evidence

Standard met?

2

Prospective students to the college are provided with an information pack that includes information in relation to their accommodation, and the support that the students will receive whilst at the college.

The information is also available to the international students and their families on the college's web site. This is available in several different languages including Chinese, and Russian as these students make up the majority of the overseas students at the college. The local Chinese community also provide some financial support to Chinese students at the college.

The students receive a yearly planner that includes information about the college policies and procedures, including the complaints and harassment polices.

The policies and procedures must be regularly reviewed and monitored.

The planner includes the responsibilities of individual students, and important telephone numbers, and addresses for individuals that they may need to contact.

After an initial enquiry about an available place at the college has been requested from a student/parent, the student will receive a detailed letter with information about John Leggott College and Scunthorpe and how to apply to the college. This will include Conditional offers of placements and possible scholarships and also information on accommodation and welfare support.

Standard 2 (2.1 - 2.5)

The college has, and follows, an appropriate policy on countering bullying and any form of harassment, which is known to students and staff and which is effective in practice.

Key Findings and Evidence

Standard met?

3

The college has harassment, and bullying policies and procedures. Procedures for dealing with harassment and bullying are included.

The inspectors spoke to several students individually and in groups. None reported that they had ever experienced harassment or bullying whilst at the college.

Percentage of residential students under 18 reporting never or hardly ever being bullied:

100

%

Standard 3 (3.1 - 3.9)

The college has, and follows, an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse, which is consistent with local Area Child Protection Committee procedures, and is known to staff and students.

Key Findings and Evidence

Standard met?

3

The college has appropriate policies for the adult and child protection issues. This standard requires that the college retains a hard copy of child protection policies. Although this is not done the arrangements that are in place for accessing that policy via the council's website are sanctioned by North Lincolnshire Council's child protection manager. This is deemed as compliant.

Interviews with the staff confirmed that they were aware of protection issues, and understood how to report suspected abuse. This information must also be provided to the host families.

There was no evidence to support that new staff appointed to the college receive child protection, and adult abuse training.

Two overseas students were identified as being under 16. There care, and host placement were approved, and overseen by the local authorities fostering, and adoption services, and they had social workers appointed to them.

Number of recorded child protection enquiries initiated by the social services department concerning students under 18 at the college in the past 12 months:

0

Standard 4 (4.1 - 4.9)

The college has, and follows, a fair and appropriate student disciplinary policy, in relation to unacceptable behaviour and breaches of student discipline, known to students, staff and parents.

Key Findings and Evidence

Standard met?

3

The student handbook includes details of the disciplinary policy and procedures.

No unreasonable or excessive sanctions are made to the students through the disciplinary process at the college.

Observations of the students during the course of the inspection evidenced a high standard of behaviour and self-discipline.

The only sanction that students can exercise against each other is by reporting to a member of staff

The college does not include any physical interventions in its disciplinary policies and procedures.

If students are suspended from college for any period of time records are clearly maintained in relation to their absence and anticipated return date.

Standard 5 (5.1 - 5.5)

The college has, and follows, an appropriate written policy on responding to complaints from students and parents about the college's role in safeguarding and promoting the students' welfare, which is known to students, parents and staff.

Key Findings and Evidence

Standard met?

2

The college had not recorded any formal complaints in the twelve months prior to the inspection. However several students' care files evidenced that they had changed host families due to difficulties between the students, and the hosts themselves. The inspectors recommended that these actions should be recorded as a complaint and records should be maintained including any outcomes.

Host families knew which members of the International Centre to contact if they were experiencing any difficulties. Although they were unaware of any formal proceedings they were aware of the fact that they could contact the Centre about any student welfare concerns at any time.

Breaches that take place in the host accommodation are usually discussed between the student and the host, in the knowledge that the college welfare officer can become involved if necessary.

Number of college-recorded complaints about welfare of students u	ınder 18
in past 12 months	

Х

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

X

Number of complaints made to CSCI about welfare of students under 18 in past 12 months:

Х

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

Х

Standard 6 (6.1 - 6.5)

The college has, and follows, appropriate policies on countering and responding to under-age purchase of alcohol, excessive consumption of alcohol, substance abuse, and possession of obscene material, which are known to students and staff and are effective in practice.

Key Findings and Evidence

Standard met?

