



*Making Social Care
Better for People*

inspection report

FURTHER EDUCATION COLLEGE

Shuttleworth College

**Old Warden Park
Biggleswade
Bedfordshire
SG18 9EA**

Lead Inspector
Paul Worthy

Announced Inspection
4th & 5th December 2006 10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Further Education Colleges*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

Every Child Matters, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life.

Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

COLLEGE INFORMATION

Name of college	Shuttleworth College
Address	Old Warden Park Biggleswade Bedfordshire SG18 9EA
Telephone number	01767 626222
Fax number	01767 626235
Email address	
Provider Web address	www.shuttleworth.ac.uk
Name of Governing body, Person or Authority responsible for the college	Writtle Agricultural College Higher Education Authority
Name of Principal	Mr M Johnson – Interim College Manager
Name of person responsible for welfare and accommodation of students under 18	Mrs J Norman – Student Welfare and Facilities Manager.
Age range of residential pupils	16 +
Date of last welfare inspection	16 & 17 June 2003

Brief Description of the College:

Shuttleworth College is situated in Old Warden Park and is owned by the Shuttleworth Trust. The Trust is a charitable organisation that was set up to manage the estate, the Shuttleworth Collection and to provide agricultural education. Shuttleworth College is managed for the Trust by Writtle (Essex). There are various commercial interests also operating within Old Warden Park that are also managed by Writtle College.

Students under the age of 18 years are accommodated in three of the five residential blocks, one for male students and one for female students. Students are not placed in lodgings. There is also a separation between students under 18 years and those over 18 years.

SUMMARY

This is an overview of what the inspector found during the inspection.

To quote the Interim College Manager, "Shuttleworth College is on a journey". This is a good analogy of what is revealed when comparing the findings of this report with the findings of the 2003 inspection. Although the overall assessment of the service is 'adequate', there have been some considerable strides forward and the journey to date does not appear to have taken any backwards steps.

There is increased use of the boarding facilities with 55 students boarding at the time that this inspection took place, (33 of whom were under 18 years of age). This assessment is based on a site visit (including interviews with boarders, key staff, examination of records and a tour of the premises), a boarders' questionnaire and continued assessment by the lead inspector since the last inspection took place.

What the college does well:

There are clear lines of accountability between the newly appointed Student Welfare and Facilities Manager and the Interim College Manager and the two post holders work in unison to achieve the best possible outcomes for boarders.

Students said that the induction process was positive and they felt that they had been welcomed into college life. In the main, students are satisfied with college life and many good friendships had begun. Pastoral care is good and students did not perceive bullying as an issue. Boarders felt they had good relationships with staff and appreciated the high profile role of the Welfare & Facilities Manager. They also said that they felt safe on the site.

What has improved since the last inspection?

The last inspection report contained a total of 29 requirements and recommendations. It was pleasing to see how many of these had been fully or partially met. Particularly noteworthy were the introduction of improvements to the residential accommodation (such as greater attention to privacy), and an on-going review of policies and procedures.

The Commission sees the appointment of the Welfare & Facilities Manager as a very positive step.

What they could do better:

The wardens are lecturers who undertake the role after the end of their academic day. They had different levels of understanding on best social care practice. In addition, it is possible that their two roles could overlap. After a stressful day, the role of a warden could give added stress and place both the staff member and the student at risk. It is recommended that the current system for covering residential social care responsibilities be reviewed and thorough training provided (or social care practitioners recruited for the task).

In order that the Student Welfare Facilities Manager can maintain a good overview of student boarders under 18, she should be sent copies of any warning following suspected inappropriate computer access issued by the IT Department. She should also both agree to, and be provided with copies of all risk assessments for high-risk activities involving boarders.

Fire precautions in the student accommodation caused concern, as it has no linked fire detection system, no emergency lighting and battery-operated smoke detectors are not routinely checked. Overall, the student accommodation does not meet modern expectations.

