



**Making Social Care  
Better for People**

# inspection report

## FURTHER EDUCATION COLLEGE

### Loughborough College

**Radmoor Road  
Loughborough  
LE11 3BT**

*Lead Inspector*  
**Mr Patrick Toner**

*Announced Inspection*  
**5th October 2006      08:30**

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

<b>Reader Information</b>	
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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](http://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](http://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

<b>Name of college</b>	Loughborough College
<b>Address</b>	Radmoor Road Loughborough LE11 3BT
<b>Telephone number</b>	01509 215831
<b>Fax number</b>	01509 618109
<b>Email address</b>	
<b>Provider Web address</b>	<a href="http://www.leicestershire.gov.uk">www.leicestershire.gov.uk</a>
<b>Name of Governing body, Person or Authority responsible for the college</b>	Leicestershire County Council Social Services
<b>Name of Principal</b>	Mr Jim E Mutton Mrs Sue Foreman Mrs Yvonne Sketchley
<b>Name of person responsible for welfare and accommodation of students under 18</b>	
<b>Age range of residential pupils</b>	16 to 18 years
<b>Date of last welfare inspection</b>	22 November 2005

## **Brief Description of the College:**

Loughborough College of further education is located within a wider educational campus area of Loughborough which includes, Loughborough University, Burleigh community college and the RNIB (Royal National Institute for the Blind) many of the students attending courses at Loughborough College will go on to complete studies at Loughborough University.

The college offers accommodation to student's aged 16 to 18 and to older students. The accommodation provided for students aged 16 to 18 years is in two modern blocks but on separate floors from mature students.

The college support students through a range of further education courses and access courses leading to higher education opportunities. A large number of the students will undertake training in the Care and Health profession, Hotel and Leisure and Sports Science and other subjects, with a view to training.

Students come from all parts of the UK, Europe, Africa and Asia. The college is experienced in catering for the needs of a diverse group of students and has established a network of Home Carers were students choose not to use the college accommodation.

# SUMMARY

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

This was an announced inspection and was planned as a Key Inspection to review the identified Key National Minimum Standards for Further Education Colleges. A pre-inspection visit was carried out during the week before the main inspection activity to carry out the student survey and plan the inspection programme with the team leader, Yvonne Sketchley.

During the main inspection there were discussions with the team leader, the college personnel manager, a member of staff responsible for the organisation and support of home placements and discussions with students during the evening in their accommodation and with wardens.

The college provided a cross-referenced list of policies and procedures demonstrating how each one matched and evidenced the national minimum standards.

It was disappointing that only four students completed the student survey however during the evening visit students were provided with an opportunity to air their views, which they seized with enthusiasm.

## **What the college does well:**

There are good support systems in place for students aged 16 to 18, this was confirmed in discussions with students many of whom were only a few weeks into their placements. The college provides a good level of warden support during the evening and weekend periods when students are not at their studies and students were aware of the pastoral services available to them as individuals if they felt they needed support.

The college places a high emphasis on academic achievement and social integration, there are many opportunities to engage in sports and social activities as individuals and as team members, wardens encourage this and many students respond to their initiatives.

There is clear guidance available to students regarding the facilities the college has to offer through its prospectus, which is available online. Many of the Asian students said they found this particularly helpful as the photographs and descriptions of college life, enabled them to orientate themselves with their environment prior to arriving at the college.

Many students said there were good relationships with staff which enabled them to feel secure and well cared for, for some this was their first experience of living away from home and they found the group setting and the support from peers to be helpful.

## **What has improved since the last inspection?**

The college has responded to the need for greater supervision of the 16 to 18 year old students by providing Halls' Wardens, this has resulted in improved communication and stronger relationships between wardens and students, students clearly felt able to raise concerns through the network of Wardens.

Under 18-year-old students are required to sign in and out of their accommodation, which helps to improve the level of safety and supervision.

The college is undertaking a programme of staff training, this has been developed to raise awareness of youth culture, cultural diversity, care-support skills and boundaries, and dealing with conflict.

The new halls of residence are registered to the ANUK./National Code of Standards for Larger Developments.

## **What they could do better:**

During the inspection site visit, students raised a number of issues, all of which could have been and should have been raised through the network of wardens. All issues related to improvements to student catering and accommodation facilities. The college responded immediately to the issues when made aware during feedback to wardens following the evening visit.

It is expected that when the student council is fully established this will provide a forum for raising concerns and making suggestions for improvements, all of the issues raised by students appeared reasonable, the wardens felt that the college would have addressed the issues had they been approached directly by the students.

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](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Recommended Actions identified during the inspection

# 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)

## **JUDGEMENT – we looked at outcomes for the following standard(s):** 14 and 16

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The college deploys trained first-aid staff at key times to support the welfare of students, there is a list of First Aid Staff posted in the accommodation blocks and all students have access to Doctors, Dentists and NHS Healthcare Support.

The college has a full health and safety policy which is approved by the safety committee and regular checks are made on students with health problems, staff are aware that significant health or personal problems may arise for individual students and staff are therefore vigilant and will report any concerns for further investigation as appropriate.

All students are encouraged to register with the local doctor and Loughborough has a 24-hour walk in NHS Centre. The college has a counselling service and other student support available should this be required.

In discussions, students said they were encouraged to maintain healthy lifestyles including ensuring they had enough sleep, maintained a healthy diet and took regular exercise, they recognised the need to balance study with periods of reflection, physical exercise and social integration.