3

The college has appropriate policies for countering and responding to under-age drinking, substance misuse and possession of obscene material. Any breaches would be dealt with in line with the college disciplinary procedure.

Inspectors discussions with the host families showed that they made their expectations of the students clear whilst living with them. The college also has a guidance document for the host families describing the requirements of the college for the students being provided with accommodation.

Standard 7 (7.1 - 7.6)

Where Students and parents provide the information, adequate records are kept in relation to individual students' health and welfare needs and issues.

Key Findings and Evidence

Standard met?

2

The college does not hold appropriate information in relation to the host families, and the information they do have is not regularly reviewed.

The college is not always aware of the health care needs of students prior to their arrival from other countries.

The college has devised a new healthcare questionnaire to be issued to the families of the students prior to their admission to the college. This will be issued to all students for the next academic year. The form will require further development before it is distributed.

The college records students attending GP or hospital departments appointments, but does not record any outcomes of these.

There were no records of parental consent for medical treatments, and some files observed did not include emergency contact numbers.

The college places the responsibility of the students registering with a GP with the host families. This process must be closely monitored as some students were at the college for several months before they were actually registered.

ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- There is clear leadership of residential provision in the college.
- Crises affecting students' welfare are effectively managed.
- The college's organisation of residential provision safeguards students' welfare.
- Students have access to a range and choice of activities.
- Students are enabled to contribute to the operation of residential provision in the college.

Standard 8 (8.1 - 8.8)

There is clear management accountability for the accommodation and welfare of students under 18.

Key Findings and Evidence

Standard met?

3

The college has clearly identified staff that are accountable for the accommodation needs of the students.

There is an informal back up system for any of the staff but this doesn't guarantee staff availability. There should be a formal structure to identify support staff for when key staff members are not going to be available for longer periods of time for example, sickness, or pregnancy.

Staff had clear job descriptions, and interviews identified that they were aware of their personal responsibilities, and those of their peers, and colleagues.

The International Centre has a strong and committed staff group. The majority of the team have been in position since the initial development of the service.

The college provides the host families with a document that details their expectations of the accommodation provided for the students.

The staff are also provided with a whistle blowing policy. These policies should also be made available to the host families.

Standard 9 (9.1 - 9.3)

The college is capable of satisfactorily managing crises affecting students' welfare.

Key Findings and Evidence

Standard met?

2

The international students have access to a welfare officer 24hrs a day, seven days a week.

The host families are also provided with the mobile telephone number of the welfare officer. Interview with the host families indicated that access is good. Host families indicated that there experience was that its use is welcomed even in non-crisis situations.

Host families and students interviewed by the inspector stated that if alternative accommodation was required quickly the college was responsive.

The staff at the college and new staff joining the college must undertake training in relation to the awareness of child and adult protection.

All staff working at the college, the host families, and their children over 18 years had all received Criminal Record Bureau clearances.

A student's file evidenced that a host family had misappropriated some of their monies. The college acted responsibly, and attained legal support to recover the monies, and provided the student with additional money during the interim period. However the incident was not referred to the local child protection team. The college accepted this, stating that the event was two years ago, but any future concerns would be referred to the appropriate child/adult protection team.

Standard 10 (10.1 - 10.4)

Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together.

Key Findings and Evidence

Standard met?

- 3

The welfare concerns of the students are generally well met at the college. However the recording of welfare needs, and regular monitoring of their needs is not always clearly made. This is referred to in National Minimum Standard 46.

Students interviewed by the inspectors were very positive in relation to the accommodation that they are provided with through the college, and the support offered by the college staff and host families.

Students under 18 years are not placed with other students aged over 18 years.

Host families identify if they would prefer male or female students at their homes. Students do not share accommodation with opposite gender students, and the college endeavours to place the student with families where the children are the same gender as the student.

All students are provided with private accommodation. The college has developed a new risk assessment for the premises owned by the host families, however at the time of the inspection this had not been introduced to all of the accommodation utilised by the college.

Standard 11 (11.1 - 11.4)

An appropriate range and choice of recreational activities and provision is made for students under 18.

Key Findings and Evidence

Standard met?

3

The college provides a limited choice of recreational activities for the students. However the students that were interviewed stated that the activities provided were very good including trips to the cinema, local football, and visits to places of interest.

The ethos of the college is also to promote independence for the individual students and this includes developing social activities for themselves.

