

# Working for You

## Equality, Diversity & Inclusion at Southport College January 2012



### Mission

Working in partnership to provide outstanding education and training for individuals and employers

## About Us

Southport College is a well established independent further education college providing a diverse programme of education and training to a range of learners across the North West.

Working closely with schools across Sefton and West Lancashire, Southport College offers a School Links programme for over 250 14-16 year olds who combine studying vocational courses at Southport College alongside their GCSEs in school. Southport College is the area's largest provider of vocational courses, with nearly 2000 full-time 16-19 year-olds studying a range of qualifications including BTECs, NVQs, CACHE awards, City & Guilds qualifications and Advanced Diplomas, in a wide range of subjects from Hair & Beauty Studies or Forensic Science to Childcare or Games Design & Animation.

Southport College provides a range of part-time and full-time courses to over 3000 adult learners, many of them supported by their employers on Apprenticeship programmes delivered in the workplace through our Work Based Learning Team. Many students choose to study university education at Southport College, following degree courses validated by the University of Central Lancashire and Edge Hill University.

We have recently invested over £10 million of our own resources into improving the learning environment for all of our students with many exciting plans for the future, making sure that Southport College really is the first choice for training and education in the area.



John Clarke, Principal



## Our commitment to Equality, Diversity and Inclusion

At Southport College we are committed to valuing diversity and to promoting and implementing equality of opportunity in all of the activities and services that we provide to students, staff and visitors to the College.

We aim to provide the conditions which encourage everyone to participate in learning and actively combat harassment and bullying.

We value the diversity of all individuals who study or work with us and the contribution they make to the success of the College.

We have a belief and a commitment to the right of everyone to be given equal access to opportunities and be treated with dignity and respect regardless of:

- ✓ Age
- ✓ Disability/learning difficulties
- ✓ Ethnic origin
- ✓ Gender
- ✓ Marital status or domestic responsibilities
- ✓ Religion or belief
- ✓ Sexual orientation
- ✓ Socio-economic background

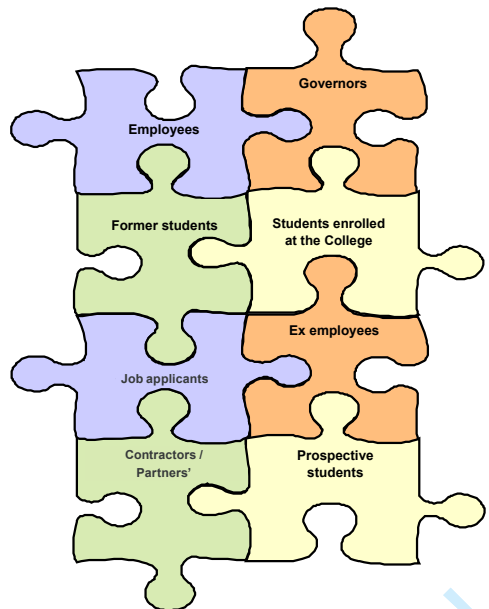
### Parent's comments

“ **My daughter is very happy at College. I feel her tutors genuinely care about her progress and have the right balance in treating her as a student and a young adult. She has no worries about approaching the tutors when she needs to.** ”

## What are Southport College's specific Equality and Diversity Objectives?

1. *To continue to improve the success rates of all students identifying and where appropriate addressing any achievement gaps. To focus initially on improving the success rates of male students to on or above the current College average by 2012/13.*
2. *To assess the impact of socio- economic background on student performance and identify areas for further exploration and action.*
3. *To create a safe and secure environment for students and staff in which equality of opportunity and diversity of backgrounds and experience are valued.*

