

Conducting inspections of children's homes

Guidance for the inspections of children's homes

This guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of children's homes. It should be read in conjunction with the *Framework for inspection* and the *Evaluation schedule and grade descriptors for inspections of children's homes*.

Age group: 0–18

Published: April 2011

Reference no: 100194



Corporate member of
Plain English Campaign
Committed to clearer communication

361

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/publications/100194.

To receive regular email alerts about new publications, including survey reports and school inspection reports, please visit our website and go to 'Subscribe'.

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

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

No. 100194

© Crown copyright 2011



Contents

Introduction	5
Scheduling and team deployment	5
Timeframe	6
Pre-inspection activity for full and interim inspections	7
Regulation 33 reports	8
Regulation 34 reports	8
Gathering views of children, young people and parents prior to inspection	8
Deferrals	9
Inspection activity	9
Listening and talking to children and young people	10
Observation of key activities	12
Gathering views from stakeholders	12
Case file reading	12
Examination of records, policies and procedures	13
Discussions with the manager/s and staff	13
Inspection activities at an interim inspection	14
The use of restraint and other restrictive physical intervention in children's homes	14
Children's homes with education/ residential special schools registered as children's homes	16
Safeguarding concerns	16
Recording evidence	16
Inspection findings	17
Inspection feedback	17
Writing the report	18
Child friendly summaries	19
Quality assurance	19
Concerns	20
Complaints	20
Annex A. Request for information at a full inspection	22
Annex B. The inspection of secure children's homes: additional guidance	24
Annex C. The content of the inspection report	28

Annex D. Children and young people survey for children's homes	32
Annex D cont. Children and young people survey for secure children's homes	37
Annex E. Parents survey for children's homes	43
Annex F. Additional fieldwork guidance	48

Introduction

1. This guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of children's homes in England. Children's homes providers can use the guidance to see how inspections are conducted.
2. This guidance should be read in conjunction with the Framework for the inspection of children's homes and the Evaluation schedule and grade descriptors for inspections of children's homes.
3. This guidance applies to the inspection of all children's homes, including secure children's homes. There is additional specific information in relation to the inspection of secure children's homes, included in Annex B.

Scheduling and team deployment

4. Inspections of children's homes are unannounced.
5. We have a duty to inspect children's homes twice a year.¹ Usually there will be a full inspection followed by an interim inspection. The scheduling of inspections takes account of: legal requirements; previous inspection findings; complaints and concerns about the service; and notifications and monitoring reports provided to Ofsted by children's homes under regulations 33 and 34 of the Children's Homes Regulations 2001, as amended by The Children's Homes (Amendment) Regulations 2011.
6. For a full inspection of a children's home, an inspector will spend a maximum of two days on site. For interim inspections the inspector will be on site for a maximum of one day.
7. Where a residential special school is registered as a children's home, for a full inspection there will be up to four days on site. This may be one inspector for four days or two inspectors for two days. This will be determined at the start of the inspection year by the inspector and their line manager. At the interim inspection, there will be one inspector on site for a maximum of two days.
8. Where a home provides for a large number of children and young people within satellite houses, it may be necessary for another inspector to be involved in the inspection. In these cases, the inspector will request additional resources from their line manager, at the beginning of the inspection year. If the request is agreed by the line manager, it will be passed to the Divisional Manager, Inspection for approval.

¹ Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes etc) Regulations 2007 (S.I. 2007/694). As amended by (SI 2011/553).

9. Where a home provides only one or two places, a reduction in fieldwork time will be negotiated between the inspector and team manager at the beginning of the inspection year.

10. If there are no children or young people in placement within the home, inspectors will follow the guidance in Annex F.

Timeframe

11. The timeframes for inspections, including preparation, on-site work and the publication of the inspection report, are as follows in working days.

Day	Full inspection activity
1	Preparation
2	Site visit
3	Site visit
4	Drafting report
5–8	Inspection evidence and report (toolkit) submitted for quality assurance
13	Report sent to the registered provider for any comments on factual accuracy, within 10 working days of the end of the inspection
18	Provider returns the draft report within five working days with any comments on factual accuracy
23	The final report will be published on the Ofsted website within 20 working days of the end of the inspection

12. The timeframe for interim inspections is as follows in working days.

Day	Interim inspection activity
1	Preparation/site visit
2	Site visit/drafting report
3–7	Inspection evidence and report (toolkit) submitted for quality assurance
12	Report sent to the registered provider for any comments on factual accuracy, within 10 working days of the end of the inspection
17	Provider returns the draft report within five working days with any comments on factual accuracy
22	The final report will be published on the Ofsted website within 20 working days of the end of the inspection

Pre-inspection activity for full and interim inspections

13. Inspectors are allocated one day for preparing for a full inspection and a half day to prepare for an interim inspection. Inspectors will look at the information that Ofsted already holds about the service, which includes:

- previous inspection reports
- completed surveys from children, young people and parents
- the home's statement of purpose
- concerns and complaints received
- notifications of significant events received
- reports of monthly visits received under Regulation 33
- quality assurance reports received under Regulation 34 (including monitoring by the registered person of any incident when a child accommodated in the home goes missing)
- any changes to registration, including change of manager
- any enforcement activity from within the last inspection year.

Some of this information is drawn together in the provider information portal (PIP)².

14. If information has been received which indicates potential non-compliance with regulatory requirements, Ofsted may decide to investigate compliance issues at a full or interim inspection. In these cases, the concern will be used as part of the lines of enquiry for the inspection. The inspector will outline the concern to the home at the beginning of the inspection. Annex C contains guidance on the way inspectors will report on concerns that have been investigated during an inspection.

15. The *Request for information at a full inspection form* (Annex A) must be downloaded by the inspector from the intranet, ready to use at a full inspection. This form requests specific information from the children's home to inform the inspection. (Further information is included in paragraph 29).

16. The inspector will carry out an analysis of the available evidence and information and record their planning notes within the planning section of the Regulatory Support Application³ (RSA) toolkit. The plan for the inspection will identify lines of enquiry, any areas of apparent weakness or significant strength, or areas where further evidence needs to be gathered. The focus of the inspection may change during its course as further evidence emerges.

² Ofsted's provider information portal provides a summary report of the home's regulatory and inspection history.

³ The RSA is the electronic system used by Ofsted to administer and record regulatory inspections.

Regulation 33 reports

17. Regulation 33 reports are used by providers for their quality assurance purposes. The provider must send a monthly regulation 33 report to Ofsted before the end of the month that follows the reporting period. For example, the report for January 2011 must be returned before the end of February 2011. This requirement still applies when there are no children in placement within the home. Information regarding the management of Regulation 33 reports is included within Annex F.

18. Inspectors must regularly access copies of Regulation 33 reports from providers via the Meridio system.⁴ Any emerging lines of enquiry for the next inspection are noted in RSA 'comments for next inspection' section and inform pre-inspection planning.

