



Inspections of secure training centres

Framework for inspection

This document sets out the framework and guidance for the inspections of secure training centres to be led by Ofsted in conjunction with Her Majesty's Inspectorate of Prisons and the Care Quality Commission. It should be read alongside *Inspections of secure training centres: evaluation schedule and grade descriptors*.

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361

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

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Contents

Introduction	4
Legal basis for inspection	4
Frequency of inspection	5
Notice given for inspection	5
Inspectors	5
Evaluation schedule for inspections	5
Grading inspection findings	6
On site	7
Reporting findings	9
Confidentiality	10
Quality assurance	11
Conduct during the inspection	11
Expectations of secure training centres	12
Complaints	13
Further information	13

Introduction

1. This document sets out the framework for Ofsted, Her Majesty's Inspectorate of Prisons (HMIP) and the Care Quality Commission's (CQC) joint inspections of secure training centres. The evaluation schedule and the judgements made during inspections are underpinned by grade descriptors agreed between Ofsted, HMIP and CQC in consultation with the Youth Justice Board for England and Wales. The evaluation schedule outlines the main aspects of the service and outcomes against which inspectors will make judgements. It also outlines the grade descriptors that inspectors will use in arriving at their judgements. The programme of inspections will be led by suitably experienced inspectors from Ofsted, supported by colleagues from HMIP and CQC.
2. *Inspections of secure training centres: framework for inspection* shows how the principles and processes underlying the inspection are applied, sets out the statutory basis for inspection and summarises the main features of the inspection process.
3. More detailed guidance is available on Ofsted's website in *Inspections of secure training centres: evaluation schedule and grade descriptors*¹ and *Conducting inspections of secure training centres*.²
4. This framework and guidance will be subject to annual review.

Legal basis for inspection

5. The Secretary of State for Justice causes secure training centres to be inspected in accordance with Rule 43 of the Secure Training Centre Rules 1998 (produced in compliance with Section 47 of the Prison Act 1952, as amended by Section 6(2) of the Criminal Justice and Public Order Act 1994), and Section 80 of Children Act 1989. Her Majesty's Chief Inspector's power to inspect secure training centres is provided by Section 146 of the Education and Inspections Act 2006.
6. The joint inspection framework with HMIP and CQC is permitted under paragraph 7 of Schedule 13 of the Education and Inspections Act 2006, which enables the Chief Inspector to act jointly with other public authorities for the efficient and effective exercise of his/her functions.
7. The Education and Inspections Act requires Ofsted to carry out its work in ways that encourage the services it inspects to:
 - improve

¹ *Inspections of secure training centres: evaluation schedule and grade descriptors (120046)*, Ofsted, 2012; <http://www.ofsted.gov.uk/resources/120046>

² *Conducting inspections of secure training centres (120171)*, Ofsted, 2012; <http://www.ofsted.gov.uk/resources/120171>

- be user-focused
- be efficient and effective in the use of resources.

Frequency of inspection

8. Each secure training centre will be subject to an annual inspection in accordance with the provision of a service level agreement with the Youth Justice Board acting on behalf of the Secretary of State.
9. The timing of any inspection will be influenced by an assessment of:
 - the outcomes of previous inspections
 - advice received from the Secretary of State or the Youth Justice Board
 - information received from the secure training centre
 - other relevant information received by Ofsted.
10. Where there are significant concerns about a secure training centre between the annual inspections, an additional inspection may be carried out if agreed by the Youth Justice Board, Ofsted, HMIP and CQC. The exact aspects of the evaluation schedule that will be inspected at an additional inspection will be agreed on a case-by-case basis.

Notice given for inspection

11. Inspections will be unannounced.

Inspectors

12. All inspections will be led by an Ofsted HMI. The inspection teams will consist of Ofsted social care inspectors, inspectors from HMIP, a specialist HMI for learning and an inspector from the CQC. In the first two days of the inspection, researchers from HMIP will survey the views of all young people to help inform the lines of enquiry for the inspection.