Students have the freedom to go out and meet their friends. There are no restrictions except that the host family and the college must know their location.

Several students also indicated that their host families included them in the family's social activities.

Most students were provided with televisions in their rooms, and access to the internet at college, and in their host family's homes.

The college also arranges social events for the international students and their hosts to attend.

Although only a small percentage of international students that take part in the collegeorganised activities, the college should continue to try and encourage the student group to become involved in these activities.

The international student council identifies and plans future activities for the student group as part of their monthly meetings.

Standard 12 (12.1 - 12.3)

Students under 18 are consulted over accommodation and welfare provision.

Key Findings and Evidence

Standard met?

2

The college states that the students must receive pastoral reviews. This includes consultation in relation to their accommodation.

Standardisation of the pastoral reviews was not evident in the sample of student files examined. There was uneven evidence that the pastoral reviews included consultation with the student regarding their accommodation.

The students do not have any information in relation to their host families before they arrive at their homes, and the host families have very limited information in relation to the students before they arrive.

Welfare staff discuss concerns in relation to specific placements and any changes required by either the host or the student. There was no formal recording of the outcome of these incidents.

However the college was able to provide some evidence that changes had been made as a result of student/host consultation.

WELFARE SUPPORT

The intended outcomes for the following set of standards are:

- Students receive personal support from staff.
- Students receive first aid and health care as necessary.
- Students are adequately supervised when ill.
- Students are supported in relation to any health or personal problems.
- Students do not experience inappropriate discrimination.
- Students can maintain private contact with their parents and families.
- Students' personal possessions and money are protected.
- Students receive guidance, both on arrival at the college and in preparing to leave the college.
- Risk assessment and college record keeping contribute to students' welfare.
- Students receive good quality catering provision.
- Students have access to food and drinking water in addition to main meals.
- Students are protected from the risk of fire.
- Student welfare is not compromised by unusual or onerous demands.
- The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.
- Students' safety and welfare are protected during high-risk activities.
- Students are appropriately supervised during free time.

Standard 13 (13.1 - 13.8)

Each student has one or more members of staff to whom he or she can confidently turn for personal guidance or with a personal problem.

Key Findings and Evidence

Standard met?

3

The students that were interviewed by the inspector could identify the members of staff that were responsible for their accommodation, and whom they could access for confidential support, and guidance.

The international students have access to a welfare officer 24 hrs a day.

College staff interviewed by the inspectors understood the limits of confidentiality. They demonstrated awareness that these changed if the subject under discussion included abuse or risk to students.

Students meet with their personal tutors twice a week. The overseas students are integrated with the local students in the tutor groups.

5 senior tutors at the college oversee those tutors that are involved in the tutor groups. These tutorial groups provide a forum for the discussion of both academic and pastoral matters.

Senior tutors interviewed by the inspectors commented very positively in relation to the qualities, and professional abilities of the international staff.

The college chaplain is also available to the students as a qualified counsellor, and had good working relationships with the international staff, and is also responsible for arranging an annual international week at the college.

Student questionnaires returned to the commission evidenced a wide range of staff, family, and friends that the students believed they could approach if they required any support.

Students are provided with a yearly planner, and this included details of outside agencies they could contact to assist them with individual problems.

Standard 14 (14.1 - 14.13)

Appropriate first aid and minor illness treatment are available to students at college, with access to medical and dental services as required.

Key Findings and Evidence

Standard met?

3

The college has dedicated staff that are trained in first aid. Their contact details are listed around various areas in the college.

There is a first aid room in the college. Accidents are recorded in the medical room book.

Some overseas students receive a full medical in their home countries prior to being allowed to travel to study in England. The college does not receive the medical assessments from the home country.

Records evidenced that where appropriate, the welfare officer had supported students with hospital and GP appointments.

Students are encouraged to register with a dentist, but no monitoring appears to be in position to ensure that the application had been made, and had been accepted by a dental practice.

The host families are expected to register the students with their family GP. Most hosts interviewed stated that the students were accepted in to medical practices without a formal assessment process.

The college needs to develop parental consent forms for medical and dental treatment for the international students studying at the college.

Standard 15 (15.1)

There are satisfactory arrangements in place to ensure that students who are ill while at college or in college arranged accommodation are regularly checked and are able to summon assistance readily and rapidly when necessary.