Regulation 34 reports

19. Regulation 34 of the Children's Homes Regulations 2001, as amended by The Children's Homes (Amendment) Regulations 2011, requires the registered person to report upon the matters set out in Schedule 6 of those regulations. The reports form part of the provider's quality assurance procedures, and homes are required to forward these reports to Ofsted twice a year.⁵ A copy of the report should be sent to Ofsted within 28 days of completion.

20. As part of the pre-inspection activity on the inspection planning day, inspectors will check the latest Regulation 34 report and any emerging lines of enquiry will be included in the inspection plan.

Gathering views of children, young people and parents prior to inspection

21. The views of children and young people and their parents inform lines of enquiry for each inspection and are an important part of inspection evidence.

22. Ofsted will send out a standard children and young people's survey (included in Annex D), and a parent's survey (Annex E), to the home's address at a point of time during the inspection year.

23. Where the children's home has indicated that children and young people use alternative means of communication, the inspector will ask the Delivery, Performance and Support team (DPS), via the RSA memo system, to send out suitably adapted young people's surveys.

⁴ Meridio is Ofsted's document storage system, where scanned documents are stored for inspector reference.

⁵ The Children Act 1989 Guidance and Regulations Volume 5: Children's Homes, Department for Education, 2011.

24. Business reply envelopes are attached to each survey, to enable the recipient to mail the document directly back to the regional Ofsted office. Completed surveys will be passed to the relevant inspector for the setting and will be used to inform the planning of the inspection.

Deferrals

25. Inspections will not normally be deferred. If on arrival it is found that there is an absence or unavailability of key staff, or accommodation issues such as refurbishment, these will not constitute reasons for deferral.

26. Deferrals will only be made where there is a strong reason for supposing that if the inspection went ahead it might place people at risk or if the ability to gather secure evidence is severely restricted. Such conditions might be:

- serious weather conditions making access to sites for inspectors, children and young people and staff difficult and/or dangerous
- a serious incident, where the presence of an inspector would impact adversely on the safety and well-being of children and young people in the children's home.

27. Decisions about deferrals are agreed by Ofsted's Regional Director, who takes advice from the Divisional Manager, Inspection.

Inspection activity

28. At the start of the inspection the inspector will confirm their identity by producing their Ofsted Inspector Authorisation and Identification card and identity badge. It is not necessary to carry paper copies of Criminal Records Bureau (CRB) checks.

29. There is a *request for information at a full inspection form* (Annex A) which provides specific information for the inspection. It is a tool that is designed to support the inspection process. Inspectors should present this to the person in charge at the beginning of a full inspection and ask them to complete and return the form at a time agreed during the inspection. The completed form will inform the inspection findings and may generate lines of enquiry.

30. The number of episodes of missing children and young people will be recorded within the home's inspection *request for information at a full inspection form*. Care practice should reflect the statutory guidance *Children who run away and go missing from home or care (statutory guidance, July 2009)*.⁶ See Annex F.

⁶ Children who run away and go missing from home or care. DCSF statutory guidance, July 2009.

31. The inspector will outline the plan for the inspection and confirm with the manager/senior staff member whether it is a full or interim inspection. If the manager is not available in the home at the start of the inspection, the inspector will ask staff to inform the manager or Responsible Individual that the inspection is taking place and to make arrangements for feedback at the end of the inspection.

32. At the beginning of the inspection, inspectors will ask staff for any current information or personal issues relating to any of the children and young people placed that they need to be aware of while they are on site. This information could include any recent significant incident involving a young person or plans for a change of placement.

33. Inspection activities at a full inspection may include:

- listening and talking to children and young people
- observing interactions between staff and children and young people
- observation of key activities such as handovers of information between staff
- gathering views from partners and stakeholders such as social workers
- case file reading
- examination of other relevant records for example medication records
- inspection of premises, facilities and health and safety arrangements
- discussions with managers and staff.

34. The inspection will specifically focus on gathering evidence against the evaluation schedule. The detail of activities undertaken and discussions held will vary depending on the lines of enquiry for each individual inspection.

Listening and talking to children and young people

35. The views and experiences of children and young people who live in or stay at the children's home are at the centre of the inspection and provide key evidence in assessing outcomes against the evaluation schedule. Inspectors will always try to meet with children and young people during the inspection, although in exceptional circumstances this may not be possible.

36. Inspectors must take into account the specific communication needs of the children and young people. For some children and young people, the inspectors may request the assistance of staff who know and understand the young person's preferred means of communication. In other instances, it may also be appropriate for inspectors to spend time observing children and young people and how they interact with staff and respond to their environment.

37. Much of the experience of children and young people living in the home takes place after the normal school, college or work day, and it is therefore essential that inspectors are present at this time. Inspectors should involve children and young people in inspection activity wherever they can. Opportunities to gather the views and experiences of children and young people may include:

- asking children and young people to show inspectors around the children's home
- holding structured meetings (as a general guideline, a meeting should not include more than five children and young people)
- having individual conversations
- joining in leisure activities such as computer or console games
- preparing snacks or drinks
- spending mealtimes with young people
- conversations during homework
- outdoor activities.

38. Inspectors will demonstrate safe and sensitive practice through:

- telling staff where conversations with young people are taking place and who is involved
- being sensitive to the fact that some children and young people may not want to be involved in the inspection
- explaining to children and young people that they will not include comments that will identify them in the inspection report or in feedback to staff working in the home
- ensuring that staff are aware of any arranged meetings with children and young people and that children and young people may leave the meeting at any time
- where appropriate, inspectors must explain to children and young people that information suggesting that they or another child or young person is at risk of harm will be passed by the inspector to an appropriate person able to take necessary action about that concern.

39. Inspectors will assess how well the children's home effectively consults with children and young people. The views of children obtained by the service will also be taken into account as part of the inspection evidence.

Observation of key activities

40. Inspectors can use the home's scheduled activities as opportunities for observing and following lines of enquiry. These activities could include:

- staff handover between shifts
- the provider's Regulation 33 visits
- young people's meetings
- staff meetings or briefings.

41. The young people's privacy and confidentiality of their personal information will be respected at all times by inspectors.

Gathering views from stakeholders

42. Wherever possible, inspectors will consult with stakeholders to inform the inspection findings. This will usually be through a telephone call during the inspection. This group may include: social workers; Independent Reviewing Officers; school staff; local police; the placing authority's Quality Assurance Officer and Local Authority Designated Officer; youth offending teams; or monitors from the youth justice board or independent visitors. Inspectors can ask managers or staff for the relevant contact details.

43. Inspectors should always take account of privacy and confidentiality when talking to stakeholders on the telephone during the inspection. Where a call back is requested, the inspector should always use Ofsted's national number 0300 1231231.

Case file reading

44. Where numbers allow, inspectors will examine at least two case files. This part of the inspection will include discussions about placement planning with young people and their key staff. Lines of enquiry will reflect the evaluation schedule and are likely to include:

- tracing the placement history of the child/young person, including pre-admission assessments, placement decisions and visits to the children's home
- young people's access to and contribution towards their placement plan
- designated key members of home staff and their understanding of the placement plan
- the home's contribution towards delivery of the placement objectives.

