

Bournemouth & Poole College

Inspection report for further education college

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Inspector	Wendy Anderson / Paula Lahey
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Information about the college

Bournemouth and Poole College is one of the largest further education colleges in the country. It provides further education to over 20,000 students of all ages who are enrolled on a wide variety of full and part-time courses. The college is spread over eight sites across the Bournemouth and Poole area with the two largest campuses based in central Bournemouth and Poole. Students are recruited locally, nationally and internationally. There is no site-based accommodation provided and students under the age of 18 years are encouraged to stay in college arranged home-stay accommodation with host families. In addition the Colleges' specialist chefs students are also provided with accommodation whilst they are away from College on placement. This can be in host families, accommodation provided by the placement or a halls of residence provided by a charity.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Summary report

Overall effectiveness of the provision	adequate
Outcomes for young people	good
Quality of service	good
Leadership and management	adequate
Safeguarding	adequate

Overall effectiveness

The overall effectiveness is judged to be **adequate**.

The welfare and host family provision at the College is adequate. The host family services have a positive effect on the students both educationally and in their personal development. The standard of care provided is good and staff are

responsive to student's individual needs. The staff team have appropriately high expectations of the students and are effective in enabling them to reach their potential.

Behaviour at the College is very good and well managed with the basis of this being respect and tolerance of others. Students feel safe in College and when with their host families.

The recommendations from the last inspection have been met.

Students have good relationships with their host families and welfare staff. However, the records of staff-student discussions about their home stay accommodation are inconsistently maintained which limits their value. Staff receive good quality training and informal support. However the records of the formal supervision of staff require improvement to fully demonstrate how the work of staff is being monitored and developed.

Accommodation for students in the homestay provision is good but at the College fire doors are often wedged open, which is unsafe .

There are some shortfalls in the staff recruitment records which could potentially place students at risk. In addition there is a lack of evidence of formal supervision sessions with some staff. This could potentially mean, for instance, that performance issues are not addressed with staff in a timely manner.

There is also a lack of consistent documentary evidence of the College staff having discussion with individual students in homestay accommodation on a termly basis as to how things are in their home-stay. This could potentially mean that concerns or issues are not promptly addressed.

What should the college do to improve further?

To improve the quality and standards of care further the provider should take account of the following recommendation(s):

- ensure the College's system for recruiting staff (ancillary staff, contract/sessional staff and volunteers) who work with students under eighteen includes all the points listed in National Minimum Standard 34.2. In particular two written references are obtained and all references are verified by the College with the referee. (NMS 34.2 (iii, iv))
- ensure the College has documentary evidence that at least once per college term a member of staff discuss their lodgings separately with each student accommodated by or on behalf of the college in lodgings, recording the student's assessment in writing and taking action on any concerns or complaints. (NMS 46.8)
- ensure the college implements a process of regular self-assessment of its home-

stay provision.(NMS 8.5)

- ensure all staff with particular responsibilities for the supervision of residential students or the provision of student welfare services receive regular review of the supervisory and student welfare practices. In particular written records of these session should be maintained. NMS (30.1)
- ensure students are protected from the risk of fire. In particular ensure fire doors are not wedged or propped open. (NMS 24).

Outcomes for young people

Outcomes for young people are **good**.

Students are positive about their time at the College. They are happy and said they have very good relationships with the staff and their host families. They feel safe and relaxed both at College and in their home stay.

Students have developed good social networks both at College and with the students they share the home-stay provision with. They also said that due to the vast range of nationalities who access the College they have met people from lots of different culture which they felt was great. It helped them widen their experiences and develop their understanding of different cultures.

Students said they have developed not only their independence skills but also they have increased in confidence. Some students said their self-esteem has improved. They felt this could be due to the staff treating them as adults and they in turn feel valued.

Living in home-stay provision has had a beneficial effect on students educational achievements. The College provided data that those students in home stay out perform those who do not.

Students feel well supported by the College and their host families. Students said they have a very wide range of people they would go to if they had any concerns or worries.

Quality of service

The quality of the service is **good**.

The quality of the service provided by the College for its students is good. Student welfare staff provide students with individual care and support to meet their identified needs. This includes detailed care plans where required. The basis for this is the relationships the students have with the student welfare staff. The specialist chefs students were particular complimentary about the staff who support them. They felt as they had worked in the catering industry they has a real insight to this world and possible issues, worries or concerns they students may have. They also praised the staff for the support they give them not only about the unsocial hours

they work but also being available to actually talk to them at these hours. This approach means that staff ensure that onerous demands are not placed on students. Students were also very positive about the host families they live with. Some students see these families as an extension to their own family.

The student welfare team is very committed to the students and the students value this. This support begins at the students induction to the College which students felt prepared them well. Part of this induction is to provide students with information on the support services available. For the international students this includes guidance on living in this Country. However this information is not provided to the European students in the same way but it is available upon request.