# 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)

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

2,3,4,5,24,33,34,35,37,42

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The college has a comprehensive anti-bullying policy which is available to staff and students. The policy gives a clear definition of bullying and guides students to a range of adults to whom they can report bullying; this includes academic staff as well as those staff with specific duties for Pastoral Support. The policy also encompasses how to deal with harassment, discrimination and prejudice. No students raised any concerns in this area on the contrary all said they felt safe and understood how to report any concern.

The college has suitable safeguarding arrangements in place, there are whole College policies and specific policies for students under 18 together with clear

guidance to staff who may be faced with disclosure. In discussions students confirmed they had no concerns regarding child protection (safeguarding).

There is a student discipline policy, which is available to students, the policy is due for review in October 2006. The student discipline policy covers many aspects of life within the college and students are referred to 16 other policies which may from time to time impact on the responsibility of students for their own self-discipline.

There is a clear complaints procedure for 16 to 18 year old students and various leaflets available to them to support them in raising concerns, this includes a brochure on Listening to You which describes the methods by which students may raise concern and the actions to be taken by staff receiving concerns. The college has a three stage complaints procedure with an additional component to ensure that any complainant who remains dissatisfied following a stage three complaint has access to an independent arbitrator.

There are effective fire procedures in place and guidance is provided to students in the Hall's Handbook. Fire equipment checks are maintained on the hall's office database and records of fire tests are maintained in the health and safety folder. Discussions with students confirmed they are made aware of the fire drills as part of their induction to the accommodation.

Students are accommodated in single rooms and the majority of rooms have en-suite facilities, students said their privacy is respected. All staff with substantial unsupervised access to students are subject to Criminal Records Bureau checks at the enhanced level.

The college has a comprehensive risk management system, which is applicable throughout the college and in particular for student accommodation. There is good peripheral security and key-code access to each accommodation block.

# 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)

## **JUDGEMENT – we looked at outcomes for the following standard(s):** 13 and 17

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

All students have a number of trusted adults and staff who they can turn to for support or personal guidance. In addition to this there is a progress tutor for each student, personal tutorials and group tutorials form part of the curriculum.

There are three counsellors and the university's Anglican chaplain who students can contact directly about any personal problem also students may access information from the student information leaflets, the student intranet, the student diary and in separate leaflets. All student support information is provided at induction. Students were at ease discussing a range of support available to them. There is a designated teacher for Looked after Learners who can provide specific support to any learner who is in care including support for leaving care.

Approximately 50% to 60% of the 16 to 18-year-old students are from abroad and from a number of different countries. No foreign or UK-based students raised any concerns regarding discrimination or disadvantage when accessing learning resources or accommodation facilities. A number of Asian students have identified shops in the local area that can cater for their cultural and dietary needs.

# 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)

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

12 and 18

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

Students have good access to wardens and all Welfare/Pastoral staff, everyone spoken to said they would feel at ease discussing any key aspect of their care and support needs with staff. In addition, there is a student council, which is beginning to form its identity and become effective in highlighting student concerns and/or the need for the college to take action. Wardens confirmed there is a feedback mechanism and any concern raised by individuals or through group representation will have their concern registered and respond to by the pastoral staff team.

Most foreign students maintain contact with her parents by e-mail or mobile phones. A number of the UK-based students live more locally and some will go home at weekends, though not every weekend. Students stressed there were no barriers put in place by the college to prevent them communicating with their parents. Most students saw college life as a welcome progression from home life and prepared them for independence however some students readily admitted they found the transition from home to college more difficult and valued the opportunity to return home on a regular basis.

# 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)

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

46 and 47

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The college has an established group of providers of lodgings for students. There is a clear assessment process and an ongoing relationship with each provider to ensure the welfare of students is safeguarded and promoted. The college staff will undertake assessment and periodic visits to ensure welfare standards and specific cultural/religious needs are being met.

In discussions a key member of staff was able to describe the steps taken by the college to promote the welfare of a young Muslim student and stressed that the provider was keen to provide a culturally appropriate service. In addition of one student is accommodated in a bed-and-breakfast arrangement, the college has had a liaison with the sponsoring employer, the students parent and satisfied themselves that all parties are in agreement for this arrangement to continue.

# 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 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)

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

1,21,29,30,46,47

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The college has a clear statement of the principles of residential provision and student support this is available to parents, students and staff. A number of separate policies combine to provide the information needed by parents and students.

There is a full range of risk assessments available and a strategy for identifying, managing and reducing risk. The colleges administration system directly supports student welfare, it is efficient and captures concerns at an early stage enabling staff to respond appropriately.

During the evening visit to the student accommodation there were three wardens on duty with other staff available on call. In discussions students said they generally knew the whereabouts of wardens and who would be on duty at any particular time.

In general there was a relaxed atmosphere throughout the 16 to 18 students accommodation. Some students were preparing meals individually, others in groups catering for each other by arrangement and a number of students were preparing for games and sports training. The management of student accommodation was unobtrusive but supportive.

# 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

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

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

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

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

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	X
<b>19</b>	X
<b>36</b>	X
<b>39</b>	X
<b>40</b>	X
<b>44</b>	X
<b>45</b>	X

# SCORING OF OUTCOMES

## Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>7</b>	X
<b>8</b>	X
<b>9</b>	X
<b>21</b>	3
<b>28</b>	X
<b>29</b>	3
<b>30</b>	3
<b>31</b>	X
<b>46</b>	3
<b>47</b>	3

Are there any outstanding recommendations from the last inspection? NO

**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)

## **Commission for Social Care Inspection**

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