



Making Social Care
Better for People

inspection report

Children's Services

Loughborough College

Radmoor Road

Loughborough

LE11 3BT

and the Children Act 1989 30th November
2004

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.

| |
|--|
| TYPE OF ADDITIONAL INSPECTION VISIT |
|--|

| | |
|---|-----|
| Statutory Unannounced Inspection | |
| Follow up of Previous Inspection | |
| Follow up of Enforcement Action | |
| Complaints Investigation | |
| Monitoring Visit | YES |
| Advisory Visit | |
| Other | |
| Specify: | |

| |
|----------------------------------|
| TYPE OF SERVICE INSPECTED |
|----------------------------------|

| | |
|---|-----|
| Children's Home | |
| Boarding School (not registered as a children's home) | |
| Residential Special School (not registered as a children's home) | |
| Further Education College | YES |
| Residential Family Centre | |
| Independent Fostering Agency | |
| Local Authority Fostering Service | |
| Voluntary Adoption Agency | |
| Local Authority Adoption Service | |

| | | | |
|---|----------|----------------|----------------|
| | | | ID Code |
| Lead Inspector | 1 | Hilary Firth | 105553 |
| Name of Further Inspector (if applicable) | 2 | | |
| Name of Further Inspector (if applicable) | 3 | | |
| Name of Further Inspector (if applicable) | 4 | | |
| Name of Lay Assessors (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process. | | | |
| Name of Specialist (e.g. Interpreter/Signer) (if applicable) | | | |
| Name of Establishment Representative at the time of inspection | | Kate Hitchcock | |

| | |
|--|---|
| Number of Inspector Days spent on site: | 1 |
|--|---|

SPECIFIC OBJECTIVE(S) OF THE VISIT

This was an additional yearly inspection visit to review the specific areas highlighted in this inspection report and to review the advisory recommendations made during the Inspection of Boarding Welfare under section 87, Children Act 1989 on 17th – 19th November 2003.

| |
|---|
| INSPECTION METHODS USED AT THE VISIT |
|---|

| | |
|---|-----|
| Inspection of relevant part(s) of premises | NO |
| Interview with senior staff member in charge | YES |
| Interview with other staff | YES |
| Discussion with students | NO |
| Individual interview with a student | NO |
| Visit foster/adoptive home | NA |
| Visit lodgings | NO |
| Interview foster/adoptive parent | NA |
| Inspection of relevant records | YES |
| Inspection of relevant policy/practice documents | YES |
| Student's survey | NO |
| Parent survey | NO |
| Placing authority survey | NA |
| Foster / adoptive parent survey | NA |
| Staff survey | NO |

| | |
|-------------------------------|----------|
| Date of Inspection | 30/11/04 |
| Time of Inspection | 9.30 |
| Duration Of Inspection | 4 |

| |
|---|
| FINDINGS ON KEY ISSUES TO BE ADDRESSED AT ALL UNANNOUNCED, MONITORING AND FOLLOW UP VISITS |
|---|

The following 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 scale ranges from:

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

"0" 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.

| | | |
|---|----------------------|----------|
| (I). Inspector's assessment of the extent to which the requirements for consultation with students are being met. | | |
| Key findings/Evidence | Standard met? | 3 |
| <p>The college has a number of focus groups, the meetings of which are minuted, to enable students to express their views. Regular Halls meetings are organised by the Wardens and records of discussions are taken. Records show that the resident students do not always attend the Wardens meetings.</p> | | |

| | | |
|--|----------------------|----------|
| (II). Inspector's assessment of the extent to which the requirements for complaints procedures for students are being met. | | |
| Key findings/Evidence | Standard met? | 3 |
| <p>The college has a comprehensive policy supported by a leaflet, which is readily available. Details of the Commission for Social Care Inspection and the appropriate contact number has been included in the leaflet and is posted near to the students telephone.</p> <p>A formal record is kept of all complaints and of the actions taken as a result of the complaint.</p> | | |

| | | |
|---|----------------------|----------|
| (III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of students (child protection and staff/carer reporting procedures). | | |
| Key findings/Evidence | Standard met? | 2 |
| <p>The Child Protection Policy is currently under review and will formally include a statement to make explicit the prohibition of sexual relationships between staff/hosts and students under the age of 18. Staff in the Halls of Residence and members of the host families have been made aware of this addition to the policy.</p> <p>Since the last inspection a programme of staff training in Child Protection has started but there are some staff still to attend.</p> <p>At the time of the monitoring visit the college were waiting for some Student Wardens to complete their CRB application form. The college is strongly advised to follow these up without delay and to ensure that, for the future, Student Wardens do not commence their duties until a satisfactory clearance has been received from the CRB.</p> | | |