Please contact the Principal for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

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Scoring of Outcomes

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Being Healthy

The intended outcomes for these standards are:

- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.(NMS 6)
- Students receive first aid and health care as necessary.(NMS 14)
- Students are adequately supervised when ill.(NMS 15)
- Students are supported in relation to any health or personal problems.(NMS 16)
- Students receive good quality catering provision.(NMS 22)
- Students have access to food and drinking water in addition to main meals.(NMS 23)
- Students are suitably accommodated when ill.(NMS 43)

The Commission considers Standards 14 and 16 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

6, 14, 15, 16 22, & 43 Quality in this outcome area is **adequate**.

The College has sound policies and procedures designed to ensure that boarders remain healthy. However, the facilities in the accommodation block have reduced an overall judgement of 'good' to 'adequate'. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The accommodation guide contains a clear statement on alcohol and substance abuse, and the college hold regular (compulsory) lectures on the subject. Welfare reports record how the wardens deal with incidents and they appear to be handled appropriately. Policies and practice on the subject are widely known.

Students may choose to register with a local GP or retain their home GP. They confirmed that the College makes satisfactory arrangements for them to attend medical appointments. Students stay in their own rooms if they are ill (or go home). There is a sick bay available for emergencies and wardens all receive first aid training. If a student falls ill, there are clear and well-known procedures that are followed. However, students are usually responsible for their own medication. All accidents are recorded and regularly audited by the health and safety committee.

The College was not accommodating any student with special health or personal needs at the time of this inspection. Key medical information about students is contained in the duty warden's log. Discussions with wardens revealed different levels of understanding on best social care practice when dealing with issues such as eating disorders, panic attacks or stress. (See also 'Management' below).

There is a restaurant on site and, although questionnaires completed by students indicated that the food was 'adequate', those spoken to were generally satisfied with the quality and quantity of the meals provided. There are always alternative choices available. The restaurant provides three meals a day from Monday to Friday but there are no dining facilities for boarders at weekends. Boarders who do not go home at weekends only have a microwave, a sink and a 'fridge/freezer available to them in each of the accommodation blocks. Boarders have access to drinking water during the day, although the water provided in the kitchenettes was warm.

Staying Safe

The intended outcomes for these standards are:

- Students are protected from bullying and harassment.(NMS 2)
- Students are protected from abuse.(NMS 3)
- Use of discipline with students is fair and appropriate.(NMS 4)
- Students' complaints are adequately responded to.(NMS 5)
- Students are protected from the risk of fire.(NMS 24)
- The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.(NMS 26)
- Students' safety and welfare are protected during high risk activities.(NMS 27)
- Students' personal privacy is respected.(NMS 33)
- There is careful selection and vetting of all staff and volunteers working with residential students.(NMS 34)
- Students are protected from unsupervised contact with adults who have not been, subject to the college's complete recruitment checking procedures.(NMS 35)
- Students have their own living accommodation, secure from public intrusion.(NMS 37)
- Any security or surveillance measures provide security to protect students without compromising their privacy.(NMS 38)
- Students are given reasonable protection from safety hazards.(NMS 42)

The Commission considers Standards 2, 3, 4, 5, 24, 33, 34, 35, 37 and 42 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

2, 3, 4, 5, 24, 27, 33, 35, 37, 38 &42 Standard 26 does not apply. Although good practice recommendations have been made, the quality in this outcome area is **good**.

Boarders (and their parents) can be assured that the College makes every effort to ensure that students remain safe whilst in their care. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The College has detailed policy on child protection and a summary is available for the ease of reference of any staff that come into contact with younger students. There is also available a copy of the college Code of Practice on Bullying, which is included in the general information booklet. Both policies are included in the staff induction pack. It should be noted that records show that the College addresses instances of bullying, although discussions with students revealed that they did not see bullying as an issue.

The student disciplinary policy is included in the general information booklet. The vast majority of students felt that punishments were fairly applied; the warden's sanctions book and logs were seen and supported this view. It was also noted that the IT Department sometimes issue their own warnings for suspected inappropriate website access and any such warning to boarders should be copied to the Student Welfare and Facilities Manager.