## Our commitment to Equality, Diversity and Inclusion applies to everyone.



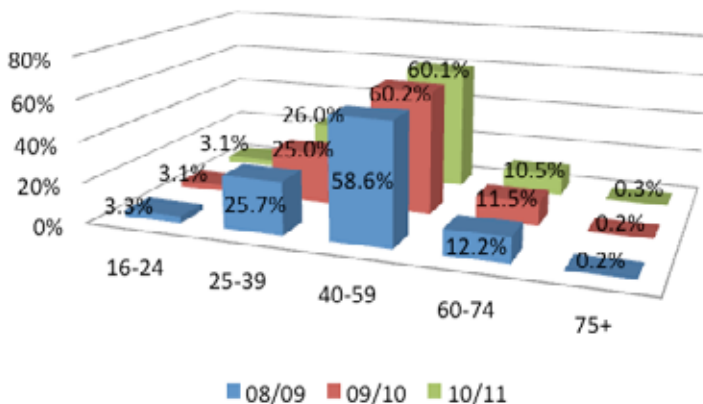
# We value our staff

## We value our staff - Southport College Staff Profile

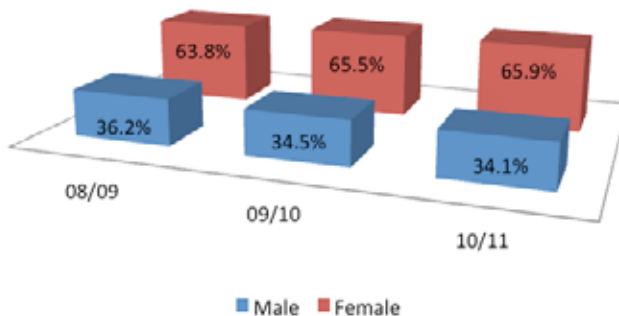
At Southport College we value our staff and the contribution that everyone makes to the success of our College. For this reason we offer a wide range of support for all of our staff and comprehensive staff development is provided throughout all departments.

We offer a family friendly environment and support staff so that they get the best out of their job and their time here. Many of the team have been here for many years, growing with us and progressing on to new challenges and roles.

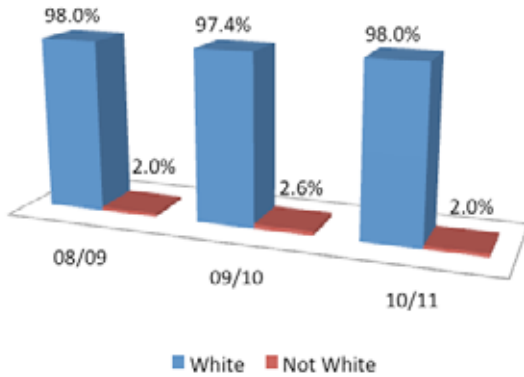
### Southport College Staff Age Profile



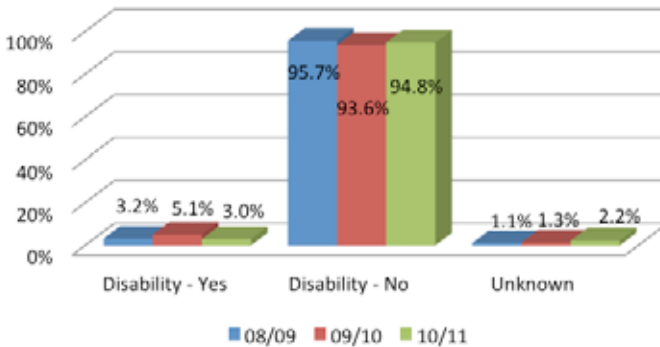
### Southport College Staff Gender Profile



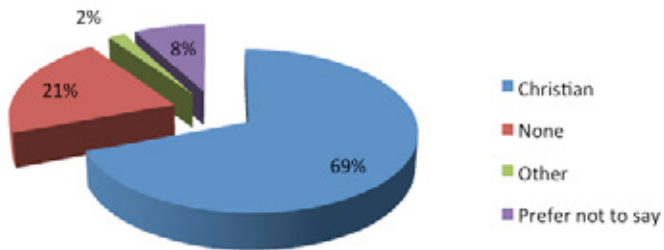
### Southport College Staff Ethnicity Profile



### Southport College Staff Disability Profile



### Southport College Staff Religion/Belief Profile



We have started to collect staff information relating to other protected characteristics and aim to publish further information as it becomes available.