Evaluation schedule for inspections

13. The evaluation schedule is set out in a separate document which outlines the judgements that inspectors will make on inspections. The evaluation schedule also outlines the grade descriptors that inspectors will use in arriving at their judgements. Each inspector will gather evidence across the evaluation schedule.
14. Inspectors will make judgements on the following:
 - overall effectiveness
 - safety of young people

- behaviour of young people
- well-being of young people
- achievement of young people
- resettlement of young people.

15. Equality and diversity is a critical aspect across the evaluation schedule and grade descriptors. It will be reported on throughout the inspection report and taken into account across all judgement areas.

Grading inspection findings

16. Inspectors will make judgements against the evaluation schedule using a four-point scale:

Outstanding	There is substantial evidence that the cumulative requirements set out in the good and adequate grade descriptors are met or exceeded and also of highly effective or innovative practice that make a significant contribution to achieving the highest standards of care and outcomes for young people.
Good	There is evidence that the cumulative requirements set out in both the good and adequate grade descriptors are met or exceeded and as a result outcomes for young people are good.
Adequate	There is evidence that the cumulative requirements set out in the adequate grade descriptors are met and as a result outcomes for young people are adequate.
Inadequate	There is evidence of a failure to meet the requirements of an adequate judgement and as a result outcomes for young people are inadequate.

On site

Day one

17. On day one, the lead inspector and HMIP researchers will arrive at the secure training centre. Immediately prior to arrival, the lead inspector will telephone the director or most senior manager available at the site to notify the centre of their imminent arrival. On arrival, the lead inspector will outline the timescale of the inspection and set the expectations required of the service by the inspection team. The lead inspector will explain that the inspection will be carried out in a way that will seek to minimise disruption to the service.
18. The lead inspector will request the information outlined in Annex A of *Conducting inspections of secure training centres* and begin the inspection. Any additional information provided for the inspection, in addition to that set out in Annex A, will be at the secure training centre's discretion, with a clear indication of its relevance to the inspection. Inspectors will not generally require the centre to produce additional information specifically for the inspection. They will normally rely on the information that is used routinely to inform managers about the activity and effectiveness of the work of the centre. However, on occasions inspectors will require additional data in support of judgements. Such requests will always be made by the lead inspector.

Planning meeting with the director of the secure training centre

19. At the earliest possible opportunity, the lead inspector will meet with the director of the secure training centre or their representative to plan the remainder of the inspection. The purpose of the meeting is to:
 - provide further information about the scope of the inspection
 - agree practical arrangements – such as conducting the young people survey, shadowing centre staff, observing multi-agency meetings and the arrangements to scrutinise case records – and provide other clarification as necessary
 - provide an opportunity for inspectors to discuss any issues or concerns that have arisen from the pre-inspection reading
 - discuss how young people, including those discharged from the centre since the last inspection, and where appropriate and possible their families, can be directly involved in the inspection.
20. The inspection team will maintain regular contact with each other to share and review evidence and to secure judgements.
21. Daily discussions between the lead inspector and the director, or their representative, form an essential part of the inspection. These 'keeping in touch' meetings provide the opportunity to discuss the progress of the inspection and to share and seek responses to emerging findings.

22. The team will hold a final meeting on the penultimate day of fieldwork (normally the Thursday of the full fieldwork week) to secure their judgements and agree gradings. The judgements and gradings will be subject to scrutiny and challenge by the quality assurance managers (see paragraphs 39–43 below).

Inspection activity

23. Inspections will focus on the experience of young people in the secure training centre by:
- surveying, listening and talking to young people
 - observing staff interactions with young people
 - observation of key activities such as handovers of information between staff
 - gathering views from partners and stakeholders such as parents, the local authority designated officer, social workers, youth offending team workers and teachers
 - case file reading
 - examination of records
 - interviews with managers, staff and volunteers.

Documentation for the inspection

24. Inspectors will have access to information already held by Ofsted before the inspection, such as:
- the outcome of the survey of young people
 - findings from other relevant Ofsted inspections
 - relevant data provided by the secure training centre to the Youth Justice Board.
25. On day one of the inspection, the lead inspector will also invite the director to supply the information set out in Annex A of *Conducting inspections of secure training centres* and the most recent locally collected data that is considered relevant to inform the inspection. This should include any self-evaluation material that is available or any performance reports that have been collated for their own organisation, the local safeguarding children board or the Youth Justice Board. The secure training centre director, managers and staff will be expected to explain what they believe to be the relevance of any other material provided.
26. During the inspection, inspectors will need access to the performance information that managers routinely use, for example in relation to: the effectiveness of professional practice, the impact of work with young people, and any feedback provided by young people, families and youth offending

teams about the quality of the service and the difference it has made to young people.