Examination of records, policies and procedures

45. The home's statement of purpose and registration certificate will be examined by the inspector to confirm that the home operates in line with the conditions on the certificate. Additional guidance regarding those homes that provide placements for young people aged over 18 years is included in Annex F.

46. Other documents will be examined where it is a line of enquiry for that individual inspection. Inspectors will not routinely examine all policies and procedures.

47. Where paper or electronic personnel records are maintained at the home, the inspector may ask to see those records, if they are included within the lines of enquiry for the inspection.

48. Where recruitment records are not maintained at the home, inspectors will look at the home's list or electronic records that summarise the vetting checks for staff. These records could be maintained within checklist or spreadsheet formats. The information available for inspection should reflect schedule 2 of the revised Children's Homes Regulations 2001, and must include the reference number of the subject's CRB check. If any lines of enquiry require additional information, then the inspector may request that a small sample of full personnel records are made available at the inspection visit.

49. Ofsted carries out head office audits on all organisations which are part of Ofsted's National Provider scheme.⁷ The purpose of the audit is to review organisational policies to ensure that they meet the national minimum standards. Copies of current head office audits are available on Ofsted's intranet and members of the National Provider scheme receive a copy of their audit. During the inspection planning day, inspectors must check the national provider scheme's intranet page for current audits regarding the home. The results of the audit will be noted within the planning section of the RSA toolkit.

Discussions with the manager/s and staff

50. Individual interviews will be held with the manager/person in charge and a number of other care staff. The number will depend on the size of home, but will include a sample of permanent staff and any agency staff working in the home at the time of inspection.

51. In making plans to interview staff, inspectors should be ready to alter arrangements if staff have to attend to the needs of children within the home.

⁷ The National Provider scheme is operated by Ofsted for large corporate organisations that provide social care. To be eligible for the scheme, providers should have settings across all three Ofsted regions and must have corporate policies and procedures which are disseminated across all their settings.

52. The interview with the manager should include certain elements:
- issues that the inspector wishes to explore with the manager that have arisen from pre-inspection information
 - follow up on progress in response to previous requirements and recommendations
 - the plans for future development of the home
 - the arrangements for supervision received by the manager
 - any further evidence the manager may wish to highlight with the inspector.

Inspection activities at an interim inspection

53. Interim inspections focus on progress since the last inspection and look at whether the children's home is maintaining or improving the standards of care. Inspection evidence will be gathered using any of the inspection activities outlined in paragraph 33.

54. At the interim inspection, the inspector will:
- evaluate the home's capacity to improve through the response to requirements and recommendations or where there were no recommendations and/or requirements through the effectiveness of the leadership and management
 - talk to children and young people about their experiences in the home
 - evaluate any consultation the home has undertaken with children and young people and the impact this has had on practice and improving outcomes for young people
 - talk to managers/those in charge and staff about the day-to-day running of the home and what has changed since the last inspection
 - follow up any lines of enquiry generated from notifications to Ofsted, Regulation 33 reports and Regulation 34 reports since the last inspection.

The use of restraint and other restrictive physical intervention in children's homes

55. Care plans and placement plans must set out how a home will meet the emotional and behavioural needs of the child. This planning should take into account the individual circumstances and needs of the children and young people and where appropriate should include consideration of appropriate management approaches that reduce the likelihood of the use of restraint.

56. The law does allow children's homes to restrain a child but only in exceptional circumstances to prevent actual or likely significant injury to the child concerned or others, or likely serious damage to property and then only when no alternative method of preventing harm or damage is available.

57. Providers must not use restraint as a punishment, or to enforce compliance with instructions, or in response to challenging behaviour which is unlikely to cause injury to persons or serious damage to property. Regulation 17 in the Children's Home Regulations 2001 (amendment 2011) outlines the legal requirements of providers and the national minimum standards give some guidance on the use of restraint and set out the circumstances where it may be necessary.

58. Restraint techniques should not intend to cause pain or restrict breathing. The statutory guidance is clear that the following techniques should not be used:

- any techniques that interfere with breathing
- holding a child by the neck/any type of neck hold
- 'nose distraction' techniques (which involves a sharp jab under the nose).

59. Inspectors will inform compliance, investigation and enforcement (CIE) in all cases where a provider is using holds that carry unacceptable risk, or is using any other form of restraint that they assess as potentially harmful to children and young people.

60. This means that providers should not use 'double basket hold' which involves holding a person's arms across their chest or the 'seated double embrace' which involves two members of staff forcing a person into a sitting position and leaning them forward, while a third takes care of the head.

61. Inspectors must assess a provider's practice against the judgement for safeguarding as outlined in the evaluation schedule.

62. Inspectors must consider the appropriateness of restraint training in terms of its effectiveness, in fulfilling the expectations detailed in the statutory guidance and revised regulations. The Department for Education (DfE) will consider accreditation of restraint training, including restraint training for use in secure children's homes, in the future.

63. Inspectors must inform the Complaints, investigation and enforcement (CIE) team in all cases where a provider is using holds that carry unacceptable risk or any form of restraint that is assessed as potentially harmful to children and young people.

64. In addition to any referral to the local authority following inappropriate use of restraint, the CIE case officer should inform the Children's Rights Director's team.

Children's homes with education/ residential special schools registered as children's homes

65. Ofsted recognises that the requirements about the use of restraint differ between school settings and children's homes in that education staff can use reasonable force for the maintenance of good order and discipline (section 93 Education Act 2006). However, it is Ofsted's view that a consistent approach to the management of behaviour best meets the needs of children and young people and that for this reason Ofsted would expect that the regulations and statutory guidance for children's homes in relation to restraint are consistently applied across the educational and children's home settings. Where such consistency is not being applied this may lead to the making of a judgement of inadequate.

Safeguarding concerns

66. If serious issues of concern arise, for example in relation to the failure to follow child protection procedures and/or where a child is discovered to be at immediate risk of harm, the home's senior manager will be notified as soon as possible unless this compromises the child/young person's safety. Inspectors should always follow *Ofsted Safeguarding Policy and Procedures*.⁸ and contact the national CIE team on 0300 123 1231 should they be in need of advice. Where required, a referral will be made to the CIE team and the appropriate local authority children's services.

Recording evidence

67. Throughout the inspection, inspectors will maintain a record of their evidence. Electronic evidence is recorded within the RSA toolkit evidence screen. Inspectors need to record handwritten evidence using black ink so that it can be photocopied if necessary. All handwritten evidence must be legible. Inspectors must submit all handwritten evidence to the national quality assurance team within five working days of the end of the on-site visit. All inspection records will be retained in accordance with Ofsted's published retention policy.⁹

68. Evidence should be clear, evaluative and sufficient for the purpose of supporting the judgements and telling the story of the young people's experience within the home. Evidence should not include anything that could identify individual staff, individual children, young people or family members, unless necessary for the protection of a child. Inspectors can record direct quotes from children and young people, parents and stakeholders in evidence to support judgements, although evidence should never use individual's names or initials unless they are the names of the registered person.