# Disciplinary policy

## Disciplinary policy

The College has a disciplinary policy that is communicated to all staff. The purpose of the procedure is to help and encourage employees to achieve and monitor acceptable standards of conduct at work. It is also designed to ensure consistent and fair treatment for all in relation to disciplinary action taken in response to misconduct. A separate procedure is used to address issues of professional capability and competence.

In 2010/11 the College's disciplinary procedure was invoked on nine occasions with one resulting dismissal.

2010/11 gender profile for staff disciplinary occurrences		
Age	Male	Female
	Head Count	Head Count
16 – 24	0	0
25 – 39	1	0
40 – 59	7	0
60 – 74	0	0
75+	1	0
Total	9	0

The College also has a grievance procedure which aims to help to resolve individual grievances in a manner which is as fair and speedy as possible. It is the College's policy to find a solution to individual grievances as early in the procedure as possible. Every effort is made to resolve the grievance at the informal stage.

In 2010/11, fourteen incidents have been resolved through this process.

2010/11 gender profile for staff grievances				
Age	Male		Female	
	Head Count	%	Head Count	%
16 – 24	0	0%	0	0%
25 – 39	1	7%	1	7%
40 – 59	4	29%	6	43%
60 – 74	0	0%	2	14%
75+	0	0%	0	0%
Total	5	36%	9	64%

## Compliments, Comments and Complaints

The college aims to listen to the views of all who use its services, learn from its mistakes and continually try to improve. It openly encourages suggestions, comments, compliments and complaints about the services offered. All incidents and issues are recorded as necessary and monitored via the Equality and Diversity Committee. Formal incidents of complaint are analysed by gender, age, race and disability with remedial action taken as necessary.

There are currently protected characteristics we are unable to report on for analysis of complaints due to non-collection of this data. These include religion or belief, sexual orientation and gender reassignment.

In 2010/11 there were 79 complaints compared to 114 complaints in 2009/10. The nature of these complaints was diverse and ranged from those which were easily addressed to others being more in depth. There were six complaints received relating to equality and diversity issues.

All complaints were satisfactorily responded to within the procedural specified time.

Areas under investigation included:-

- ✓ *Support arrangements for students with disabilities and learning difficulties on programme*
- ✓ *The provision of mirror facilities in the disabled toilet*
- ✓ *Issues around lateness recorded against students with disabilities and learning difficulties and its impact on receipt of EMA.*

The findings of the resulting investigations have been used to amend college practices and services. This has included the strengthening of the systems to allow for staff to know in advance the adaptations to the learning experience needed to meet individual student needs and also changes to the college toilet facilities.

### Employer's Comment

**The College provided my admin staff with Customer Service training (NVQ). The assessor was excellent, provided great support for the staff and kept me well informed**

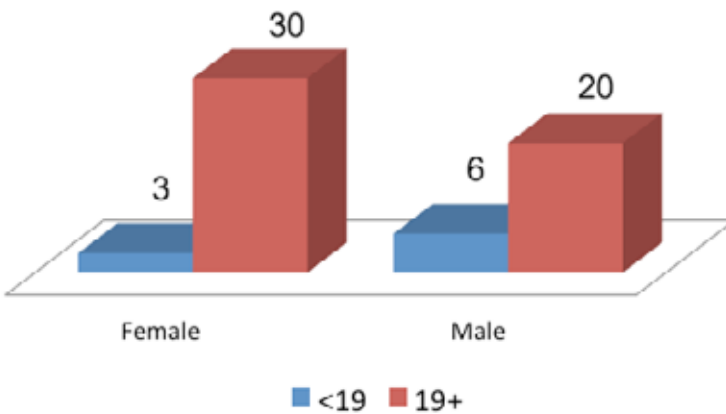
# Compliments, Comments and Complaints

The following tables show complaints by age, gender, disability, learning difficulty or disability and ethnicity. There are protected characteristics we are unable to report on for analysis of complaints data, these include religion or belief, sexual orientation and gender re-assignment due to non-collection of this data in 2010/11.