Health promotion at the College is good the nursing team provide students with a wide range of guidance on health, well-being, sexual health and personal safety. This is provided to some students as a matter of course and other students can request to access this information. The nurses have a good understanding of the issues students may have. This includes students mental health and well-being. Through the nurses and the welfare team students can access a wide range of support services in this area. First aid at the College is well managed and supported by the appropriate records.

Students have opportunities to express their views on the College through their tutorials and there is a student voice group. Students also complete an exit survey just before they leave. Information from this is used to develop the service the College provides. There is however no specific forum for students in home-stay to express their views and the service they receive.

On site catering at the College is of a good standard. Students have access to a range of food outlet to choose from. The prices at these outlets are competitive with the local area.

Leadership and management

The leadership and management are **adequate**.

The aims of the College are understood by staff and students. This is supported by the required documents which outline the services the College provides and reflects their current practice. However the contact information for Ofsted in some of these documents is out of date.

At the Colleges last inspection in March 2011 two recommendations were made. These related to the College providing documentary evidence that at least once a year a member of staff visits all the lodgings to check the suitability of the accommodation. This is now being done with its main focus being on the physical environment and health and safety aspects. The College has developed systems for assessing and reviewing host family home-stay arrangements.

The managers of the College and the home-stay provision do have an understanding

of the strengths and weakness of these areas. However there is no formal self-assessment of the homestay provision and welfare service against the National Minimum Standards and supporting documents. Also the managers understanding of the National Minimum Standards is not robust. This potentially could effect the Colleges' improvement agenda being driven forward in line with these Standards. The College has an appropriate complaint policy and procedure which is supported by appropriate records.

The staffing levels at the College are good. New staff receive thorough induction and probationary processes which address all key areas. Staff benefit from comprehensive training which supports them in their work. All staff receive annual appraisals which evaluates their work and sets goals for the coming year. The College nurses receive regular clinical supervision and annual appraisals. Staff receive a great deal of informal support from their managers which they have found very useful. However there is a lack of evidence of formal supervision sessions with some staff. This could potentially mean, for instance, that performance issues are not addressed with staff in a timely manner.

The home-stay the College provides for its students in host families is of a high standard. Students are provided with a good to outstanding standard of living accommodation this was evidenced during visits to eight home-stay providers. These are free from health and safety hazards and provide students with a comfortable homely environment in which to live. If a student does not gel with their host family then a move is quickly arranged by the College. This is rare due to the clear matching process the College has. This includes gathering information from the student and the host family so as to make an effective match. Host families met during the inspection are very committed to the students they care for and have strong relationships with them and their families who are welcome to visit.

Host families are robustly assessed at point of application and have annual visits to ensure all parties are happy and to ensure the standard of accommodation is maintained. Host families are provided with appropriate guidance on their role. This includes the contact numbers for the welfare team at the College. There is a lack of consistent documentary evidence of the College staff having discussion with individual students in homestay accommodation on a termly basis as to how things are in their home-stay. This could potentially mean that concerns or issues are not promptly addressed. The exception to this is the specialist chef students where robust documentation does exist.

Safeguarding

Safeguarding arrangements are **adequate**

Students feel safe both at College and in their home stay provision. Those students seen during this inspection knew who to contact should they have any concerns.

The College has appropriate safeguarding policies and procedures in place which are adhered to in practice. These have been shared with the Local Safeguarding

Designated Officers with whom the College has a good working relationship. The College has a number of appropriately trained designated Safeguarding Officers so as to be able to provide 24 hours cover for its students.

Training is provided for all staff at the College on safeguarding and this is regularly updated. All host families receive written guidance on safeguarding practices. The College said that host families are provided with safeguarding training by the welfare team. However it was not possible to consistently evaluate whether all families had received this.

The College operates a safe recruitment procedure for staff and a number of senior staff have received training in safer recruitment. However of the five staff personnel files inspected none of the references on four files had been verified and one file contained only one reference.

The College has an appropriate system in place for the recruitment and vetting of host families. This includes them having the relevant Criminal Record Bureau or Disclosures and Barring Service check at an enhanced level. The College has also developed a system to ensure they are aware when a member of the household reaches 18 years of age when the required check are done.

During the inspection the behaviour of the students was excellent. Students were seen to be respectful of staff and each other. There are clear policies, procedures and guidance for staff to ensure that behavioural issues are consistently addressed. The College has a robust and consistent approach to dealing with bullying. Both students and staff said when this happens it is quickly addressed. The robustness of the college's approach to this issue is evidenced in the records maintained in relation to bullying incidents. This includes effectively addressing incidents of cyber bullying.

Health and safety is given a very high priority at the College. There are robust systems in place which are adhered to in practice. This is enhanced by excellent risk assessments which are frequently reviewed and updated.

The College maintains the required fire records on the regular fire checks including drills it carries out. Currently a new fire alarm system is being installed. During the inspection however several fire doors were seen wedged open. This could place students at risk. The College said that electronic door hold back were part of the new fire system.

About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the inspection framework and the evaluation schedule for the inspection of accommodation in further education colleges.