

**Manchester City Council
Report for Information**

Report to: Ofsted Subgroup – 14 June 2016

Subject: Outcome of Children’s Homes Inspection Reports

Report of: Director of Children’s Services

Summary

Report provides an overview of Ofsted’s recent inspections of Children’s Homes and resultant action plans.

Recommendations

Report is for information.

Wards Affected: All

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1.0 Purpose

- 1.1 This is an information report. The purpose of the report is to provide Members of the Children and Young People's Ofsted Sub Group with details of Ofsted inspection outcomes at Manchester City Council children's homes.
- 1.2 The report will detail the latest inspection outcomes and outcomes dating back over the last two years for comparison purposes and to indicate progress made.

2.0 Introduction

- 2.1 Children's Homes are regulated through the Children's Homes Regulations 2015. All children's homes, both local authority run and those independently owned, are inspected by Ofsted at least twice annually to ensure compliance with the Regulations and to assess the extent to which the home is providing care in line with the Children's Homes Quality Standards.
- 2.2. Each year Ofsted undertake a full inspection and an interim inspection at each and every children's home nationally.
- 2.3 Based on their findings in the inspections, Ofsted are required to rate each children's home for their 'overall effectiveness'. The four ratings that Ofsted can award in a full inspection are as follows:
 - Outstanding
 - Good
 - Requires Improvement
 - Inadequate
- 2.4 Interim inspections are less detailed than full inspections and cannot change the homes overall rating. They do however give a rating indicating the progress the home has made since the last full inspection. The ratings that can be awarded in an interim inspection are as follows:
 - Improved effectiveness
 - Sustained effectiveness
 - Declined in effectiveness
- 2.5 Within the overall effectiveness category are two sub categories. These are 'how well children and young people are helped and protected' and the 'impact and effectiveness of leaders and managers'.
- 2.6 As well as the award of a rating, the Ofsted inspection report lists 'requirements' of children's homes where they have been found to be non compliant with regulations, and recommendations, where the home has failed to meet quality standards.
- 2.7 Manchester City Council currently has four in-house children's homes. These are as follows:

- Willow Vue
- Seymour
- Acorns
- The M.E.T –(Manchester Emergency Team)

3.0 Inspection Outcomes

This section lists the inspection outcomes for each of the four in-house children's homes

3.1 Willow Vue

3.1.1 Willow Vue is a six bed home providing medium/long term placements for children aged 12 to 17. The most recent Ofsted inspection at Willow Vue took place on 30th March 2016. This was an interim inspection. The home's rating from the previous full inspection was 'good' and the interim inspection found the home to have achieved 'sustained effectiveness'.

3.1.2 The following details inspection outcomes at Willow Vue over the last two years:

- 19.9.14: Full inspection – adequate
- 6.3.15: Interim inspection – improved effectiveness
- 20.1.16: Full inspection – good
- 30.3.16: Sustained effectiveness

3.1.3 As indicated, inspection outcomes have improved at Willow Vue over the last year, with the homes overall effectiveness rating going from 'requires improvement' to 'good'.

3.1.4 Below are some quotes provided by the Inspector in their last report of the home.

- *'Staff work very well with other professionals to ensure that plans are coordinated to best support young people'.*
- *'Management monitoring of the records in the home has improved, so that they now identify and address any shortfalls. This means that staff improve young people's safety by clear accounts of their periods of being missing, and key workers ensure that action plans are updated following new information or changes of strategy arising from multi-professional review'*

3.1.5 The most recent inspection report listed two 'requirements' to be actioned by the home These are detailed in the action plan for Willow Vue attached at Appendix 1.

3.2 Seymour

3.2.1 Seymour is a six bed home providing medium/long term placements for children aged 12 to 17. The most recent Ofsted inspection at Seymour took

place on 11th May 2016. This was a full inspection. The home was rated as 'good', moving the home up from the previous full inspection rating of 'requires improvement'.

3.2.2 The following details the inspection outcomes at Seymour over the last two years:

18.6.14: Full inspection – adequate
11.3.15: Interim inspection – sustained effectiveness
13.10.15: Full inspection – requires improvement
24.2.16: Interim inspection – improved effectiveness
11.5.16: Full inspection – good

3.2.3 Like Willow Vue, Seymour has also achieved improved inspection outcomes in this last year, moving from 'requires improvement' to 'good'. The Ofsted report listed no 'requirements' to be actioned.

3.2.4 Seymour has not yet received their last Inspection report from Ofsted. Below are some quotes provided by the Inspector in her verbal feedback after her inspection of the home.

"Both managers know what's going on and prioritise well".

"The partnership way of working is good"

The "managers will challenge professionals to get the best for the young people at the home".

"The challenges are effective".

"Managers respond quickly to incidents"

"Managers know the strengths and weaknesses of the home"

"There are good working relationships with the police to maintain good safeguarding".

"The Risk Assessments are laid out and are clear".

"There is positive progress and experiences for children in the home"

3.2.5 The most recent inspection report for Seymour has not yet been received from Ofsted. However the Ofsted Inspector was clear in her verbal feedback to the managers that she would be listing no 'requirements' for the service to action.