⁸ Ofsted Safeguarding Policy and Procedures. September 2010; No 100183.

⁹ Handling and retention of inspection evidence. August 2010; No 100122.

69. Evidence may be scrutinised for quality assurance and will be considered in the event of any complaint.

Inspection findings

70. Failures to meet regulations and national minimum standards that are identified and addressed during the inspection will still be reported on.

71. The *Evaluation schedule for the inspection of children's homes* sets out illustrative evidence of an outstanding, good, satisfactory and inadequate service. Inspectors will use this to formulate their findings and judgements and to prepare verbal feedback to the manager.

Inspection feedback

72. During the inspection inspectors will share emerging findings about the home's key strengths and weaknesses. Shortfalls that could have an immediate impact on the safety of staff or children will be brought to the attention of the manager, or senior member of staff on duty, as soon as the inspector has identified the problem.

73. At the end of the inspection the inspector will give verbal feedback of the main findings and provisional judgements to the manager or senior member of staff present. In exceptional circumstances, an inspector may need additional time after the inspection fieldwork to take advice before giving feedback. The date of feedback is counted as the last day of the inspection.

74. The feedback should:

- cover the main findings of the inspection against the evaluation schedule, including both strengths and weaknesses
- indicate likely requirements and recommendations with clear reference to the relevant regulation or national minimum standard, providing a clear agenda for improvement
- be balanced and include positive comments as well as highlighting any areas for development
- use the grade descriptors to indicate how the inspector has arrived at her/his judgements
- confirm that the report will be sent to the manager in draft for comments on factual accuracy (see 'Timeframe' at paragraph 11 above)
- confirm that a summary of the report will be sent for the children and young people alongside the final report.

75. At the full inspection, inspectors will remind providers that any action taken in relation to requirements and recommendations will be considered at the interim inspection.

76. Inspectors will not provide a written summary of the inspection or written feedback in advance of the inspection report. Providers may choose to take their own notes at feedback.

Writing the report

77. Inspectors are responsible for producing high quality reports. The inspector should ensure that the report is free of errors – for example, grammar, spelling and punctuation – before submitting the report. Reports should be written in the present tense. However, a specific example of evidence from the inspection should be written in the past tense.

78. Inspectors should write their reports with regard to *The Guide to Ofsted's House Style*.¹⁰ In addition, a quality checklist is included within Annex C of this guidance to help authors and readers of Ofsted's reports.

79. The report should be succinct and evaluative. Inspectors should make appropriate professional judgements about the extent of detail required to 'tell the story' of the experience of children and young people living or staying at the home, depending on the complexity of circumstances.

80. The quality of inspection reports is enhanced when children and young people's feedback is quoted within the report. However in smaller services the potential to identify children and young people is high and should be taken into account.

81. There is no specified word length for the report or the individual sections. Inspectors should use their professional judgement to ensure that the reports are long enough to say what needs to be said and no more. It is likely that reports for homes with a number of weaknesses or provision found to be outstanding will require more detailed explanations of the reasons for the judgements.

82. Ofsted will publish reports on the Ofsted website in a redacted form in order to safeguard children. Published inspection reports do not contain any of the following:

- the name of the home
- the address of the home
- any information that identifies the location of the home
- any information that identifies an individual child, the registered provider or staff member at the home.

83. The reports will only be accessible to the public by Unique Reference Number (URN), by local authority area or by region (for example the North-West, the Midlands, etc.). The reports will not be searchable by postcode.

¹⁰ Guide to Ofsted's house style, July 2010; No 080230.

84. Ofsted will send the inspection report to the provider in a non-redacted form. This version of the report will continue to show all information about the home, including the name and address, which is on the first page of the inspection report.

Child friendly summaries

85. Inspectors will complete a child friendly summary following every full inspection of a children's home. Where children and young people need an adapted form of summary, the report should be sent to the provider with a request for the document to be adapted into a suitable format.

86. Child friendly summaries:

- include the main findings of the inspection as reflected in the full inspection report
- reflect both strengths and weaknesses consistently in line with the overall judgement
- include short paragraphs using evaluative sentences which focus upon the outcomes for children and young people
- are written in a consistent style, for example 'we found' or 'I found' or 'the inspector found'
- may include quotes from children and young people.

87. Inspectors will make a judgement on how 'personal' to make the summary based on the relationships during the visit with children and young people and their contribution. For example, if during the inspection the children and young people spoke frequently with the inspector and fully engaged in the process the inspector may consider a more personal 'letter style' approach is appropriate. Alternatively, inspectors may feel it is more appropriate to write the summary in the third party and more of a 'report style' if children and young people were less involved.

88. In children's homes where the age range is varied, inspectors will use clear and simple language, which will be accessible to all of the children and young people. Inspectors should refer to the *Guide to Ofsted's house style* to maintain consistency across reporting. Summaries should not be more than 350 words in length.

Quality assurance

89. The inspector is responsible for the quality of the report. The inspector will check the completed report carefully before submitting to the Quality Assurance National Team for sign off for publication.

90. The inspector must use the *Guide to Ofsted's house style* for reference when quality checking their own reports.

91. Ofsted's Quality Assurance National Team quality assures:

- inspection reports
- the evidence base underpinning inspection judgements
- inspection fieldwork through a programme of accompanied visits.

92. The Quality Assurance National Team will discuss with the appropriate Divisional Manager, Inspection Delivery any proposed change of judgement downwards from the provisional judgement given at verbal feedback given during the inspection. On these rare occasions, the inspector must inform the provider of the revised judgements and provide reasons for the changes before the provider receives the draft report.

93. Ofsted will send an evaluation form following each inspection to the manager of the children's home to complete, which will be used to improve the quality of inspections.

Concerns

94. It is anticipated that the great majority of inspections will be carried out without any concerns on the part of the children's home.

95. Inspections are carried out in accordance with the principles of inspection and code of conduct set out in the *Framework for the inspection of children's homes*.

96. During an inspection, those with concerns are strongly encouraged to raise issues with the inspector as soon as they arise, so that they can be resolved as quickly as possible while the inspection is taking place. If concerns do arise during an inspection, the inspector should consider the concern and do all that is possible to remedy the problem.

97. If resolution of the concerns is not possible, or the person expressing the concern does not feel that adequate weight is being given to the concerns, or an independent view is sought then the person raising the concern, or someone acting on her or his behalf, should contact the Ofsted helpline on 0300 123 4666.

Complaints

98. If it has not been possible to resolve concerns then individuals or providers may decide to lodge a formal complaint. 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. Complaints should normally be made in writing by post or email. However, we will also accept complaints by telephone; where we accept complaints in this way we will not normally take any formal action until we have agreed a written account of the complaint with the complainant.

99. The complaints procedure, which sets out how providers or users can complain about their inspection and what will happen to their complaint, is available at: www.ofsted.gov.uk/publications/070080.