Consultation with young people, parents, youth offending teams and social workers

27. The views of young people, including those who have left the centre in the period since the last inspection, are central to the inspection and an important source of powerful evidence. *Conducting inspections of secure training centres* sets out how these views will be gathered. During the inspection, the inspection team will use available opportunities to spend time meeting with young people in their residential units, in education/school and during activities. The findings of the inspection survey carried out on the first two days by the research team will be discussed by inspectors when they meet young people to follow up any issues the survey may have identified. A summary of the survey themes or responses will be published as an annex to the inspection report. We will not report on individual responses when there are less than 10. In this case, we will report more generally upon any themes that emerge to avoid the risk of young people being identified.
28. Once the inspection has commenced, the secure training centres will notify all young people and other relevant stakeholders of the inspection, and include details of how they may inform the inspectors of their views. The director will be expected to display posters announcing the inspection prominently in all areas of the centre that are visited or occupied by young people.
29. Where possible, inspectors will seek the views of parents, youth offending teams and social workers who may be visiting and accessible on site during the inspection.
30. Inspectors will take account of views expressed to them by young people, staff and other stakeholders in forming their judgement about the performance of the secure training centre or identifying areas for further attention during the inspection.

Reporting findings

31. A single report will follow each inspection. The report will set out the inspection findings using text and grades, organised under the headings below.

Report contents

Overall effectiveness	Grade
Areas for improvement	No grade
About this inspection	No grade
The safety of young people	Grade

The behaviour of young people	Grade
The well-being of young people	Grade
The achievement of young people	Grade
The resettlement of young people	Grade
Service information	Brief contextual information about the secure training centre, to include population statistics and a facts page

32. The draft report will normally be sent within 25 working days of the end of the inspection to the director of the secure training centre for a factual accuracy check and to the Youth Justice Board.
33. The director of the secure training centre or their representatives will return the draft report with any comments on factual accuracy within five days (30 working days after the end of the inspection).
34. Following this, the final report setting out the inspection findings will be sent to the director of the secure training centre and the Youth Justice Board within 39 working days of the end of the inspection.
35. The final report will be published simultaneously on the Ofsted, HMIP and CQC websites within 40 days of the end of the inspection.

Communication and feedback

36. Inspectors will provide regular opportunities for dialogue and feedback during the inspection. Should any child protection concerns arise during the inspection, inspectors will immediately inform the director of the secure training centre so that enquiries can be made and action taken. The notification to the director will be confirmed in writing at the earliest opportunity. A written response from the director detailing what action has been taken will be required.
37. At the conclusion of inspection fieldwork, oral feedback detailing headline findings, judgements and preliminary grades will be given to the director and invited senior managers. In the absence of the director of the secure training centre, feedback will be provided to the most senior manager who is available. It is expected that any areas for immediate action will be fully explained.

Confidentiality

38. Ofsted will take all appropriate steps to ensure that information provided to inspectors is treated sensitively in ways compliant with the Data Protection Act 1998. Wherever possible, information will remain confidential to the inspection team. However, where Ofsted considers that any information provided by young people indicates the likelihood of harm, the necessary information will be passed to the secure training centre and local authority's child protection staff

for immediate consideration and action. Evidence gathered during inspections may also be subject to disclosure under the Freedom of Information Act 2000, although the identity of named individuals will not normally be disclosed.