Please note - Where the complaint is from a parent, employer, or prospective student then there is no demographic information available and is denoted by \* against the figure.

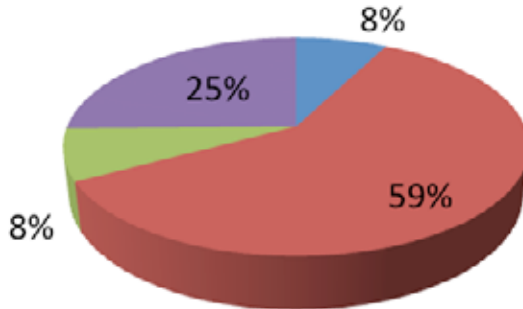
Complaints for 2010/11 analysed by age/gender								
Age	All 2010/11		Female 2010/11		Male 2010/11		Not Known 2010/11	
	No.	%	No.	%	No.	%	No.	%
<19	9	15%	3	9%	6	23%	20	25%
19+	50	85%	30	91%	20	77%		
Total	79		33	42%	26	33%	20*	25%

**Complaints for 2010/11 analysed by age and gender**



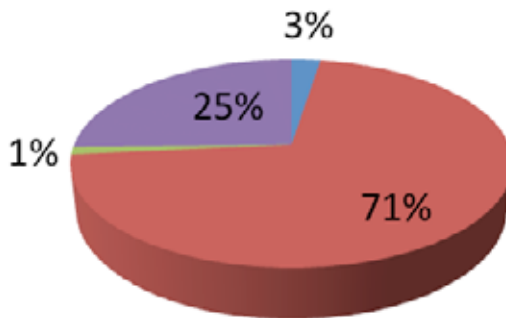
## Complaints for 2010/11 by disability

■ Declared disability ■ No disability ■ Other medical condition ■ Not known



## Complaints for 2010/11 by declared learning difficulty

■ Declared ■ No learning difficulty ■ Other medical condition ■ Not known



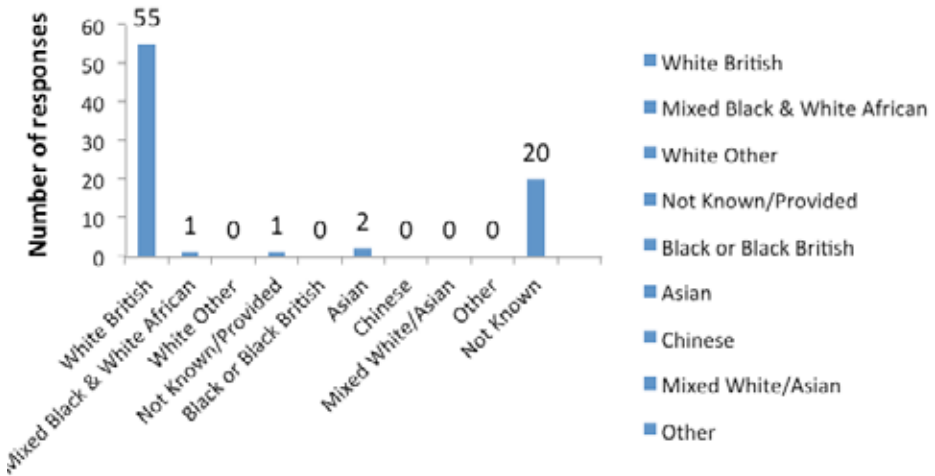
In the 2011 End of Year Student Survey

**98% said that the College values Equality and Diversity**

# Compliments, Comments and Complaints

Complaints for 2010/11 analysed by ethnicity		
Ethnicity	2010/11	
	Number	%
White British	55	70%
Mixed Black & White African	1	1%
White Other	0	0
Not Known/Provided	1	1%
Black or Black British	0	0
Asian	2	3%
Chinese	0	0
Mixed White/Asian	0	0
Other	0	0
Not known	20*	25%

## Complaints for 2010/11 analysed by ethnicity



In the 2011 End of Year Student Survey

## Positive about Disabled People

Southport College is proud to display the 'Positive about Disabled People' symbol. We have been awarded this status by Jobcentre Plus in recognition of our commitment to the employment, retention, training and career development of disabled employees.