100. Lodging a complaint will not normally delay the publication of the final inspection report.

101. Complaints can be made in writing to:

The National Complaints Team
Ofsted National Business Unit
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Or emailed to us at: enquiries@ofsted.gov.uk

Or made by telephone: 0300 123 4666.

Annex A. Request for information at a full inspection

Name of children's home:

Signature/name of person completing the form:

Date:

	Information required since last inspection	Number
1	Number of complaints from children and state number of children involved	
2	Number of complaints from others and state number of children involved	
3	How many complaints were resolved at the informal stage	
4	Number of allegations made against staff and state number of children involved	
5	Number of child protection referrals to children's social care teams	
6	Number of times when children went missing and state number of children involved	
7	Number of incidents of restraint	
8	Number of children involved in these incidents	
9	Number of staff who have left since the last inspection	
10	Number of new staff since last inspection	
11	Number of agency staff employed	
12	Number of staff at the children's home have a first aid qualification	
13	Number of sanctions given since the last inspection	
	Secure children's homes only	
14	Number of all single separations occurring	
Type		
Type		
Type		
	Short breaks only	
14	Number of children receiving a service at the time of inspection	
	Dates of checks	
15	Date of gas installations check	
16	Date of electrical installations check	
17	Date of health and safety risk assessment	
18	Date of last health and safety check of the premises	
19	Date of fire risk assessment	
20	Date of protocol with the police regarding missing children	

Please list staff training since the last inspection:

Annex B. The inspection of secure children's homes: additional guidance

Introduction

1. This annex clarifies how Ofsted will apply the framework and evaluation schedule to the inspection of secure children's homes, recognising that these are homes that children live in but that there are issues that are particular to a secure environment.

Scheduling and team deployment

2. Inspections of secure children's homes will take place twice a year in line with the *Framework for the inspection of children's homes*. These inspections will be unannounced inspections.

3. Currently, Ofsted undertakes an approval inspection at the direction of the Secretary of State: these inspections take place every three years and replace that year's full inspection. These inspections will be announced. The purpose of the approval inspection is to advise the Secretary of State whether the approval to restrict children's liberty should continue. If there are concerns, the Secretary of State's approval can be given for a shorter period, usually one year but this could be less. A further approval inspection will be required before the Secretary of State will consider extending approval. These inspections also include the inspection of the education provision.

4. It is recognised that the nature of the inspections of secure children's homes may require additional inspector time on site to:

- navigate the security systems on site
- give due consideration to the issues relating to the evaluation schedule that are specific to secure accommodation
- find opportunities to talk to staff whom are in direct supervision of children at all times.

5. The approval inspection is likely to be conducted by two inspectors who will be on site for up to three and a half days. The inspection will include a detailed building inspection with the Department for Education (DfE) architectural advisor.

6. The number of inspectors involved on site will be based on:

- a risk assessment, which will consider previous inspection judgements, notifications and any serious incidents
- the size of the establishment, including the number of separate units on site. Some establishments have three or four units on site plus education

- whether there has been significant building developments or changes to the management or operation of the setting.

Gathering the views of children and young people prior to inspection

7. Children and young people living in secure children's homes will be included in the annual survey of children and young people as outlined in paragraph 22. The only exception will be for the approval inspection. These surveys will always be sent to the provision in advance of the inspection as this is an announced inspection. The format for the survey that will be used in secure children's homes is included in annex D.

Views of stakeholders

8. In the case of secure children's homes, the inspector should make contact with the Youth Justice Board performance monitor linked to that unit.

Inspecting against the evaluation schedule

9. All secure children's homes will be inspected against the *Evaluation schedule for children's homes*. However, it is recognised that within the schedule there are specific issues that need to be considered in arriving at a judgement about the quality of care in a secure children's home. The following outlines how the specific issues for secure children's homes relate to the judgements in the evaluation schedule.

10. When evaluating the extent to which:

'the home is appropriately located, designed and maintained and providing appropriate security' (quality of care)

and

'the environment is physically safe and appropriately secure, taking account of the needs and characteristics of the children and young people cared for' (safeguarding)

inspectors will take into account the use and management of CCTV, security doors, locks, fences and procedures regarding movement around the building and outside of the secure perimeter and escort arrangements. This will also include arrangements for emergency services to access the building as required.

11. When evaluating the extent to which:

‘children and young people are safe and feel safe’ (safeguarding)

and

‘positive behaviour is promoted, and restraint is only used, if at all, in strict accordance with the legislative framework, including the accurate and clear recording of restraint and the reasons for its use’ (safeguarding)

and

‘children living in secure children’s homes experience positive support with their problems as well as security or refuge, and receive the same measures to safeguard and promote their rights and welfare as they should in other children’s homes’ (safeguarding)

inspectors will take into account how a restraint minimisation strategy is implemented; how and when restraint is used, monitored and a proper debriefing takes place with children and young people; how single separation is managed; and how searches of children and young people are managed using a risk based model and minimised.

12. When evaluating the extent to which:

‘children and young people develop a positive self view, emotional resilience and knowledge and understanding of their background and confidence in their skills’ (outcomes)

and

‘they make a positive contribution to the home and the wider community’ (outcomes)

and

‘they are well prepared for a successful transition to independence and adult life’ (outcomes)

inspectors will take into account how children and young people’s outcomes are promoted through preparation for reintegration back into their community or moving to another secure setting including resettlement or discharge planning arrangements.

13. When evaluating the extent to which:

‘the home provides a healthy environment where children and young people are able to access the services and support they need to meet their physical, emotional and psychological health needs’ (outcomes)

and

‘staff are proactive and consistent in supporting the educational achievement of children and young people, engaging with their school and successfully promoting their attendance’ (outcomes)

inspectors will gather direct evidence of the quality and impact of the health and education services provided on site. This will include gathering evidence from relevant staff such as nurses, substance misuse staff and mental health specialists.

Inadequate judgement

14. Where a secure children’s home is judged inadequate, the Department of Education will be informed so that the Secretary of State can take this into account in determining the ongoing approval of the home.

Quality assurance

15. All approval and full inspection reports are signed off by the divisional manager, social care. All interim reports are signed off by the managing inspector with lead responsibility for secure children’s homes.

Annex C. The content of the inspection report

Brief description of the service

1. This is a brief factual description of the service and should not include judgements or evaluation.
2. It should describe:
 - the home's registered numbers and any categories of registration
 - whether the home is privately owned, charitable organisation or local authority managed
 - if the home caters for children with specific needs
 - any specific facilities or specific services provided.

Overall effectiveness

3. This section should be a brief summary of the outcome of the inspection, explaining the main reasons for the overall effectiveness judgement. It should highlight any outstanding practice and state clearly the home's strengths. It must include reference to any areas for improvement.
4. The report should not include a description of the inspection process as this is detailed in the relevant frameworks.
5. Inspectors should state if there were no children present during the inspection.
6. Where the inspection is an approval inspection for a secure children's home, this will be stated.