3.3 Acorns

3.3.1 Acorns is a six bed home providing medium/long term placements to children aged 12 to 17. The most recent inspection at Acorns was on 18th March 2016. This was an interim inspection. The home's rating from the previous full

inspection was 'requires improvement' and the interim inspection found the home to have achieved 'sustained effectiveness'.

3.3.2 The following details the inspection outcomes at Acorns over the last two years:

- 20.1.14: Interim inspection – good progress
- 19.6.14: Full inspection – adequate
- 18.2.15: Interim inspection – declined in effectiveness
- 15.9.15: Full inspection – requires improvement
- 18.3.16: Interim inspection – sustained effectiveness

3.3.3 As indicated, inspection outcomes are showing signs of steady progress being achieved at Acorns in the period from the full inspection in September 2015 and the interim inspection in March 2016.

3.3.4 Below are some quotes provided by the Inspector in their last report of the home.

- *'Very good progress has been made in the level of staff participation in training and reflection, within an 'attachment focused approach'.*
- *'He has used his experience of receiving positive care and support to overcome past behaviour and difficulties, and is ready to start his semi-independent life with the prospect of a new job, better health and finance due to stopping cannabis use, and practical help with setting up his new home. He said, 'I am ready to leave here, to start life on my own ... I'm looking forward to it.'*
- *'Young people have good placement plans in place that are updated regularly. They sit within a comprehensive and child focused document called a 'Journey' that provides a very clear picture of young people's history; needs; challenges; efforts; aspirations and progress'.*

3.3.5 The most recent inspection report listed two 'requirements' to be actioned by the home. These are detailed in the action plan for Acorns attached at Appendix 2.

3.4 The M.E.T

3.4.1 The M.E.T is a five bed home that takes emergency admissions. The most recent Ofsted inspection at the M.E.T took place on 24th March 2016. This was an interim inspection. The previous full inspection rated the home as 'requires improvement' and in this interim inspection Ofsted found the M.E.T to have 'sustained effectiveness'.

3.4.2 The following details the inspection outcomes at The M.E.T over the last two years:

- 9.7.14: Full inspection – adequate

2.2.15: Interim inspection – sustained effectiveness
28.1.16: Full inspection – requires improvement
24.3.16: Interim inspection – sustained effectiveness

3.4.3 The overall rating at the M.E.T has not improved over the last two years, however the inspection reports do note improvements to the service the home is offering over this period. For example, at the last full inspection in January 2016 the report included 5 ‘requirements’ to be actioned by the home, whereas the interim inspection in March listed two requirements to be actioned.

3.4.5 Below are some quotes provided by the Inspector in their last report of the home.

- *‘Due to the emergency response and short term nature of the home, young people move in and out of it relatively quickly in most cases. Managers have improved both methodology and systems for gathering information about young people’s needs and interests. There is now improved guidance and planning available to staff, to ensure they effectively welcome and support young people for whom English is not their first language’.*

- *‘Working together in weekly meetings, residential managers assess and match young people’s needs to the resources available, and in many cases this has improved their stability and progressed their plans to be prepared for life in a foster family. This forum also enables managers to challenge drift in the responses of other professionals, such as ensuring education plans are realised for those who have no school place, or challenging social workers to ensure young people have interpreters who speak their own dialect at planning meetings. This enables young people to contribute to their plans’.*

- *‘Young people’s views wishes and feelings are listened and responded to. Since the last inspection, there is a clear audit trail of actions that managers take in response to complaints made by young people. Previous errors in these records have been rectified, with clear conclusions in place. The manager noted that an important element of ensuring closure was to expect social workers to follow up with young people in their new home. While this is difficult at times, he is persisting, to ensure young people’s views were captured within the home’s records, even though they had moved on’.*

3.4.6 The most recent inspection report listed two ‘requirements’ to be actioned by the home. These are detailed in the action plan for The M.E.T attached at Appendix 3.

3.5 Commissioned Homes

3.5.1 In addition to the four in-house children’s homes, the Council also commissions two homes from the independent sector for Manchester children. Both of these homes are 6 bed homes. Currently both have Ofsted inspection ratings for overall effectiveness of ‘good’.

4.0 Summary

- 4.1 The quality of care provided by all four of our children's homes has improved over the last year and this is reflected in the improving Ofsted inspection outcomes.
- 4.2 Two of our four children's homes have been lifted from overall effectiveness ratings of 'requires improvement' to 'good'. While the overall effectiveness rating for the other two homes has not changed either upwards or downwards, one of them has move from an interim rating of 'declined effectiveness' to 'sustained effectiveness' and the fourth home, the M.E.T. has also improved in relation to the tone and content of the inspection report and the number of 'requirements' to be actioned.
- 4.3 Managers and staff in the service are striving to improve the quality of provision further. There is a clear focus on responding to Ofsted requirements and recommendations with our action plans and staff are committed to improve relationships with and outcomes for children living in the homes.

