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| College: | Gonville & Caius | |
| Assessors: | Geoff Payne | |
| Date: | 11 May 2010 | |
| | Stuart McLellan | |

| Para | Score | Comments | Action Required | Other |
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| 1.1 | Y(LT) | The findings of the College's 'gap analysis' have all been addressed. The requirements of the CoP are all well documented and any documents that need minor changes, to reflect the CoP (CoP) more accurately, are being so edited. | Final check of all CoP related documentation and procedures to ensure that they accurately reflect the College's commitment to ANUK CoP throughout. | |
| 1.3 | Y(LT) | All senior staff are using the CoP to inform their business plan and internal CoPs | Nil | |
| 1.5 | Y(CT) | Staff Training has taken place. There was evidence that staff are aware of the standards required and are working to them. | Nil | |
| 2.1 | YCT | The College has published an equal opportunities policy that applies in all areas of the College. This policy is available internally in College regulations and the Staff Handbook. | Nil | |
| 2.3 | Y(CT) | See 2.1 | Nil | |
| 3.1 | Y(CT) | A full and detailed list of all rooms is produced and is available to all students. There is also a JCR run website which gives details of the accommodation | Nil | |
| 3.3 | Y(CT) | All publicity material (e.g prospectus, Website, Accommodation Handbook, information for applicants and Freshers coming up) is maintained by the Tutorial Office and is both comprehensive and up to date. | Nil | |
| 3.7 | Y(CT) | The Accommodation Handbook and Licence cover the contractual arrangements comprehensively. | Nil | |
| 3.8 | Y(CT) | All licensees are provided with a copy of their license | Nil | |
| 3.10 | Y(CT) | There is an established procedure covering this eventuality (which rarely arises) | Nil | |
| 3.12 | Y(CT) | College bills are comprehensive and are sent out promptly at the beginning of each term. | Nil | |

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| 4.2 | Y(CT) | Established procedures and comprehensive documentation are in place. There is a maintenance department code of practice. E-mails, correspondence and verbal contact are used to keep all concerned up to date. | Nil | |
| 4.4 | Y(CT) | The fault reporting/maintenance request procedures are incorporated into the Accommodation Handbook | Nil | |
| 4.8 | Y(CT) | All students attend tutorial meetings at the end of term when 'tenant satisfaction' matters can be Raised. Additionally, there is GCSU representation on all College committees, so any issues can be raised formally in the appropriate committee | Nil | |
| 4.11 | Y(CT) | Schedules for cleaning are posted in hostels by the hostel Keepers and students are individually informed of arrangements by their hostel or staircase bedder. | Nil | |
| 4.12 | Y(CT) | The College replaces furniture and soft furnishings on a rolling basis. Inspection of the range of furniture and soft furnishings currently being supplied found them to be fit for purpose, of good quality and conforming with (or exceeding) the appropriate safety standards. Students can store possessions securely in their rooms during vacations. | Nil | |
| 4.14 | Y(LT) | City Council CoP standards are met in most gyp rooms but the size of some gyp rooms are below the new standards - this is due to the age of the historic buildings, but this is being addressed by re-allocating rooms in some buildings.. | Nil at present | |
| 4.16 | Y(CT) | City Council standards are exceeded in most areas. | Nil | |
| 4.18 | Y(CT) | The laundry facilities provided are plentiful. | Nil | |
| 4.19 | Y(CT) | All faults are reported in the same way as other internal faults. The College arranges repairs to be effected by the contractor. | Nil | |
| 4.21 | Y(CT) | Freshers are briefed during their induction process. Details are given in the accommodation handbook. | Nil | |
| 4.23 | Y(LT) | Consideration is being given to including formal monitoring in the satisfaction survey. Semi-formal | | |

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| | | monitoring is carried out via tutorial and Committee meetings | | |
| 5.1 | Y(CT) | There is currently no formal survey mechanism, but this is conducted through end of term tutors meetings and in house questionnaire. The College is investigating the possibility of introducing a formal survey | College to assess the need for a more formal survey mechanism. | |
| 5.11 | Y(LT) | Of informal surveys are communicated through Committee and tutorial meetings and to GCSU | See 5.1 | |
| 6.2 | Y(CT) | There are in house CORGI registered maintenance staff. | Nil | |
| 6.6 | Y(CT) | All certificates are held centrally in the Maintenance Department. Any faults identified are rectified using in house electricians. | Nil | |
| 6.8 | Y(CT) | Any instruction books provided with equipment is copied and laminated and provided to the residents when equipment is installed. | Nil | |
| 6.10 | Y(CT) | All fire risk assessments have been carried out by a competent person, are well documented and are reviewed annually. Comprehensive records are held for all properties. | Nil | The College is to be complemented on its high standards in this area. |
| 6.12 | Y(CT) | Records inspected by verification team and were found to be comprehensive. | Nil | |
| 6.13 | Y(CT) | Comprehensive information is provided in College regulations. Notices are displayed. | Nil | |
| 6.15 | Y(LT) | Generic information is available in Accommodation Handbook/College regulations, and briefings are given during freshers week induction sessions. The Security Plan is currently being updated. | Consideration should be given to producing a security plan specific to each building, where this is thought appropriate, | |
| 6.16 | Y(LT) | This will be addressed in more depth during the formulation of the security plan. At present there is some generic information in the Accommodation Handbook | The Accommodation Handbook should be reviewed as a result of the new security plan being finalised. | |
| 6.22 | Y(CT) | Building waste disposal plans are implemented and actively monitored by Hostel Keepers. Notices are displayed in all staircases. | Nil | |
| 6.26 | Y(CT) | Both Harvey Court and the College Domus were extremely tidy and well maintained. | Nil | |

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| 6.29 | Y(CT) | Timings are agreed with resident s and adjusted appropriately | Nil | |
| 7.1 | Y(CT) | Students are instructed what to do by their bedder., and the requirements are clearly stated in the College regulations/Accommodation Handbook. | Nil | |
| 7.5 | Y(CT) | Managed by Tutorial Office, | Nil | |
| 8.1 | Y(CT) | All these methods are used, as well as tutorial meetings and through the GCSU | Nil | |
| 8.2 | Y(CT) | Dispute resolution is covered in the Handbook. Complaints are invariably minor in nature and are resolved expeditiously | Consideration should be given to publishing timelines (and the maximum timeframe allowable for resolution) in the Accommodation Handbook. | |
| 8.5 | Y(CT) | Correspondence is always retained and incidents are recorded in tutorial meeting minutes. | Nil | |
| 9.1 | Y(CT) | No instances of written complaint have occurred. The complaints procedure and the appeals procedure are clearly stated in the Accommodation Handbook/College regulations.. | Nil | |

Codes:

Y (CT)

Y (LT)

M (PT)

No

NR

Yes, completely true
Yes, largely true
Mixed, partly true
No, not at all true
Not Relevant

| College | Section | Question | Action Points | Timescale for Completion |
|----------------------------|---------|----------|---|--------------------------|
| Gonville and Caius College | 1 | 1 | Check all college docs refer to ANUK Code | |
| | 6 | 15 | Devise a security plan | |
| | 6 | 16 | Revise accommodation H/B in line with above | |
| | 8 | 2 | Include timelines in accommodation HB | |