| (IV). Inspector's assessment of the adequacy of staffing at the time of the visit. | | |
|--|----------------------|----------|
| Key findings/Evidence | Standard met? | 2 |
| <p>There is a male Halls Welfare Officer who is resident on the campus supported by Student Wardens, one of which is resident in each of the halls. There are male and female Student Wardens who are all over the age of 18 and in their second or third year at the college. There are also a number of female non-resident staff available during the day in the Student Support and Welfare office.</p> <p>The college currently has a staffing moratorium and so has been unable to action the advisory recommendation to include a female member of staff on to the night call out team and to allow for satisfactory cover during staff sickness and absence.</p> | | |

| (V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable). | | |
|---|----------------------|----------|
| Key findings/Evidence | Standard met? | 9 |
| <p>The college does not currently accommodate students for whom an individual care plan is required.</p> | | |

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

Loughborough College's last inspection took place from 25th – 27th March 2003. Eighteen advisory recommendations were made as a result of this visit.

1. FE 1 The Residential Accommodation leaflet has been amended to include the policy relating to the allocation of accommodation. Information relating to the welfare provision and the nature and extent of the supervision and monitoring of students under the age of 18 has also been included.

2. FE 3 The Child Protection Policy is currently under review and will formally include a statement to make explicit the prohibition of sexual relationships between staff/hosts and students under the age of 18. Staff in the Halls of Residence and members of the host families have been made aware of this addition to the policy.

Since the last inspection a programme of staff training in Child Protection has started and there are some staff still to attend.

3. FE 4 The Welfare and Support team are currently working with curriculum areas to agree procedures to be followed should a student be expelled from the residential accommodation.

4. FE 5 The college have included the CSCI contact details in recent publications and have placed the information near to telephones in the halls.

5. FE 6 The college have done considerable work to combat alcohol abuse. A member of the Student Liaison Team vets Posters for events at the university to identify any illegality. The Student Union have developed a system of providing a card to students who is under age and each student has to show the card on entry to an event. Contact and cooperation between Student Liaison and Estates is used to identify alcohol consumption by students under the age of 18 on the college campus. There is CCTV in the Student Union Bar at the University, which may be used to identify under age drinkers.

6. FE 7 The college have set up a system to record parent/emergency contact , which includes any court orders affecting parental responsibility. The records give medical details as required by the standard. The records are held securely in the Welfare and Support office.

7. FE 9 & FE 24 Work is progressing on the review of the disaster plan to include the residential accommodation. There is a Halls Crises Management plan in place.

8. FE 10 The recommendation to risk assess any adverse welfare implications of the arrangements at White Flats and Brooklands is no longer applicable as the college does not accommodate under 18 year old students at these two halls.

9. FE 12 The college has introduced new focus groups to enable students to express their views on aspects of their accommodation.

10. FE 13 There is a system for Student Wardens to undergo a check through the Criminal Records Bureau. At the time of the monitoring visit the college were waiting for some Student Wardens to complete their CRB application form.

The college is strongly advised to follow these up without delay and to ensure that, for the future, Student Wardens do not commence their duties until a satisfactory clearance has been received from the CRB.

11. FE 16 The Advisory Recommendation to include a female member of staff on to the Accommodation Call Out Team has not been actioned owing to a college staffing moratorium. There is a female member of staff but she lives too far away from the college to be effective in this role.

The training of Student Wardens to enable them to identify students who have personal problems is being examined.

12. FE 19 The college considers that the rooms in the new halls are very secure and has decided not to provide locks/keys for drawers. In order to access their room a student has to pass through two locked doors, one to the flat and the second to the room.

13. FE 24 See Standard 9

14. FE 28 The halls team are currently examining methods that may be used to monitor the whereabouts of students during their free time to include procedures that should be followed if a student is reported as missing.

15. FE 29 The advisory recommendation to review staffing has not been actioned owing to a college staffing moratorium. Members of the existing team are working to ensure that there is satisfactory cover during any sickness or staff absence.

16. FE 30 The advisory recommendation to include into the induction and training guidance in identifying and supporting students who may present a significant risk of suicide is partly in place and it is anticipated that it will be completely in place by December 2005.