We have made these five commitments regarding recruitment, training, retention, consultation and disability awareness.

- ✓ To interview all disabled applicants who meet the minimum criteria for the job vacancy and to consider them on their abilities.
- ✓ To discuss with disabled employees, at any time but at least once a year, what both parties can do to make sure they can develop and use their abilities.
- ✓ To make every effort when employees become disabled to make sure they stay in our employment.
- ✓ To take action to ensure that all employees develop the appropriate level of disability awareness needed to make the commitments work.
- ✓ To review these commitments each year and assess what has been achieved, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.



## Our commitment to an inclusive environment

Our mission is to work in partnership to provide high quality education and training for individuals and employers. Through inspirational teaching, outstanding support and excellent facilities, we aim to help every one of our students reach their full potential and progress to success.

As a College we are constantly looking for opportunities to work with specialists in the field and to share good practice.



We have been working with Disabled Go since 2009. They have produced accessibility information guides for us covering all College courses, venues and services. These guides are available to everyone on their website [www.disabledgo.com](http://www.disabledgo.com) and are also deep linked into our own College website.

## The diversity of our students

The demographics of our student population change each year; however, the College student population is more diverse than the Sefton Metropolitan District figures currently available as shown in the table below:

Demographic Data for 2010/11		
Ethnicity	College % Data	Latest Sefton Metropolitan District figures % 2009
White	96.1	97.2
Not white	3.9	2.8



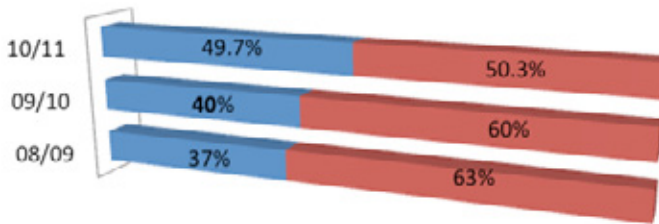
In the 2011 End of Year Student Survey

**96% knew where to get support if they needed it**

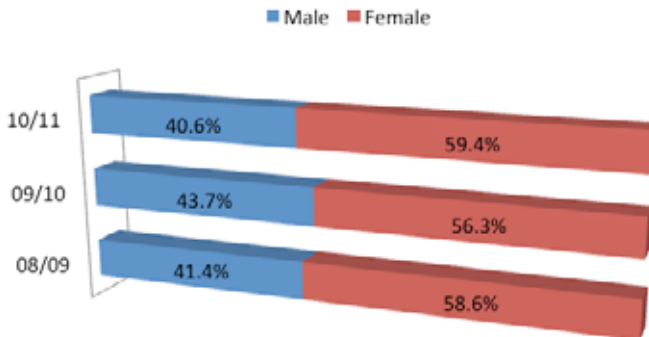
# The diversity of our students

The socio-economic deprivation of our students is reflected in the College's student profile for 2010/11 when 46.5% of 16-18 year olds successfully applied for Educational Maintenance Allowance and 6.9% of adult students successfully applied for an Adult Learning Grant.

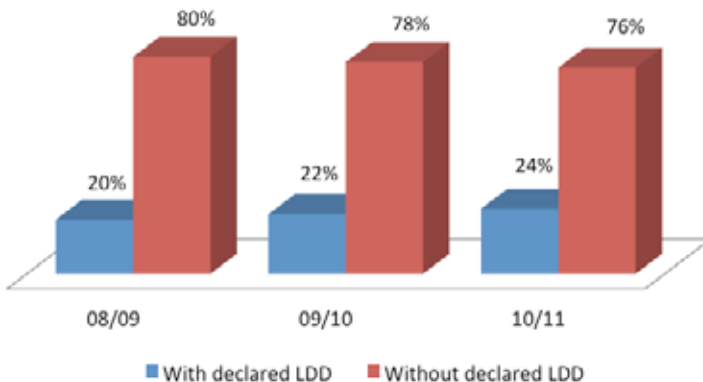
## Southport College All Student Age Profile