Statutory requirements and recommendations

7. Requirements and recommendations must arise from any weaknesses identified in the report.

Requirements

8. Requirements must link clearly to regulations. Inspectors must consider the wording of the requirements to ensure that providers are not asked to do something they do not have to do. Inspectors should, where ever possible, use the wording of the regulation, but ensure that it is clear what is being asked of the provider: on occasion this may require more explanation. The wording should be followed by the regulation in the form of (Regulation xx.x)

Recommendations

9. Recommendations, although not enforceable, promote good practice, always relate to a national minimum standard and help the home to improve outcomes for children and young people. Recommendations can also be made against statutory guidance.

10. Requirements and recommendations should start with a verb. Commonly used verbs are: ensure, update, implement, improve, create, devise, keep, maintain and revise. They should follow on from the stem 'the provider must/should'.

11. Requirements and recommendations should start with a lower case letter as they follow on from a stem in the inspection report. There should be no full stops at the end of the requirement/recommendation except for the final one. This should have a full stop at the end of the wording, but before the regulation or national minimum standard it is related to. The relevant regulation or national minimum standard will be included within brackets - in the case of statutory guidance, in the form (Volume 5, statutory guidance, para XX).

Leadership and management

12. Inspectors need to inspect against the evaluation schedule, identifying the key aspects of practice that support the judgement for leadership and management including strengths and weaknesses.

13. Inspectors should evaluate and report on how the steps taken to tackle requirements and recommendations or key issues raised at the last inspection have improved outcomes for children and young people and the organisation of the provision. This links to capacity to improve.

14. Inspectors should not write out previous requirements, recommendations or key issues in full.

All other sections of the report

15. Text should provide a brief commentary on the key strengths and weaknesses which support the judgement given.

16. While all areas of the evaluation schedule must be inspected, the report should focus on the key strengths and weaknesses and, most importantly, tell the unique story of each home and the experience of children and young people. Inspectors do not need to write a section of the report about each area they have evaluated but must include enough in the report to support their judgement.

17. There will be references to equality and diversity throughout the report. In addition, there are specific parts of the evaluation schedule that relate to equality and diversity. Inspectors will make comments relating to equality and diversity linked to the evaluation schedule. Inspectors do not need to include a sentence that states

the judgement. This is automatically generated in the report when the inspector enters the judgement on the judgement page of the RSA.

Reporting at the interim inspection

18. Inspectors should begin the interim inspection report with a statement of the judgement at the last full inspection.

19. The report should summarise the progress that has been made since the last inspection and whether the home has maintained the quality of provision. Any strengths and weaknesses should support the overall progress judgement.

20. Inspectors can make requirements and recommendations at the interim inspection.

General report writing guidance

21. A well-written report:

- contains more evaluation than description
- has judgements that are clearly supported by good evidence
- is clear on the outcomes and experiences for children and young people
- is unique and captures the character of a particular children's home
- has short sentences
- is simple and easy to understand
- does not identify the location of the children's home or individual children and young people, staff or others
- includes quotes from children, parents, staff and other professionals where appropriate and possible
- follows the *Guide to Ofsted's house style*.

22. Reports should be written using the 'active voice'. This is likely to make sentences shorter and more easily understood. For example:

- Passive Voice: 'Good behaviour and a sense of right and wrong are encouraged by the staff.'
- Active Voice: 'Staff encourage good behaviour and a sense of right and wrong.'
- Passive Voice: 'A good level of enthusiasm is shown by the young people about the activities available.'
- Active Voice: 'Young people are enthusiastic about the activities available.'

23. No identifying information should be included in the report, ready for publication on the web. Therefore inspectors will use references as listed below:

Incorrect references	Correct references
Cherrybrook children's home	the/this children's home the home
Green Homes Ltd (registered provider)	the registered provider
Jan Green, Registered Manager	the registered manager
Tim Jones, Social Worker	a/the social worker

Reporting on inspections where compliance issues have been investigated

24. In the inspection report the inspector will not refer to the concern, or report whether the concern was substantiated. The inspector will report any non-compliance under the relevant judgement area.

25. The inspector will raise requirements where there is a breach of regulation. If a higher level of enforcement is required (such as restriction of accommodation or a proposal to cancel registration), inspectors will consult with Ofsted's Compliance, investigation and enforcement (CIE) team.

Annex D. Children and young people survey for children's homes

Your views are important to us

Children and young people survey

Have your say about: <Insert service name>

URN: <Insert URN>



If you would like help understanding or completing this survey please telephone us on 0300 123 1231. We will do our best to help you.

Why have you sent me this form?

Your children's home will be having two inspections by Ofsted this year. An inspection is when we visit the home to check how well the home is looking after the children and young people who live there. If you can spare ten minutes to fill in this form, it will help us understand what life is like for you at the home. We want to

know what you think about the children's home because your views are important to us. Filling in this form will give you a chance to say what you think.

Do I have to fill it in?

No, it is up to you whether you complete this form or not but we would really like you to. You may want to tell us what you think in another way, for example you could speak to an inspector when they come to inspect the home. If you want to, you can ask someone to help you complete this form.

How do I fill it in?

Please put a tick in the box for the answer that best fits what you think about the children's home. Some questions will not apply to you, if you visit the home for your short breaks, but we would still like to hear your answers. This is not a test and there are no right or wrong answers.

What will Ofsted do with the answers I write?

We will add together what everyone tells us and think about what this means when we come to visit the home. When we write our report we may mention what you tell us, but we won't say who said these things. We keep the forms until the inspection is finished and then we destroy them, unless you tell us something which needs to be checked out further after the inspection. If you tell us something that means you are not safe, we will tell a social worker to help you.

Do I have to put my name on the form?

No, you do not have to put your name on the form. The reason we ask who you are is just in case you tell us something that we need to know more about. If we have your name, we can tell the right person to try to help, if there is something wrong. If you are not sure about giving your name to us ask an adult you trust, such as your parent, guardian, carer, a member of staff or teacher.

What do I do when I have finished?

When you have completed the form, please post it back to us, as soon as you can, in the envelope we have given you.

How can I contact someone in Ofsted?

If you would like to speak to someone in Ofsted about your children's home please call us on 0300 123 1231, or you can talk to the inspector when they visit.

If you have a problem understanding or completing this form, we can send you one with less writing. Please let us know on our telephone number below:

- telephone us on 0300 123 1231; or
- email us at enquiries@ofsted.gov.uk.

About you	
What is your name?	
How old are you?	
How long have you been living in, or staying over, in this children's home?	

Please tick ✓ the answer which most closely fits what you think

Always

Usually

Sometimes

Never

- 1 Staff look after me if I feel unwell
- 2 I feel safe at the home
- 3 Staff deal well with bullying if it happens
- 4 Staff help me to be involved in out of school activities that I am interested in
- 5 Staff make sure I go to school or college and help me with my school work
- 6 I am helped to take part in meetings about me

Very good

Good

Ok

Not so good

- 7 The time I spend with my key worker is...
- 8 The care and support is...