Key Findings and Evidence

Standard met?

3

Students who are taken ill whilst at college can be taken to a dedicated room. They are assessed there and if appropriate appointments are made with their GP.

Host families demonstrated an understanding of the need to provide additional supervision at times of illness.

The hosts stated that this may also be the time when they access the welfare officer's 24 hr helpline.

Standard 16 (16.1 - 16.9)

Significant health and personal problems of individual students are identified and managed appropriately.

Key Findings and Evidence

Standard met?

2

Support is given to the students to access appropriate health care services.

The college must do more to access the healthcare records of the overseas students.

Health needs and medical records varied in their availability. Some files included basic information, whereas other files included no medical history at all.

Host families are provided with very little if any information in relation to the healthcare requirement of the students.

The college has appropriate counselling services to support the students at times of stress or distress.

Staff and host families were able to identify signs of stress and homesickness in the students.

Standard 17 (17.1 - 17.5)

The college does not inappropriately discriminate on grounds of gender, disability, race, religion, cultural background, linguistic background, political beliefs, sexual orientation or academic or sporting ability. The college takes these factors into account in its care of students, and appropriately supports and integrates identifiable minority groups amongst students and students who do not "fit in" to the college, residential unit or student body.

Key Findings and Evidence

Standard met?

3

Interviews with groups, and individual students evidenced that they had not been discriminated against on grounds of their gender, disability, race, religion, culture, or sexual orientation. There are appropriate policies and procedures to deal with any of these issues if they are suspected.

The college has appropriate mechanisms for supporting students whose first language is not English. The college is also beginning to develop a wider staff group that includes tutors from China, and Russia.

A multi denominational prayer room is available at the college.

The college also attempts to develop befriending groups through the tutorials that are led by the staff.

Standard 18 (18.1 - 18.5)

The college enables students to contact their parents and families in private.

Key Findings and Evidence

Standard met?

3

The college provides free internet access to the students, and this enables them to contact their family and friends though the use of e-mails.

The majority of the host families visited by the inspectors also had access to the internet, and made this facility available to the students.

During interviews with students they described mobile phones as being their primary mode of contact with their families and friends.

Host families also described how the parents of some students had visited, and stayed at the same address as the student, or close by in local hotels.

Standard 19 (19.1 - 19.3)

The college provides reasonable protection for students' personal possessions and any student's money looked after by the college.

Key Findings and Evidence

Standard met?

3

The students are responsible for looking after their personal possessions.

The college retains £200 a year deposit. This is used to pay for taxis, or additional activities. Any of the deposit not used by the individual students is returned to them.

Students are encouraged not to carry large amounts of money, or expensive possessions around with them.

Standard 20 (20.1 - 20.3)

There are appropriate processes of induction and guidance for new students arriving at the college, and guidance and preparation for students prior to leaving the college.

Key Findings and Evidence

Standard met?

3

The college has an appropriate process of induction for new students, and this is extended for the international students.

On arrival in England some of the International students spend some time in York for intensive training in English. These acquired language skills are then assessed with their academic skills prior to commencing their chosen courses at the college. This is followed by transport to their host families, and introduction to John Leggott College.

The international students are provided with a questionnaire three to four weeks after arrival in England to determine how their transition had been for them, and to identify any further support that they may individually need.

Students preparing to leave the college at the end of their studies are provided with a high level of support for their UCAS applications.

The college contacts the families of the students via e-mails on the day that examinations results are received to advise them on their child's academic attainments.

Support is also provided for students who require extra help after receiving their A level grades. The college continues to provide help and advise during this period of time enabling international students to access university places through the clearing system.

Standard 21 (21.1 - 21.3)

A senior member of the college's staff regularly monitors the college's records of risk assessments, sanctions against students, complaints and accidents, to identify any issues requiring action.

Key Findings and Evidence

Standard met?

3

The college has mechanisms for the recording of risk assessments, sanctions against students, complaints and accidents.

The college would benefit from developing these mechanisms to include the host families, and the accommodation that they provide to students.

Standard 22 (22.1 - 22.11)

Meals are provided to students, which are adequate in quantity, quality, choice and provision for special dietary, medical or religious needs, with clean and suitable cutlery, crockery and dining facilities.

Key Findings and Evidence

Standard met?