17. FE 34 See No10 FE13

18. FE 46 The college are making good progress in checking all adult members of host families that accommodate students who are under the age of 18 with the Criminal Records Bureau. It is anticipated that all adults will have undergone a check by the end of June 2005.

**FOLLOW UP OF PREVIOUS REQUIRED ACTIONS
FOR UNANNOUNCED, MONITORING AND FOLLOW UP VISITS**

Requirements from last Inspection visit fully actioned?

NO

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

REQUIRED ACTIONS

Identified below are areas not yet addressed from the last inspection report which indicate a non-compliance with applicable Regulations or Standards under the Care Standards Act 2000.

| No. | Regulation if applicable | Standard | Required actions | |
|-----|--------------------------|----------|------------------|--|
| | | | NONE | |
| | | | | |
| | | | | |

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

Compliance with Conditions of Registration (if applicable)

for Unannounced, Monitoring and Follow up Visits

(Establishments Registered as Children's Homes or Residential Family Centres, Independent Fostering Agencies or Voluntary Adoption Agencies only)

Providers and managers of registered services must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this Additional Inspection Visit.

| Condition | Compliance | |
|-----------------------------------|------------|--|
| Not applicable | | |
| Comments Not applicable | | |

| Condition | Compliance | |
|-----------------------------------|------------|--|
| Not applicable | | |
| Comments Not applicable | | |

| | | | |
|-----------------------------|---------------------|------------------|-------|
| Regulation Inspector | Hilary Firth | Signature | _____ |
| | _____ | | _____ |
| Regulation Manager | Sue Shaw | Signature | _____ |
| | _____ | | _____ |
| Date | _____ | | |

FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT

The following further issues, not already identified in this report, were raised with the inspector, identified by the inspector, or discussed at this visit, with the conclusions identified below.

Issues raised by students:

None

Issues raised by staff or carers:

None

Issues raised by inspector:

None

REQUIRED ACTIONS FOLLOWING THIS INSPECTION

REQUIRED ACTIONS

Identified below are the actions required following this Additional Inspection Visit, either outstanding from the previous inspection or identified subsequently or at this visit. Action is required on these areas within the given timescales in order to meet the statutory requirements under the Care Standards Act 2000, Children Act 1989, or applicable Regulations and National Minimum Standards.

| No. | Regulation if applicable | Standard * | Requirement | |
|-----|--------------------------|------------|-------------|--|
| | | | NONE | |
| | | | | |
| | | | | |

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are any additional areas arising from this visit which relate to the National Minimum Standards and are seen as good practice issues to be considered for implementation.

| No. | Refer to Standard * | Recommendation Action |
|-----|---------------------|--|
| 1 | FE3 | The College is recommended to amend the Child Protection Policy make explicit the prohibition of sexual relationships between staff/hosts and students under the age of 18. |
| 2 | FE4 | The College is recommended to agree procedures to be followed should a student be expelled from the residential accommodation. |
| 3 | FE9 | The college is recommended to continue the review of the disaster plan to include the residential accommodation. |
| 4 | FE13 | The college is strongly recommended to follow up CRB checks for student wardens without delay and to ensure that, in the future, Student Wardens do not commence their duties until a satisfactory clearance has been received. |
| 5 | FE29 | The college are advised to reconsider the employment of a female member of staff on to the Accommodation Call Out Team and to further review staffing to ensure that there is satisfactory cover during any sickness or staff absence. |
| 6 | | The college is advised to include into the induction, training in child protection and basic guidance in identifying and supporting students who may present a significant risk of suicide. |
| 7 | | The college is recommended to check all adult members of host families that accommodate students who are under the age of 18 with the Criminal Records Bureau. |

Note: Standard code is in respect of the relevant service; e.g.
BS = Boarding School, CH = Children's Home, etc

INSPECTOR'S DECLARATION

(where applicable)

Lead Inspector

Hilary Firth

Signature

Date

Public reports: It should be noted that all CSCI inspection reports are public documents.

PROVIDER'S RESPONSE

Registered Person'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 30th November 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

NO

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

NO

Provider 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

NO

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider both views will be made available on request to the Area Office.

Please provide the Commission with a written Action Plan by Tuesday, 25 January 2005 , which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

Provider has declined to provide an action plan

Other: <enter details here>

Public reports: It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

PROVIDER’S AGREEMENT

Registered Person’s statement of agreement/comments: Please complete the relevant section that applies.

I Mr Jim Mutton, Principal of Loughborough College 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 required/recommended actions made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

I Mr Jim Mutton, Principal of Loughborough College 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 _____
Designation _____
Date _____

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

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