The College has a complaint procedure and this is included in the general information booklet. Students spoken to were aware of the process but stated that they had had no reason to use it. It was evident that there are complaints made to wardens (such as excessive noise), but although they are dealt with, the record tends to be in the warden's log rather than listed as a complaint.

Most activities that could be deemed as high risk (such as horse riding) are carried out during the educational day. All are appropriately risk assessed by the lecturers in charge. However, it is recommended that whenever boarders are involved, a copy of the risk assessment should be agreed with the Student Welfare and Facilities Manager.

Students and staff were conversant with the fire evacuation procedure and there has been a drill this term. There are five student accommodation blocks that are physically linked yet there is no linked fire detection system. In addition, there are a number of battery-operated smoke detectors that are not routinely checked and there is no emergency lighting provided. The Commission will request that the Bedfordshire & Luton Community Fire Safety Officer advises on fire precautions in the accommodation blocks.

Boarders said that all staff respected their privacy. All staff that were asked confirmed the same practice prior to entering a student's bedroom and this was being written into the warden's handbook. Entrance to the accommodation blocks is protected by a key-code. There is a potential for some public access through the site and any risks posed will be reduced once the external CCTV system becomes operational. It is also proposed to block the driveway to discourage unauthorised through traffic.

Staff files are held at Writtle College and an inspection of that service in March 2006 reported, "The records did not evidence that full checks had been carried out on all staff prior to appointment or that all staff had undertaken child protection training". However, information at Shuttleworth College demonstrated that best recruitment practice is being followed locally and for that reason, no recommendation has been made in this report

Enjoying and Achieving

The intended outcomes for these standards are:

- Students have access to a range and choice of activities.(NMS 11)
- Students receive personal support from staff.(NMS 13)
- Students do not experience inappropriate discrimination.(NMS 17)
- Student welfare is not compromised by unusual or onerous demands.(NMS 25)
- Students have access to a range of recreational areas.(NMS 41)

The Commission considers Standards 13 and 17 the key Standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 13, 17, 25 & 41 Quality in this outcome area is **good**.

There is a wide range of activities from which boarders can choose. All students can access support with ease if they feel a need. The facilities in the boarding accommodation are basic, but this does not affect the overall outcome judgement of this section. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The college is located in a large park estate and students have access to a variety of recreational facilities such as a squash court, a sports hall, tennis courts, rugby & football pitches and a bar. The Student Union runs themed nights every Thursday and also organises events such as a summer ball and a Christmas party. Most students go home at weekends and being able to drive a car was felt to be advantageous if off-campus facilities were to be reached. However, students who stayed at weekends stated that there were no activities for them. Each of the accommodation blocks has a designated space that could be used for social gatherings (although boarders said they preferred to meet in their own bedrooms), and a separate common room is also available. (The common room is equipped with a variety of easy chairs and a television).

Each student has a named course tutor and can also speak to the wardens or the Student Welfare & Facilities Manager. There is a student support service for

help with academic issues and the College actively assists students to access outside counselling agencies such as Relate and Talk Time. Every student that was asked named a responsible adult to whom they would look to for support.

An equal opportunities policy has been published and is available in the staff handbook. Information made available to students by the College contains a statement of commitment to equal opportunities. Both staff and students confirmed that the policy has been put into practice.

Some courses include early morning duties for students and these duties are carried out on a rota basis. Students did not feel that this greatly impact on their work or free time.

Making a Positive Contribution

The intended outcomes for these standards are:

- Students are enabled to contribute to the operation of residential provision in the college.(NMS 12)
- Students can maintain private contact with their parents and families(NMS 18)
- Students receive guidance, both on arrival at the college and in preparing to leave the college.(NMS 20)
- There are sound relationships between staff and students.(NMS 32)

The Commission considers Standards 12 and 18 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

12, 18, 20 & 32 Quality in this outcome area is **good**.

There are many ways in which boarders may have a voice. No evidence was found of significant disagreements between any staff member or student. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Prior to starting at the College, levels of supervision, acceptable behaviour and the terms on which parents would be contacted by College staff were agreed with each potential student and their parents. All students are given a copy of the College general information booklet and the College accommodation guide, which provide suitable information about routines, rules and policies.