3

The students spoken to by the inspectors stated that they were very happy with the facilities provided by the college for their snacks and meals during their time in college.

They also stated that the meals provided by their host families were also very good. The majority of the students spoken to by the inspectors preferred to experience local meals as opposed to maintaining their own personal, or cultural preferences. Host families provide the students with breakfast and an evening meal. At weekends the host families provide three meals a day to the students. Some of the host families interviewed stated that they also provided packed lunches for the students when they were attending college, however this was a private arrangement and was not a requirement of the host families from the college.

The canteen areas of the college were very well organised, and observation found the canteen records to be up to date, and were accurately recorded. The main canteen was also able to demonstrate a recent assessment from the Environmental Health department. The assessment was very positive.

The canteen regularly reviews menus, and new meals suggestions by students are frequently added to the list. An example of this was the recent introduction of a selection of prepared salads. These were introduced following requests from the student group. Vegetarian options are also available in the canteen, and the menus reflect the dietary diversity of the student group.

Standard 23 (23.1 - 23.4)

Students have access to drinking water in both residential and teaching areas, and to food or the means of preparing food at reasonable times in addition to main meals.

Key Findings and Evidence

Standard met?

3

The students have access to a water fountain in the canteen area for fresh water.

Snack and hot and cold drink machines are available throughout the college.

Students and host families confirmed that the students have open access to food and drinks at their accommodation.

Standard 24 (24.1 - 24.6) Students and staff with residential provision duties are		
evacuation procedures from residential accommodation include any special arrangements for students or staff recommendations of the Fire Service are implemented	f with disabilities.	Any
maintained.	3	
Key Findings and Evidence	Standard met?	9
Standard not applicable.		
Standard 25 (25.1 - 25.3) Colleges where there are unusual or especially onerouthat these are appropriate to the students concerned a students' welfare.		
Key Findings and Evidence	Standard met?	9
Standard not applicable.		
Standard 26 (26.1 - 26.2) The college makes satisfactory provision for the welfaunder 18 it accommodates who are not its own studen		people aged
Key Findings and Evidence	Standard met?	9
Standard not applicable.		

Standard 27 (27.1 - 27.7) Identifiably high-risk activities provided for student educational day, are competently supervised and a appropriate safety measures.				
Key Findings and Evidence	Standard met?	9		
Standard not applicable.				
Standard 28 (28.1 - 28.6)				
Standard 28 (28.1 - 28.6) Students under 18 are sufficiently supervised during free time to reduce significant				
risks to their welfare, given their legal status as chi	•	0		
freedom to participate in student activities and to a				
College. Key Findings and Evidence	Standard met?	9		
		-		
Standard not applicable.				

STAFFING

The intended outcomes for the following set of standards are:

- Students are adequately supervised by staff.
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.
- Students are looked after by staff following clear residential and welfare policies and practice.
- Sound relationships between staff and students.
- Students' personal privacy is respected.
- There is careful selection and vetting of all staff and volunteers working with students.
- Students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking procedures.

Standard 29 (29.1 - 29.13)

While resident at the college or in college arranged accommodation, students know which member of staff is responsible for them and are able to contact them when necessary.

Key Findings and Evidence

Standard met?

4

The college exceeded this standard.

The international students have a dedicated staff team that are responsible for them at the international centre.

A member of the international staff is available to the student, their families, and their host families 24 hours a day. Although most individuals interviewed by the inspector had not utilised this service, they were very confident that this line of support was available to them, and would access it if they thought that it was necessary.

During a normal college day there are always members of the international staff available to the students at the international office. The policy for the office is open access at any time.

The college had appropriate policies and procedures to monitor student safety when attending college-organised trips.

Taxis for international students are provided through one company, and all of the drivers have received advanced Criminal Record Bureau clearances. These records were available at the college.

Counselling support is provided for the students, and additional support is provided through the tutorial system. Students meet their personal tutor twice a week. Senior tutors oversee the tutorial system to ensure that the students' needs are being met.

Standard 30 (30.1 - 30.11)

All staff with particular responsibilities for the supervision of residential students or the provision of student welfare services have job descriptions reflecting those duties, have appropriate competence, receive induction training in those responsibilities when newly appointed, and receive regular review of their supervisory and student welfare practice, with opportunities for continuing training.

Key Findings and Evidence

Standard met?

