

South Tyneside College of Further Education Corporation

Further Education College residential provision

Inspection dates		10/11/2015 - 12/11/2015
Overall effectiveness	This inspection:	Outstanding
	Previous inspection:	Good
Outcomes for learners		Outstanding
Quality of service		Outstanding
Safeguarding		Outstanding
Effectiveness of leadership and management		Outstanding

Summary of key findings

This college is outstanding because:

- Residential learners benefit from attending a college that has outstanding marine and nautical facilities. The multi million pound facilities are used by large shipping and cruise liner companies from all around the world. Many resident learners go onto to work in the Merchant Navy.
- Resident learners are prepared for life in the marine/nautical sector to an exceptionally high standard.
- Resident learner's success and achievements are higher than their non-resident peers.
- Many residential learners are sponsored by private shipping companies, who keep close contact with the college and learners to see how they are progressing. Life after college can be on board large cargo vessels, cruise ships or in the merchant navy, so learners need to be able to adapt to life at sea. The college does exceptionally well in preparing them for this.
- Policies and procedures clearly focus on the safety and safeguarding of learners. The safeguarding team have expert knowledge and initiate innovative ideas to ensure resident learners are safe at the college and know how to keep safe in the local community and wider world. As a result residential learners can concentrate on the courses they undertake knowing they are in a safe environment.
- The high standard of staff practice is in accordance with the college's policies and procedures.
- Resident learners feel safe and benefit from excellent guidance, education and support to keep themselves safe.

- Resident learner's academic and personal needs are at the forefront of decision making.
- Strong auditing and monitoring systems provide senior leaders and managers with excellent oversight of practice. The college's self-evaluation is insightful and a true reflection of the provision. An upward flow of auditing goes right to Governors level, who challenge and probe to ensure the college continues to function at a high standard, and to guide and monitor developments. Governors are very well informed of all practices in the residential provision and take an active part in college life.
- Equality, diversity and inclusion are embedded throughout all aspects of college life. Individualism is celebrated and learners are taught to value and respect each other as equals. Learners feel fully included into college life.
- The senior leadership team promotes an open culture that embraces change.

Full report

What does the college need to do to improve further?

- Consider providing more private facilities for residential learners to be able to meet their visiting families.
- Deliver fire drills on different days at different times.

Inspection judgements

Outcomes for learners	Outstanding
<ul style="list-style-type: none">▪ Resident learners experience a highly inclusive residential provision where they develop excellent relationships with academic and residential staff. Resident learners have very good understanding of equality and diversity that pro-actively celebrates awareness of being different.▪ Being resident at the college enables learners to access a wide range of learning opportunities. Due the nature of the courses they undertake this significantly improves their employability.▪ Learners all successfully achieve their required outcomes to continue their future chosen careers within the maritime and nautical sector. In the academic year of 2014/15 100% of residential learners successfully gained employment.▪ Academic and residential staff work collaboratively to support learner's success and development. One parent said 'I am amazed at my child's progress not only in his studies but also in terms of his discipline and attitude to his studies'.▪ Resident learners are supported to develop excellent independence and life skills. They experience a first-rate range of opportunities to develop social and personal skills which prepares them well for their chosen careers, most of which are sea based. Parents are very complimentary about how successful the college is at enabling learners to raise their self-esteem, become independent and have a more mature outlook on life and the importance of their future. One parent stated they feel 'reassured that (their child) is receiving the best duty of care and is gaining first class skills that will support his personal development and making sure he is ready for a life at sea'. Another said 'I hold the residential staff in the highest regard'.▪ Learners behave extremely well and make outstanding progress socially though their residential experience. Resident learners experiencing difficult times are offered high levels of internal and external support that enables them to succeed. Excellent information and guidance on rules and expectations of behaviour ensures learners respect and understand community living.▪ Resident learners develop a range of personal, social and employability skills such as communications, team work, leadership, taking responsibility, problem solving and commitment which they successfully transfer to the workplace and adult life.▪ Learners are encouraged to maintain healthy lifestyles. Staff provide guidance on issues such as mental health, sexual health and fitness. A full programme of sports is delivered across the whole college, including residential learners in the evenings and weekends.▪ Learners participate in a full calendar of events that take place at the college, in the local	

community, nationally and internationally. They develop a greater awareness of the world which further supports their understanding of diversity. This is supported by the large numbers of overseas students attending the college, where integration is promoted and achieved.

- Learners enjoy their residential experience and the value it offers. They take every opportunity to participate in new and stimulating activities. Staff are aspirational and supportive; they seek to ensure each individual learner achieves their full potential.