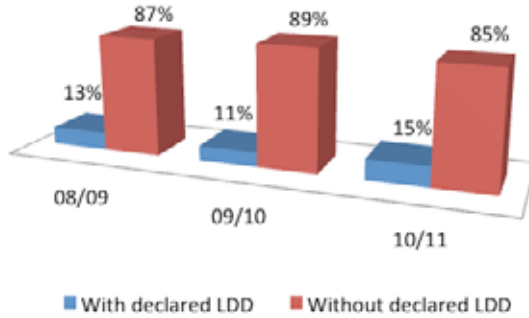
## Southport College All Student Gender Profile



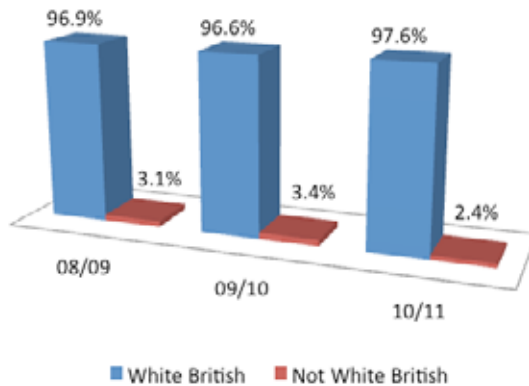
## Southport College 16-18 Student Learning Difficulty/Disability Profile



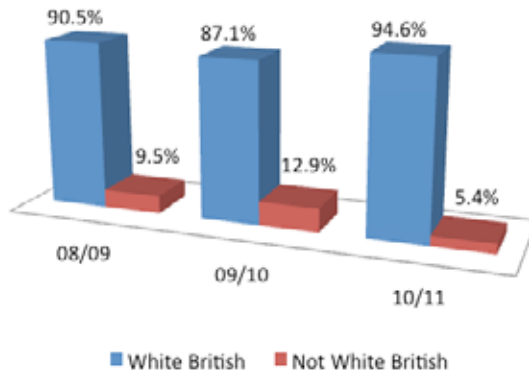
### Southport College 19+ Student Disability Profile



### Southport College 16-18 Student Ethnicity Profile



### Southport College 19+ Student Ethnicity Profile



# Students succeed at Southport College!

High expectations are applied to all of our students irrespective of race, age, gender, disability or social and economic background. We monitor the success of our students against national rates. We recognise that everyone is an individual and we focus on the needs of each individual, breaking down barriers to learning and enabling students to reach their full potential. As a College we believe that the monitoring and analysis of all our data is really important. We look for success gaps and set Equality and Diversity Impact Measures (EDIMs) at Subject Sector Area Level for any issues that we feel need to be addressed.

## Success Rate Information for 2010/11

### 16-18 Students

In 2010/11 the 16-18 Long Course success rate was 80% which was 2% above the National Rate.

The 16-18 Short Course success rate was outstanding at 95% which was 14% above the National Rate.

There is a highly effective Learning Support Team at the College providing

- ✓ Individual assessments
- ✓ Dyslexia specialist support
- ✓ Communicators and specialist equipment
- ✓ Educational Support Workers
- ✓ Personal Care
- ✓ Exam access arrangements
- ✓ Personal plans which are reviewed regularly

The promotion and uptake of these services has contributed towards our overall success rates for students in receipt of additional learning support being high at 85%.

### 19+ Students

In 2010/11 the 19+ success rate for Long Courses was outstanding at 81% which was 6% above the National Rate.

The 19+ success rate Short Course was high at 85% which was 2% above the National Rate.

### Index of multiple deprivation data (IMD).

When compared to colleges with similar IMD scores, the College outperforms National Average rates across all age groups. (Awaiting 2010/11 data).