Students said that there were informal opportunities for them to express their views and that these views were generally listened to. There are also formal forums for exchanges and there have been three Residential meeting so far during this academic year. In addition, a student representative spoke in positive terms about a recent meeting of the Catering Committee. Block meetings can also be requested by boarders or by wardens to discuss specific issues.

There is a telephone booth available for students, which is located close to the common room but away from the accommodation block.

Achieving Economic Wellbeing

The intended outcomes for these standards are:

- The college's organisation of residential provision safeguards students' welfare.(NMS 10)
- Students' personal possessions and money are protected.(NMS 19)
- Students are provided with satisfactory living accommodation.(NMS 36)
- Students have satisfactory sleeping accommodation.(NMS 39)
- Students have adequate and adequately private toilet and washing facilities.(NMS 40)
- There are arrangements to ensure that students' clothing and bedding are adequately laundered.(NMS 44)
- Students can buy food and personal requisites while accommodated at college.(NMS 45)
- The welfare of students placed by the college in lodgings is safeguarded and promoted. (NMS 46)
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short-stay basis. (NMS 47)

The Commission considers Standards 46 and 47 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

10, 19, 36, 39, 40, 45 & 47. Standard 46 is not applicable Quality in this outcome area is **poor**.

Although students live in a safe environment, the overall judgement of this outcome cluster is influenced by the residential accommodation. Had this not been the case, the outcome would have been 'good'. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Boarders under 18 years live in separate accommodation to over 18 year-olds and the accommodation is divided by gender. The College does not provide a banking service and, although boarders have individual bedrooms that are lockable, they do not have a secure lockable space (such as a lockable drawer) to keep items such as money and medicines safe.

The accommodation blocks were constructed in the 1960's and do not meet modern standards. The buildings were appropriately heated and, apart from one shower, appeared to be appropriately ventilated. Students said that whilst the Maintenance Department did their best to keep on top of the work, repairs (such as a blocked shower) were not always dealt with promptly. The decorative standards are adequate, and the accommodation was kept to a good standard of cleanliness but the accommodation lacks the provision of a meaningful lounge area and the kitchenettes are poorly equipped.

All bedrooms are for single occupation and occupants can personalise their private space. Students said that the beds were comfortable and that they provide their own bedding. Furnishings were adequate. All bedrooms are equipped with a desk light but only have one electrical socket outlet. The flooring is linoleum, which although easy to keep clean, was reported by students as being cold.

The College has a programme of upgrading the bathing facilities and, where installed, the shower units are very much appreciated by boarders. However, the bath is not used. Boarders reported that they do not usually experience a wait when they want to use the washing and toilet facilities. It was reported that there is always an adequate supply of hot water.

There is a coin-operated laundry on site with access by means of a key code. Boarders that went home at weekends said that they tended to take their washing home with them.

A shop is being re-introduced and is currently at the counter of the restaurant. Basic food provisions and stationary were available for purchase.

When students are off site for any reason, the activity is risk assessed by the lecturer who organises the trip. This process includes any residential provision associated with the trip.

Management

The intended outcomes for these standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.(NMS 1)
- The safeguarding and promotion of students' health and welfare are supported by appropriate records.(NMS 7)
- There is clear leadership of residential provision in the college.(NMS 8)
- Crises affecting students' welfare are effectively managed.(NMS 9)
- Risk assessment and college record keeping contribute to students' welfare.(NMS 21)
- Students are appropriately supervised during free time.(NMS 28)
- Students are adequately supervised by staff.(NMS 29)
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.(NMS 30)
- Students are looked after by staff following clear residential and welfare policies and practice.(NMS 31)

The Commission considers Standards 1, 21, 29 and 30 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 7, 8, 9, 21, 28, 29, 30 & 31 Quality in this outcome area is **adequate**.

Overall management of the boarding service is good. However, some traditional practices could leave younger boarders in a vulnerable situation. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Between the College general information booklet and the College accommodation guide, students and their parents are provided with details of policies and practice. (They cover issues such as bullying, learning support, accommodation and occupation agreement). The documents are reviewed annually.