Quality of service

Outstanding

- The quality of the service is outstanding because resident learners receive excellent pastoral care and resources to support their academic and personal progress. Detailed and well-thought-out contracts and handbooks provide learners and parents with information about the support available.
- Resident learners develop effective relationships with the residential staff, based on mutual trust and respect. Staff are extremely positive role models. Learners value the fact that staff treat them like adults.
- Residential and academic staff work together effectively to ensure support is consistently applied across both academic and residential time. This ensures learners are supported in a joined up way.
- The learner support services provide outstanding support in relation to sexual, emotional and physical health. A counselling service, and good links with health professional are easily accessible for learners. Medical needs are met well and learners have access to suitable health professionals when needed. The promotion of well-being is excellent and learners are aware of, and do take up, the services and facilities provided.
- Due to the nature of the courses undertaken by the learners and the health and fitness requirements of their sponsors, health care requirements are very low.
- Each learner is provided with all the relevant information they require to enable a smooth induction. Parent feedback confirmed 'the induction was well managed, pre information was excellent and the pastoral care is outstanding'. Clear pre-admission documentation prepares learners well for their time at the college. Residential learners contribute to and discuss residential living.
- Resident learners also contribute to an annual accommodation survey, that is analysed and actions taken forward.
- Resident learners have access to extensive extra-curricular and leisure opportunities. The college provides a full calendar of events. Learners say they enjoy the many events that take place. Learners take part in a considerable amount of charity work, locally, nationally and internationally. This enables them to have a better understanding and appreciation of the wider community and world issues.
- Learners are given many opportunities to develop leadership and team roles, for example: residential block representative, student union representative or participating in the 'learner's voice'. Learners are also represented on the governing body. Feedback from the college to learners is readily visible throughout the college, for example through 'you said, we did' displays.
- Residential houses meet the needs of learners. Accommodation facilities provide learners with social areas and are age and gender appropriately segregated. Excellent security systems ensure learners are safe and secure at all times. Resident learners are given opportunities to discuss the premises and bring suggestions for improvements. Improvements since the last inspection have included: additional lighting, new kitchen facilities, the refurbishment of showers and redecoration of houses. There is an on-going programme of redecoration and

refurbishment

- Catering arrangements are clearly outlined in the information provided to learners and their families. Learners enjoy the wide range of healthy food on offer. Restaurant outlets are open at suitable times enabling learners to eat healthy and regularly. Some resident houses have cooking facilities providing learners with the opportunities to develop their cooking skills. Drinks and snacks are available during the day and into the evening. The college has excellent systems in place to monitor learner uptake of meals which ensure all learners eat regularly. Individual cultural needs and special diets are well catered for. Feedback from parents is that the meal packages are 'excellent value for money'. The catering department received the highest, 5 star environmental health award in April 2015.
- Resident learners confirm they are able to keep in touch with their families and friends. All residential houses have WiFi access. Visits from family and friends are welcome and site safety is maintained by diligent procedures. There are rooms for resident learners to meet their families when they visit, although more private facilities could be put in place.

Safeguarding

Outstanding

- Safeguarding at the college is outstanding because learner's safety is embedded throughout all areas. In addition the management of safeguarding and child protection is highly effective and organised.
- Safeguarding policies and procedures are detailed, clear and work in accordance with local authority protocols. An extremely strong and effective safeguarding team oversee all safeguarding areas. They provide exceptional leadership and management of all aspects of safeguarding and protection. All staff receive mandatory induction and refresher training on child protection and safeguarding.
- A strength of the college is the work they have done around radicalisation and extremism awareness. The college has invested greatly in raising awareness of the Prevent Agenda to ensure awareness of radicalisation and extremism is pro-actively promoted across the whole college. There is a safeguarding lead officer who has developed strong links with external agencies to ensure correct referrals are made. Innovative displays around the college keep the knowledge alive and at the forefront of staff's practice. College posters can also be seen in the local community, again promoting inclusivity.
- Resident learners are very well informed and provided with numerous opportunities to enhance their understanding of how to keep themselves safe, and how the staff fulfil their responsibilities towards them. Resident learners are provided with a wealth of information about, sexual exploitation, e-safety, forced marriages, trafficking, sexting, radicalisation, teenage relationships, gender based violence and faith abuse. They are very well informed, develop an in-depth understanding of issues that may affect them and know who to approach for support.
- Inappropriate behaviours are rare and are addressed quickly and effectively; discrimination is eliminated before incidents escalate. This allows learners to live in a safe environment. There are no trends of bullying, victimisation or harassment. Learners understand that their safety and well-being is a college priority. Learners said they have confidence in reporting incidents to staff if needed and know they will be addressed immediately and effectively.
- Staff undertake a significant amount of work to inform learners of the dangers of cyber bullying and how to access the internet safely. This enhances learner's growth and development.
- All learners are fully aware of expectations of behaviour and feel they are treated fairly and with respect. The main focus of behaviour is on positive reinforcement. The college rules are based on good community living, respect, valuing the individual and supporting each other.