3

The staff personnel files observed by the inspectors all included job descriptions that detailed their responsibilities at the college.

The staff at the college receive a handbook that is similar to student year planners.

Some staff training had been provided in relation to the college policies and procedures.

Staff interviewed were clearly aware of their personal responsibilities to the students, and the responsibilities, and accountabilities of their colleagues.

Newly appointed staff are provided with induction training, and are provided with opportunities to develop existing skills, and to learn other appropriate skills. New staff work with other more experienced tutors.

Standard 31 (31.1 - 31.4)

All staff with responsibilities for supervision of residential students or the provision of student welfare services are provided with up to date written guidance on the college's policies and practice for the supervision of residential students and the safeguarding and promotion of their welfare. (This document is not necessarily a single document.)

Key Findings and Evidence

Standard met?

3

The college had appropriate policies and procedures in position to protect the student group, and to ensure that their welfare needs were being met.

The college needs to regularly review the policies and practice for the supervision of residential students to ensure that they remain appropriate to the students and staff groups.

Contact is maintained with families of international students for discussion of their progress, and for ensuring that appropriateness of their placements at the college continues to be reviewed.

The college had a policy of no physical restraint.

The college has abuse policies that are based on good practice guidelines and that relate to appropriate child protection legislation.

Standard 32 (32.1 - 32.3)

There are sound staff/student relationships including an understanding of respective roles, rights and responsibilities.

Key Findings and Evidence

Standard met?

4

The college exceeded this standard.

Interviews with students and individual staff indicated that relationships between both groups was very good.

The students were aware of the lines of responsibility of the staff at the college and they were aware of which staff they needed to approach. During interviews with the international staff team the inspectors observed that a wide range of skills and experience were present and the various roles of the staff within the team complemented each other very well indeed

The international staff travel to York to meet the new students. This is helpful to staff and students who will then know each other prior to the beginning of term. This also makes the settling in process easier during the first few weeks of term.

Records of contact details with families and agents, prior to the student's admission to the college have been retained.

Staff from the International Centre visit the home countries of the international students. Part of this agenda is to meet with the families and agents to update them on the progress of individual students at the college and also to hear and address any concerns the parents may have.

The college has both formal, and informal processes to deal with disagreements between students and staff.

Standard 33 (33.1 - 33.3)

Staff supervision of students avoids intruding unnecessarily on students' privacy.

K	(ev	Fi	nc	lir	ngs	and	Evic	lence

Standard met?

9

Standard not applicable.

Standard 34 (34.1 - 34.7)

Recruitment of all staff (including ancillary staff and those on a contract/sessional basis) and volunteers who work with students under eighteen includes checks through the Criminal Records Bureau at the Standard or Enhanced level as applicable to their role with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.

Key Findings and Evidence

Standard met?

3

Records observed at the college including personnel files evidenced that appropriate recruitment procedures including equal opportunities are met by the college.

The recruitment process included an application, two written references and an interview. All of the staff working at the college had received enhanced Criminal Record Bureau disclosures before commencing employment.

Host families are also cleared through the Criminal Records Bureau before being allocated a student to be accommodated with them.

There is also a system in place to ensure that host family members reaching 18 years are included on CRB checks, as well as the adult hosts themselves.

Standard 35 (35.1 - 35.3)

The college does not allow any member of staff (including ancillary staff, sessional/contract staff or volunteers) to have regular contact with students under 18 unless that member of staff has been satisfactorily checked with the Criminal Records Bureau.

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Bureau.		
Key Findings and Evidence	Standard met?	9
Standard not applicable.		

PREMISES

The intended outcomes for the following set of standards are:

- Students are provided with satisfactory living accommodation.
- Students have their own living accommodation, secure from public intrusion.
- Any security or surveillance measures provide security to protect students without compromising their privacy.
- Students have satisfactory sleeping accommodation.
- Students have adequate and adequately private toilet and washing facilities.
- Students have access to a range of recreational areas.
- Students are given reasonable protection from safety hazards.
- Students are suitably accommodated when ill.
- There are arrangements to ensure that student's clothing and bedding are adequately laundered.
- Students can buy food and personal requisites while accommodated at college.
- The welfare of students placed by the college in lodgings is safeguarded and promoted.
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short stay basis.