There are clear lines of accountability between the Student Welfare and Facilities Manager and the Interim College Manager and the two post holders work in unison to achieve the best possible outcomes for boarders. They regularly monitor all records relating to student welfare. (In addition, they were undertaking a review of the warden's handbook at the time that this inspection took place).

Since the last inspection took place, the College has drawn up a policy for dealing with any foreseeable crisis that could occur (the disaster and epidemic policy). See also 'Staying Safe' (above) regarding risk assessments.

Students complete medical questionnaires and essential medical information, (together with emergency contact numbers), is included in the duty Warden's logbook. Staff are not involved in administering medication and were not currently supervising boarders taking their own.

The wardens are all lecturers who undertake additional duties after the academic day is over. Social care training is not provided and wardens appeared to hold different views on topics such as child protection, and dealing with issues such as potentially aggressive situations, eating disorders, panic attacks or self-harming. The recently appointed Student Welfare and Facilities Manager is appropriately skilled and qualified for the role, but, apart from the warders handbook, warders have to rely mainly on their own life experience to deal with any situations they encounter. It is recommended that the current system for covering residential social care responsibilities are reviewed and thorough training provided if social care practitioners cannot be recruited for the task.

There is a duty warden on every night and covering weekends. The warden on duty has a mobile 'phone and all students know the contact number. Wardens are supported by assistant wardens (who will accompany students who need to go off site for medical appointments or emergencies). All wardens are given first aid training.

Wardens no longer have a base in the residential accommodation. It was evident that boarders are adequately supervised until 11.30 p.m. and during that time a good balance of supervision appropriate to the age of boarders was achieved. However, there appears to be little or no structured supervision or support from them until 8.30 a.m. the following day. A warden presence nearer the boarding accommodation would overcome this and enable occurrences such as minor disruptions or excessive noise to be dealt with sensitively.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Further Education Colleges have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
6	3
14	3
15	3
16	2
22	2
23	2
43	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	3
3	3
4	3
5	3
24	2
26	N/A
27	3
33	3
34	X
35	3
37	3
38	3
42	3

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
11	3
13	3
17	3
25	3
41	3

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	3
18	3
20	3
32	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
10	3
19	2
36	3
39	2
40	2
44	3
45	3
46	N/A
47	3

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	3
7	3
8	4
9	3
21	3
28	1
29	3
30	2
31	2

Are there any outstanding recommendations from the last inspection?

RECOMMENDED ACTIONS

This section sets out the actions that must be taken so that the proprietor meets the Children Act 1989, Inspection of Schools and Colleges Regulations 2002 and the National Minimum Standards.

No.	Standard	Recommendation	Timescale for action (Serious welfare concerns only)
1	FE4	In cases where the IT Department issue warnings for suspected inappropriate access to a boarding student, a copy should be sent to the Student Welfare and Facilities Manager.	
2	FE16	Wardens should be trained it understand social care practice for dealing with issues such as eating disorders, panic attacks or stress.	
3	FE19	It is recommended that a secure space, (such as a lockable drawer), be provided in boarder's bedrooms for safekeeping their money and medication.	
4	FE22	The cooking facilities available to boarders at weekends should be reviewed to enable weekend boarders too prepare reasonable snacks and meals when the restaurant is closed.	
5	FE23	Attention must be paid to the availability of drinking water in the accommodation blocks to ensure that it is delivered at a reasonable temperature (and not warm as at present).	
6	FE24	The student accommodation has no linked fire detection system, no emergency lighting and battery-operated smoke detectors are not routinely checked.	
7	FE27	All assessments of high-risk activities involving boarders should have the prior agreement of the Student Welfare and Facilities Manager.	

8	FE28	Wardens should be available to boarders between the hours of 1100 and 0830.	
9	FE30	It is recommended that the current system for covering residential social care responsibilities are reviewed and thorough training provided if social care practitioners are not to be recruited for the task.	
10	FE39	Additional electrical socket outlets should be provided in student accommodation to enable them to safely use the equipment that is commonplace with young people.	

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