Staff undertake positive behaviour management training with college rules embedded into the induction programme for both staff and learners. This ensures behaviour is addressed consistently and effectively by all staff. All behavioural records are monitored and analysed and help inform future work and strategies.

- The college has a rigorous recruitment and vetting policy and procedure that is consistently followed. Staff with specialist knowledge on recruitment ensure the promotion of safeguarding throughout the recruitment and selection process. This ensures learners are protected from unsuitable adults.
- Staff supervision of learners is highly organised and commensurate with the age and gender mix of the resident learners. Learners state they always know how to contact a member of staff. The college achieves the right balance between preparing learners for adult life and protecting them from harm. Learners agree that the use of external close circuit television, door security and vigilant signing in and out procedures help them feel safe.
- Health and safety procedures are robust. All checks undertaken ensure the residential accommodation is safe. Fire equipment is well maintained and learners experience regular fire drills so they know what to do in the case of a fire. Current fire drills tend to be on the same day and need to be delivered on different days and at different times. Highly detailed risk assessments are tailored to individual needs and the activities and courses they are undertaking, including evacuating from a helicopter and fire box practice. This approach to health and safety enhances learner's safety and is of the greatest priority.

The effectiveness of leadership and management

Outstanding

- Leadership and management are outstanding. A highly effective and strong leadership team operate with a passion for the learners to succeed. Learners are at the heart of the residential provision and college.
- The college has a strong mission statement, core value strategy and operational objectives. Managers and staff have a strong sense of ownership which permeates throughout the college. Leaders, including Governors are up to date with the changing financial and government changes.
- Senior staff monitor the quality of the provision regularly and rigorously and take actions that lead to continuous improvement.
- The college's self-evaluation is insightful and accurate and drives forward improvement. It identifies the areas that have improved since the last inspection and informs future development plans. Areas improved since the last inspection include; the introduction of cashless catering for residential learners, creating a new social hub and introducing surveys to measure progress in education, personal and social development.
- The college stands out from its peers as it has an exceptional track record in the success, achievement and retention of learners in the maritime/nautical field.
- The college continually evolves to provide an ever higher standard of provision. Extensive business and community partnerships assist in the innovative developments planned for the future.
- The residential provision is managed by a highly effective manager who works closely with a team of staff who are committed to supporting the resident learners. Residential staff receive

excellent supervision, training and support. They are able to support all learners well.

- An excellent range of policies and procedures support the requirements of the residential provision within the education residential setting. They are reviewed regularly to ensure they continually meet the needs of the learners.
- Staff work collaboratively with other agencies to support learners to make excellent progress. Parents are kept well informed about the progress of their children. Staff quickly notify them if there are concerns about their progress.
- All national minimum standards are met in full, with the vast majority exceeded.

COLLEGE DETAILS

Type of college	Further education college residential provision
Age range of learners	16-18
Approximate number of learners in residence	12
Principal/CEO	Lindsey Whiterod
Date of previous inspection	30/05/2012
Website address	www.stc.ac.uk

Purpose and Scope of 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.

Contextual information

The Westoe campus of South Tyneside FE college is a specialist maritime/nautical college, located in the community of South Shields.

Currently there are 148 residential learners with 12 under the age of 18 years old.

The accommodation is situated on the main site, and separated for young people under the age of 18. The college has developed an extensive range of partnerships within the business community.

Information about this inspection

Lead inspectors	Liz Driver SCRI Christine Scully SCRI
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Liz Driver and Christine Scully Social Care Regulatory Inspectors (SCRI's), carried out the inspection with 3 hours' notice.

Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. Inspectors also used data on learners' achievements over the last three years to help them make judgements. Inspectors used group and individual interviews, telephone calls and online questionnaires to gather the views of learners and parents; these views are reflected throughout the report.

What inspection judgements mean

Grade	Judgement
Grade 1	Outstanding
Grade 2	Good
Grade 3	Requires improvement
Grade 4	Inadequate

Detailed grade characteristics can be viewed in the *Evaluation schedule for inspection of residential provision in further education colleges 2014*

<http://www.ofsted.gov.uk/resources/evaluation-schedule-for-inspection-of-residential-provision-further-education-colleges>

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