Standard 36 (36.1 - 36.8)

Student residential accommodation (including sleeping and living areas), and other accommodation provided for students, are appropriately lit, heated and ventilated, suitably furnished, accessible to any students accommodated who have disabilities, and adequately decorated, cleaned and maintained.

Key Findings and Evidence	Standard met?	9
Standard not applicable.		

As far as is practicable, students' residential accommodation is reserved for the use of those students designated to use it, and protected from access by the public.

of those students designated to use it, and prot	ected from access by th	ie public.
Key Findings and Evidence	Standard met?	9
	·	
Standard not applicable.		
otaridara not applicable.		

Standard 38 (38.1 - 38.4)		
Any security measures, provision of security sta	ff, and CCTV or other s	urveillance
equipment on college premises contributes posi-	tively and effectively to	student
safety and welfare, but does not compromise or		
privacy.		
Key Findings and Evidence	Standard met?	9
Troy i manigo ana Evidence	Otaliaala illoti	
Standard not applicable.		
Ctarradia not applicable.		
Standard 39 (39.1 - 39.11)		
Student bedrooms are suitably furnished and of	sufficient size for the a	ccommodation
and needs of the students accommodated.		
Key Findings and Evidence	Standard met?	9
Standard not applicable.		
04 1 140 (40 4 40 5)		
Standard 40 (40.1 - 40.5)		
Adequate toilet and washing facilities should be	readily accessible to st	udents, with
appropriate privacy.		
Key Findings and Evidence	Standard met?	9
Standard not applicable.		
1		

Standard 41 (41.1 - 41.5)

Students have access to a range and choice of safe recreational areas, both indoors and outdoors.

Key Findings and Evidence

Standard met?

9

Standard not applicable.

Standard 42 (42.1 - 42.7)

Indoor and outdoor areas used by, or accessible to, students are free from reasonably avoidable safety hazards.

Key Findings and Evidence

Standard met?

3

The college site was under development at the time of the inspection. All of the areas where building was taking place had been secured and made safe.

The environment was well maintained and very clean, and all areas of the college were accessible to the students.

There was good access to a choice of grassed and hard surface areas for the students to use.

The college is currently developing a risk assessment policy for the facilities provided for students in host family accommodation.

Standard 43 (43.1 - 43.2)

Suitable accommodation and care area available for the care of students who are ill.

Key Findings and Evidence

Standard met?

3

A secure first aid room is provided at the college. Designated first aid staff are identified at various points around the college.

The room is suitable for daytime accommodation of students who are ill, however this must only be used as a temporary facility whilst alternative arrangements are made to move the student to a more suitable location. There are appropriate arrangements for meeting the needs of students who are taken ill in host family's homes.

Standard 44 (44.1 - 44.4)		
Adequate laundry provision is made for students' clot	thing and bedding	
Key Findings and Evidence	Standard met?	9
Standard not applicable.		
Standard 45 (45.1 - 45.2)		
Students are able to purchase basic foods and minor	necessary persor	nal and
stationery items while accommodated at college.		
Key Findings and Evidence	Standard met?	9
Standard not applicable.		

Standard 46 (46.1 - 46.10)

Any lodgings arranged directly by the college to accommodate students under 18 provide satisfactory accommodation and supervision, are checked by the college before use, and are monitored by the college during use.

Key Findings and Evidence

Standard met?

2

The college should develop a policy for the monitoring of students being accommodated for them in the community. Currently, host accommodation is not monitored once the placement has commenced. Therefore there is no policy or practice that ensures that standards are maintained throughout the academic year. If a host continues to provide accommodation the following year the accommodation is not re-assessed.

Host families should be provided with a contract detailing their roles and responsibilities to the students and to the college. This would add clarity to the expectations of the college and the hosts. It should include issues relating to public liability insurance, child protection, and vulnerable adults issues.

The risk assessments of the host families' accommodation and grounds must be introduced to ensure that the health and safety needs of the students are met. Two members of the international staff visit prospective host families to assess their suitability to provide appropriate care and accommodation.

There was no written evidence that parental consent is sought from student families to provide medical treatments to the students. The international staff stated that this was high on the college agenda for the next academic year.

There was no evidence to indicate that the college had received parental consent for students under 18 years to be accommodated at places other than their host families for limited periods including weekends.