#### 2009/10 IMD Data for Southport College – Source: Provider Gateway

Level	Age	IMD Score	Rank %	College Success Rate	Average Success Rate of similar provider	% above
All	16-18	22.2	60.2	80	78	+2%
All	19+	22.6	56.8	77	76	+1%
All	All	22.4	57.6	79	77	+2%

In the 2011 End of Year Student Survey

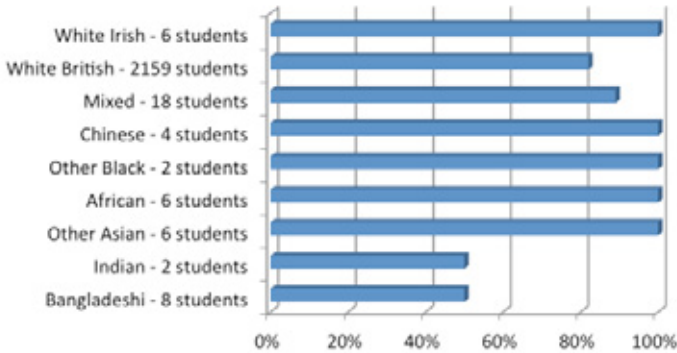
**96% said that the staff were friendly, helpful and welcoming**

**Ethnicity data**

**16-18 year olds**

In 2010/11 the overall success rate for White British students was 81.5% and for non-White British students 86.5%. The full breakdown is shown below:

**16-18 Ethnicity Success Rates 2010/11**

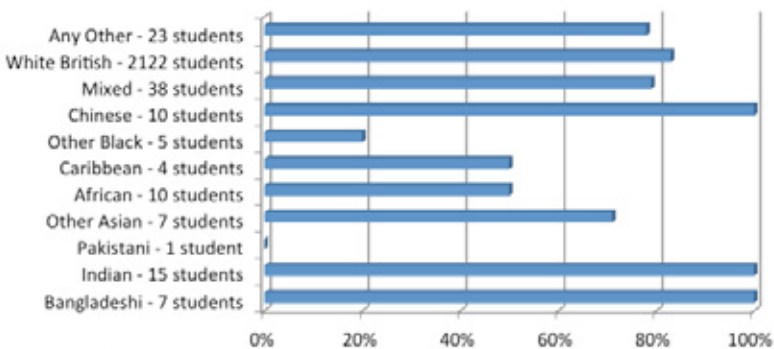


Data as at: 7 November 2011

**19+ Students**

In 2010/11 the overall success rate for White British students was 82.5% and for non-White British students 77.5%. Six out of the ten ethnicity groups had success rates above national benchmarks. The other four groups had very low numbers and success figures were adversely affected by individual students withdrawing from multiple programmes. The full breakdown is shown below:

**19+ Ethnicity Success Rates 2010/11**



Data as at: 7 November 2011



**For further information relating to anything in this brochure please contact:**

Sue Dickinson

Quality Assurance Manager

Southport College

Mornington Road

Southport

Merseyside

PR9 0TT

Or email [dickins@southport.ac.uk](mailto:dickins@southport.ac.uk)

If you would like this publication in an alternative format please contact Student Services on 0845 00 66 236 to discuss your needs.

Parent's comment

**“ Thank you for the support you have given my son. You have turned his life around. ”**

Employer's comment

**“ I really enjoyed my three days at the College. I was in the company of College staff who were the other course members. They were very friendly and welcoming. The tutor/course leader was excellent, his delivery style and knowledge were superb. ”**

Parent's comment

**“ My son has been very happy at Southport College. He has met a really nice group of people and has got on well with all his tutors. He has also enjoyed the content of the course and the variety of classroom based and outdoor activities. Many thanks. ”**

Employer's comment

**“ Very responsive to employers' needs. Thank you. ”**

Parents' comment

**“ We would like to thank Southport College for making our daughter's transition from school to College as 'stress-less' as possible. A massive thank you. ”**