Quality assurance

39. Quality assurance is the action taken to ensure that an inspection is performed to the required standard that is expected by users, commissioners, providers and the inspectorates. As part of this, suitably qualified and experienced inspectors from each of the partner inspectorates will be appointed as quality assurance managers to undertake this aspect of work.
40. The lead inspector has overall responsibility for ensuring that all the evidence gathered is robust, reliable and secure and each of his/her team of inspectors are professionally accountable for assuring the quality of their work. Therefore, all judgements reached by the inspection team will be fully supported by the available evidence.
41. Each inspection will normally be visited by the quality assurance managers during the course of inspection fieldwork. They will speak to the lead inspector, inspection team members, managers and other staff, and, where possible, users and other stakeholders. They will also attend any inspection team meetings taking place during their visit. They will always seek views from the director and his/her staff about the conduct of the inspection, and sample the quality of evidence, the way it is gathered and the use to which it is put.
42. Ofsted, on behalf of partner inspectorates, will ask the secure training centre to complete a short evaluation form following each inspection, which will be used to help deliver the inspectorate's commitment to continual improvement.
43. All inspection reports will be subject to quality assurance processes, which will include the partner inspectorates coming to a shared view about its style, content and integrity before it is cleared for factual accuracy checking at draft stage or for subsequent publication. In the event of partner inspectorates being unable to agree its content, managers from each of the partners will be required to review the report and its evidence and secure an agreed version. This process is not normally expected to delay publication of the report as the partner inspectorates are committed to ensuring that secure training centres are provided with timely reports.

Conduct during the inspection

44. Inspectors must uphold the highest professional standards in their work, and ensure that everyone they encounter during inspections is treated fairly and with respect. The code of conduct requires inspectors to:
 - evaluate objectively, be impartial and inspect without fear or favour

- evaluate provision in line with the inspection frameworks specifically developed by the inspectorates
- base all evaluations on clear and robust evidence
- have no connection with the provider that could undermine their objectivity
- report honestly and clearly, ensuring that judgements are fair and reliable
- carry out their work with integrity, treating all those they meet with courtesy, respect and sensitivity
- endeavour to minimise the stress on those involved in the inspection
- act in the best interests and well-being of service users
- maintain purposeful and productive dialogue with those being inspected, and communicate judgements clearly and frankly
- respect the confidentiality of information, particularly about individuals and their work
- respond appropriately to reasonable requests
- take prompt and appropriate action on any safeguarding or health and safety issues.

Expectations of secure training centres

45. So that inspection and regulation are productive and beneficial, it is important that inspectors and secure training centre staff and managers establish and maintain a professional working environment based on courtesy and professional behaviour. Inspectors are expected to uphold the code of conduct, but the inspectorates also expect secure training centre staff and managers to:
- be courteous and professional
 - apply their own codes of conduct in their dealings with inspectors
 - enable inspectors to conduct their visit in an open and honest way
 - enable inspectors to evaluate the provision objectively against the standards/framework
 - provide evidence that will enable the inspector to report honestly, fairly and reliably about their provision
 - work with inspectors to minimise disruption, stress and bureaucracy
 - ensure the health and safety of inspectors while on their premises
 - maintain a purposeful dialogue with the inspector or the inspection team
 - draw any concerns about the inspection to the attention of inspectors promptly and in a suitable manner
 - respect that inspectors will need to observe practice and talk to staff and young people without the presence of a manager.

Complaints

46. The great majority of our work is carried out smoothly and without incident. If concerns do arise during an inspection, they should be raised with the lead inspector immediately so that they can be resolved while the inspection is taking place. There are established arrangements for secure training centres to raise concerns about the factual accuracy of the findings in the report after the inspection. If it has not been possible to resolve concerns through these means, a formal complaint may be lodged in accordance with Ofsted's complaints policy. Where complaints refer to the actions of inspectors from HMIP or CQC, they will be passed to the relevant inspectorate to respond.
47. Normally, a complaint can be made at any stage during an inspection or up to 30 calendar days from the date of publication of any report or letter. Lodging a complaint will not normally delay publication of the report. All complaints will be initially assessed by a designated Ofsted representative and early contact will be made in order to resolve any complaints without delay.
48. Where this is not possible, complaints will be investigated in accordance with Ofsted's published complaints procedure. The complaints procedure, which sets out how providers or young people can complain about their inspection and what will happen to their complaint, is available on Ofsted's website at: www.ofsted.gov.uk/resources/070080.
49. Complaints should be made in writing (including by email to enquiries@ofsted.gov.uk) to:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD.

Further information

50. We hope that you find this document useful in helping you prepare for your inspection. If you have any queries about your inspection, please discuss them with your lead inspector when they contact you.