The college needs to develop policies and procedures for supporting the international centre when staff are absent for long periods of time. Currently this is undertaken by staff on an informal basis, and must be formalised.

The inspectors visited the accommodation provided by five host families. The bedrooms varied in size and presentation and were decorated to different standards. There was evidence that the students had all been able to personalise their specific rooms.

The host families that were interviewed by the inspectors confirmed that they had been advised by the college to contact the international staff if they were experiencing any difficulties with the students that were accommodated with them.

The hosts that were interviewed described how they have a variety of arrangements to ensure that the food they provide was acceptable to the students. Some of the students stated to the inspectors that the host families had been teaching them to cook meals associated with the local area, and also they had taught their host family how to cook meals traditional to their own culture.

Interviews with students indicated that generally there was a high level of satisfaction in the accommodation that was provided. Some students shared the family bathroom, others had exclusive use of their own facilities. The host families stated that it was the students' responsibility to keep their rooms clean and tidy. But in most cases host families retained a

role in cleaning rooms.

The college has a system for recruiting host families. Most hosts interviewed stated that they had become involved having discussed it with family and friends. The majority had seen the opportunity advertised on the screen at the local cinema and in the local newspaper.

Host families are also invited to attend social events arranged though the college, and attend them with their students.

The college had good policies and procedures to establish the student's placement at the college, and to inform their families of their progress.

The colleges web site is very informative for the international students, and information is provided in several different languages including Russian, Chinese, and Vietnamese.

The college is a UKCOSA member and it obtains additional support from this service for the international students. UKCOSA is a national charitable organisation that supports overseas students, and their educational establishments. UKCOSA also supports students with appropriate visa applications.

Staff interviewed had either received child protection training at the college, or in their previous employment. The college updates child protection training on an annual basis. Staff demonstrated awareness of college policies and procedures for the protection of children and vulnerable adults and of the appropriate reporting systems.

The college is developing its services to other foreign countries, however currently most overseas students are from China, Russia, and Vietnam. Local children from the Chinese community also attend the college, and the local Chinese community offer some welfare support, and financial sponsorship to the Chinese students. The local Chinese community also provides opportunities for part time work for the students.

The college has a personal tutor system that monitors any academic and pastoral needs. The tutor groups have between 15-20 students in each group and each group is made up of both international and local students.

There are college staff that speak Cantonese, Mandarin, and Russian to assist in translation at difficult periods for students so that they can communicate in their first language. Staff interviewed stated that they also had access to other interpreters through local industry contacts. The staff also confirmed that if they required a foreign language speaker for any reason the college would provide this.

Standard 47 (47.1 - 47.5)		
Any off-site short-stay accommodation arranged by the	ne college for any	of its students
provides satisfactory accommodation and supervision	n, is checked by tl	he college,
where reasonably practicable, before use, and is mon	itored by the colle	ege during use.
Key Findings and Evidence	Standard met?	9
Standard not applicable.		

PART C (Where Applicable)	LAY ASSESSOR'S SUMMARY
Lay Assessor	Signature
Date	

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PRINCIPAL'S RESPONSE

D.1 Principal's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on <enter date(s) of inspection here> and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Amendments to the report were necessary	
Comments were received from the provider	
Principal's comments/factual amendments were incorporated into the final inspection report	
Principal's comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate	
Note: n instances where there is a major difference of view between the Inspector and Principal both views will be made available on request to the Area Office.	I the
D.2 Please provide the Commission with a written Action Plan by which indicates how recommended actions and advisory recommenare to be addressed and stating a clear timescale for completion. The	
kept on file and made available on request.	
kept on file and made available on request. Status of the Principal's Action Plan at time of publication of the final insperence:	ection
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Status of the Principal's Action Plan at time of publication of the final inspereport: Action plan was required Action plan was received at the point of publication Action plan covers all the statutory requirements in a timely fashion Action plan did not cover all the statutory requirements and required further	

Principal's statement of agreement/comments: Please complete the relevant section that applies. D.3.1 I of confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the recommended actions made and will seek to comply with these. **Print Name** Signature Designation **Date** Or D.3.2 I of am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons: **Print Name** Signature

Note: In instance where there is a profound difference of view between the Inspector and the Principal both views will be reported. Please attach any extra pages, as applicable.

Designation

Date

D.3

PRINCIPAL'S AGREEMENT

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