Please tick ✓ the answer which most closely fits what you think

Agree Disagree Don't Know

- 9 I know how to complain if I am unhappy about something that happens
- 10 I know what the home 'rules' are
- 11 Staff help me to learn the skills I will need as an adult (Things like paying bills and being able to cook and keep a house clean)
- 12 I can buy the clothes and personal items that I need
- 13 My culture and my religious beliefs are respected and supported
- 14 I know about my placement plan (Sometimes this is called a care plan or individual plan).
- 15 I help to write my placement plan.

Can you please tell us?

About restraint in your home.

The rules on restraint are that staff should only use restraint to keep you, or other people safe, or to stop you from seriously damaging property. Tell us if those rules are followed in your home.

What is good about your children's home?

What could your children's home do better?

Is there anything else you would like to tell us?

Thank you for helping us

Annex D cont. Children and young people survey for secure children's homes

Your views are important to us

Children and young people survey

Have your say about: <Insert service name>

URN: <Insert URN>



If you would like help understanding or completing this survey please

■ telephone us on 0300 123 1231
or

■ email us at enquiries@ofsted.gov.uk
or

■ write to us at National Business Unit, Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA

We will do our best to help you.

Why have you sent me this form?

Your secure unit will be having two inspections by Ofsted this year. An inspection is when we visit the unit to check how well the unit looks after you and gives you a good education. If you can spare 10 minutes to fill in this form it will help us understand what life is like for you at the unit. We want to know what you think about the unit because your views are important to us. Filling in this form will give you a chance to say what you think.

Do I have to fill it in?

No, it is up to you whether you complete this form or not but we would really like you to. You may want to tell us what you think in another way, for example you could speak directly to an inspector when they come to inspect the unit. If you want to, you can ask someone to help you complete this form.

What will you do with the answers I write?

We will add together what everyone tells us and think about what this means when we come to visit the unit. When we write our report we may mention what you tell us, but we won't say who said these things. We keep the forms until the inspection is finished and then we destroy them unless you tell us something which needs to be checked out further after the inspection. If you tell us something that means you are not safe, we will tell a social worker or case worker to help you.

How do I fill it in?

Please put a tick in the box for the answer that best fits what you think about the unit. This is not a test and there are no right or wrong answers.

Why do I have to put my name on the form?

The reason we ask who you are is just in case you tell us something that we need to know more about. If we have your name, we can tell the right person to try to help, if there is something wrong. If you are not sure about giving your name to us, ask an adult you trust, such as your parent, guardian, carer or a member of staff.

What do I do when I have finished?

When you have completed the form, please give it to a member of staff in the envelope we have given you. You can seal it if you want to.

If you would like to talk to the inspector visiting your secure unit please tick the box below and include your name and contact details at the top of page 4.

I would like to speak to the inspector who is visiting my secure unit.

About you

What is your name?

How old are you? _____

How long have you been in this unit? _____

Please tick the answer which most closely fits what you think

	Always	Usually	Some times	Never
1 I am encouraged to exercise.				
2 I get care and treatment if I feel unwell.				
3 I am able to see a doctor/ dentist/optician/nurse if I need to.				

Please tick your answers to the following questions

	Yes	No
4 Have staff told you how to complain?		
5 Do you have access to an independent adult (advocate) who visits you at the unit?		
6 When you have to spend time alone in your room, do you know why you are told to do this?		

Please tick ✓ the answer which most closely fits what you think

	Always	Usually	Some times	Never
7	Staff respect my privacy.			
8	I feel safe in the unit.			
9	My complaints are taken seriously.			
10	It is easy to make a complaint.			
11	There are people at the unit I can talk to if I am unhappy.			
12	Staff deal with any bullying.			
13	If I break the rules I am dealt with fairly.			
<hr/>				
14	Staff help me to manage my behaviour if it is getting me into trouble.			

	Yes	No
--	------------	-----------

15 Have you ever been physically restrained at this unit?

If you have never been restrained you do not need to answer the next two questions (16 and 17).

Please tick ✓ the answer which most closely fits what you think

	Always	Usually	Some times	Never
16	If I am restrained I can see a nurse or doctor.			
17	If I am restrained staff talk to me about the reasons why I am restrained.			
18	I understand about the need for my room to be searched and staff always respect my belongings.			

Please tick ✓ the answer which most closely fits what you think

	Agree	Disagree	Don't know
19	Staff listen to my views about my future.		
20	My culture and my religious beliefs are respected and supported.		
21	I am helped to follow after school activities that I am interested in.		
22	Staff explain what will happen during a personal search and this is done sensitively.		

Please tick ✓ the answer which most closely fits what you think

	Always	Usually	Sometimes	Never
23	I can have a say about life in the unit.			
24	I am helped to keep in touch with important people in my life.			
25	I take part in meetings about me.			
26	I am helped to learn the things I need to know for when I leave; like cooking and cleaning.			
27	Staff help me to get clothes and personal items.			

General comments

What is good about your unit?

What could your unit do better?

Is there anything else you would like to tell us?

Thank you for helping us.

Don't forget if you wish to speak to an inspector about what you have told us, please put your name on this form.

Annex E. Parents survey for children's homes

Your views are important to us

Parents survey

Have your say about: <Insert service name>

URN: <Insert URN>

If you would like help understanding or completing this survey please telephone us on 0300 123 1231. We will do our best to help you.

Why have you sent me this form?

Ofsted inspects the children's home where your child lives or stays in from time to time. An inspection is how we check how well the home looks after your child. We would like to know what you think about the children's home. Your views are important to us. Filling in this form gives you an opportunity to tell us what you think about the service your child receives and will contribute to our assessment of how the home looks after children and young people.

Do I have to fill it in?

You can choose whether to complete this form or not. You can also tell us what you think in another way. For example, you can speak directly to us by calling us on 0300 123 1231 or email enquiries@ofsted.gov.uk.

Do I have to put my name on the form?

You do not have to put your name or your child's name on the form. The reason we ask who you are is in case you give us some information that causes us concern about the way the children's home is run. If we have your name, we can check out any details with you and tell you what we have done, wherever we can. We also ask your child's name for the same reasons. However, giving us your name or your child's name is optional.

What will Ofsted do with the answers I give?

We take account of what parents tell us when we write our report. We may use some quotes but will make sure no one can be identified by this. We also do not tell the staff at the children's home what you have said. We may use parental quotes but we will only do this where it will not identify you. We keep the forms until the inspection is finished and then we destroy them unless you tell us something which needs to be checked out further.

How do I fill it in?

Please read each question or statement and tick the answer that best fits what you think about the children's home. Please note that some questions do not apply to parents whose children use short breaks, but we would still value your feedback. There is also space at the end of the form for you to write other comments if you wish.

If you would like to speak to someone in Ofsted about completing this form, or about the children's home, please contact us on 0300 123 1231.

What do I do when I have finished?

When you have completed the form, please send it back in the envelope provided, as soon as possible.

Alternatively you can email it to enquiries@ofsted.gov.uk.

About you	
What is your name/telephone number? (optional)	
About your child	
What is your child's name? (optional)	
How long has your child lived in, or taken short breaks in, the home?	

Please tick ✓ the answer which most closely fits what you think

Always Usually Sometimes Never Don't know

- 1 I get told if my child is unwell or has an accident
- 2 My child gets good care and treatment if they feel unwell
- 3 My child's health needs are met
- 4 Staff respect my child's privacy
- 5 My child's safety is given a high priority
- 6 My child is helped to know his or her culture, religion and racial background
- 7 My child is given help with his or her school/college work
- 8 My child is able to follow his or her out of school activities that he or she is interested in
- 9 Staff keep me informed about how my child is doing
- 10 My views about my child's care and future are taken into account

Please answer the following questions		Yes	No	Don't know
11	Is your child encouraged and helped to learn independence skills?			
12	If I complain my complaints are taken seriously and dealt with properly			
13	Are you told if your child is physically restrained at the children's home?			
14	If you answered yes to question 13 are you satisfied that it was necessary?			
15	Do you know what the rules for your child are at the home and what will happen if they break them?			
16	Do you know what procedures staff will follow if they are concerned for your child's safety?			

Please tick ✓ the answer which most closely fits what you think		Agree	Disagree	Don't know
17	I am supported in keeping in contact with my child			
18	I am encouraged to attend my child's reviews			
19	I can talk to staff about the care of my child as often as I wish			

Can you please tell us?

What is good about the children's home?

What could the children's home do better?

Is there anything else you would like to tell us?

Thank you for helping us

Annex F. Additional fieldwork guidance

Inspecting a home where young adults are accommodated

1. This part of the guidance outlines Ofsted's inspection and regulatory powers in relation to a children's home that may accommodate a young adult. A young adult is an individual aged over 18 years of age.

Power to inspect a home accommodating young adults

2. The duty on Ofsted to inspect homes provided by section 31(3)(a) of the Care Standards Act 2000¹¹, remains in place, even if the home only accommodates young adults at the time of the inspection.

Interviewing young adults

3. Ofsted can discuss the operation of the children's home with any young adult residing at the home.

Inspection of records relating to young adults

4. Ofsted should, wherever possible and appropriate, ask a young adult's permission to view their records. Ofsted may, where necessary, access the records using regulatory powers under s31(3)(b) of the Care Standards Act 2000. However, the adult's right to make decisions will be respected and this power will only be used in exceptional circumstances.

CRB checks on young adults living at the home

5. A provider is not required to conduct a Criminal Records Bureau (CRB) check on a young adult accommodated at a children's home. However, the provider must identify any potential impact on the children living in the home.

Taking action where young adults accommodated at the home have identified impact on resident young people

6. Ofsted may take action or impose conditions to address any impact that adults accommodated at a home are having on young people living in the home.

¹¹ Care Standards Act 2000. The Stationary Office Ltd. 2000.

Information regarding young people who are missing from care

7. The number of recorded episodes of missing young people will be recorded within the home's inspection information form.
8. Care practice should reflect the statutory guidance Children who run away and go missing from home or care (statutory guidance, July 2009). 6
9. Where inspection findings indicate that a children's home is acting in accordance with the local authority and police protocol and only notifies the police regarding children who are considered missing (as defined within the statutory guidance), inspectors will consider that this meets the requirements of notification.
10. Where inspection findings indicate that the provider does not know about the statutory guidance, inspectors will make recommendations that they obtain a copy. The home should research how the protocol is being operated within their area, and make any necessary amendments to their policies and procedures.
11. If a service caters for children who do not have a 'looked after' status the statutory guidance still applies.

Inspecting homes where there are no children in placement

12. If there are no children or young people present at the first inspection after registration, an interim inspection will be carried out which focuses on whether the service continues to meet registration requirements. The interim inspection toolkit must be used and the following statement made in the report:

[name of home] has not provided <accommodation> to <children and young people> since its registration on >insert date of registration. This inspection focuses on whether the children's home meets its statutory requirements in order to maintain its registration and is ready to accept placements. <Inspector to include any relevant text>

13. If the requirements of registration are not met, the inspector can raise requirements or recommendations. The judgement of progress is unlikely to be more than satisfactory.

All other inspections

14. Where a home has no children in placement at the time of the inspection but intends to admit children at any time, an interim inspection will be conducted. The inspection will focus on whether the registration requirements continue to be met and the home is suitable to accommodate children and young people. However, if the home has not had a full inspection in the cycle and children and young people have recently been placed or will soon be placed, the inspector will risk assess with their line manager whether to undertake a full inspection.

15. If children and young people have been accommodated since the last inspection it may be possible to use information about their placements as evidence about outcomes for children and young people. Inspectors should take account of the length of time since the last child/young person left and the independence of the evidence that can be collected to support the judgement.

16. Where a home does not intend to take placements and will remain closed for sometime, interim inspections are completed and a condition that the home will notify Ofsted if they intend to accept a placement is imposed. The condition must be worded as follows:

inform Ofsted three months before a child or young person's placement commences of their intention to admit children and young people.

17. In these instances the text of the interim inspection report must contain the following statement below:

<insert name of home> has been closed for <state length of time>. The registered provider has indicated that the home will not be operational for <state length of time from the date of inspection>. Should the home decide to accept placements they are required to inform Ofsted of their intention before they do so.

18. In these instances Ofsted will not make a judgement about progress.

19. Where a children's home is subject to the condition of registration listed in paragraph 5 of this annex, they will inform Ofsted when they intend to accept a placement. An inspector will make a risk-based decision, in conjunction with their manager, about whether to undertake an interim or a full inspection before the date that the placement commences or after the placement has started. If the home meets its registration requirements the condition must be removed and a new certificate issued.

Managing Regulation 33 reports

Submitting Regulation 33 reports to Ofsted

20. All children's homes are required to submit a Regulation 33 report. This includes residential special schools and boarding schools that are registered as children's homes. If the registered person is also in charge of the day-to-day running of the children's home, then a Regulation 33 report is not required.

21. Reports must be submitted to:

Document Handling Centre Manager
Ofsted
National Business Unit
PO Box 4317
Manchester
M61 0AW

22. Providers must provide Ofsted's unique reference number (URN) and the date on which the visit occurred on the report. Ofsted can only accept the report in hard copy, and signed by the author.

The management of Regulation 33 reports

23. Ofsted reviews the content of Regulation 33 reports to inform the next inspection and uses the information to decide if we need to take any other action.

24. The Regulation 33 report will be securely stored within Ofsted's Meridio system for 12 months.

25. Ofsted will monitor on a monthly basis to ensure children's home providers submit their Regulation 33 reports.

Gaps in Regulation 33 visit reporting

26. If Ofsted does not receive a report as required, we may write to remind the children's home provider to send in the report.

27. Inspectors will use their judgement to decide whether a provider's continuing failure to submit Regulation 33 reports, requires them to make a monitoring visit to the children's home or to bring forward the next planned inspection.

28. Failure to submit any Regulation 33 report will be noted in the lines of enquiry for the next inspection. Findings in this area may impact on the judgement for Leadership and Management.