Appendix 1:

Ofsted Action Plan - Willow Vue Children's Home

Willow Vue action plan Statutory requirement	Description	Date
The care planning Regulation 14	The care planning standard is that children— (a)receive effectively planned care in or through the children's home; (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (b)that arrangements are in place to— (ii)manage and review the placement of each child in the home; and (e)that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— (ii)the child is, or has been, persistently absent from the home without permission;	May 2016
Review of quality of care Regulation 45.	In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— (b)the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and (c)any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.	May 2016

Statutory requirement	Action Plan	Date
The care planning Regulation 14	<p>The care planning for each young person commences at the weekly Referral and Matching meeting (RAM) at which the homes Manager attends. New referrals are considered and the best placed home, to meet the young persons needs is determined. Pre-Placement planning meetings, involving all relevant parties, will determine the responsibility of individuals in meeting the young persons needs to ensure they have a positive experience of arriving at or moving on from the home.</p> <p>Regular case planning meetings are convened to manage and review the placement of each child.</p> <p>A comprehensive chronology is maintained within the home, of all episodes of absence, by each young person. From the above information and when applicable, the authorities Missing From Care (MFC)</p>	<p>May 2016</p> <p>Completed</p>

	<p>procedure will be initiated and either a MFC strategy meeting or a case planning meeting (persistence absence) will be convened.</p>	
<p>Review of quality of care Regulation 45.</p>	<p>Systems for monitoring, reviewing and evaluating include, house meetings with the young people to ascertain their wishes, feelings and opinions about the home. 1-1 key worker sessions recorded in the young persons individual 'chat books' and young persons 'Journey' monthly progress reports.</p> <p>Actions to Improve or maintain the quality of care are provided in the Regulation 45 which is completed at least once, every 6 months.</p> <p>Completing Annex A forms on a monthly basis, provides data to show indicators of the home providing quality care to the young people accommodated.</p> <p>A Governance and Scrutiny document has been introduced to aid gathering of information and support any actions that the Registered Person considers necessary in order to improve or maintain the quality of care for young people in placement.</p>	<p>May 2016</p> <p>Completed</p>

Appendix 2:

Ofsted Action Plan Acorns Children's Home

Statutory requirements reply form

This form contains details of actions you need to take to bring about the necessary improvement by the dates given.

Statutory requirement	Description	Date
36: Children's case records	The registered person must maintain clear and updated records listed in Schedule 3, particularly regarding young people being missing and all sanctions imposed by staff (The Children's Homes Regulations 2015, Regulation 36, (1) and Schedule 3, (14 and 15)).	09 May 2016
44: Independent person: visits and reports	The independent person, when carrying out a visit, must report their opinion as to whether— (i) children accommodated at the children's home are effectively safeguarded; and (ii) the conduct of the children's home promotes the well-being of the children accommodated there. (The Children's Homes Regulations 2015, Regulation 44, (4)).	09 May 2016

You should have completed those actions with dates that have already passed.

An inspector may carry out a visit to check you have made the necessary improvements. If you have not carried out the required action, or what you have done has had little impact, we may take further enforcement measures.

You must carry out these actions by the date(s) given otherwise Ofsted may take further action.

You will need to let us know when you have carried out all of the actions, by completing the attached reply form and returning it to Ofsted at the above address. If we have not heard back from you by the date given, we will contact you again.

Statutory requirements - reply form

For the attention of Tony Roberts, Inspection Support Team.

Statutory requirement	Action taken	Date completed
36: Children's case records	Clear and up to date records are maintained in the home as listed in Schedule 3. In particular a record is made of the young person's whereabouts whilst absent, if this	09 May 2016

	<p>becomes known, this information is shared with relevant partner agencies including the Police, PROTECTS and the child's social worker. This information can then be used to inform safeguarding measures, risk assessments and action plans.</p> <p>The date and circumstances of all measures of control, disciplinary action or restraint used are recorded and contain a reflection of whether these have been appropriate and effective. Where sanctions are imposed children may be offered the opportunity to carry out restorative measures such as an apology or reparation such as cleaning any mess created or replanting flowers that have been disturbed.</p>	
<p>44: Independent person: visits and reports</p>	<p>Independent visits are carried out monthly and a report completed including any recommendations to promote the well being and safety of the young people at the home. An action plan is then completed setting out how the recommendations have been implemented. On each visit the independent person speaks to the young people to gain an insight into how they are feeling and whether they are safe and happy at the home.</p> <p>In order to improve the quality of the Reg 44 visits and the effectiveness of the reporting a training package has been produced and will be delivered to all Reg 44 visitors to further develop independent monitoring of the home.</p>	<p>09 May 2016</p>

Appendix 3:

Ofsted Action Plan The M.E.T Children's Home

Statutory requirements reply form

This form contains details of actions you need to take to bring about the necessary improvement by the dates given.

Statutory requirement	Description	Date
44: Independent person: visits and reports	The independent person, when carrying out a visit, must report their opinion as to whether— (i) children accommodated at the children's home are effectively safeguarded; and (ii) the conduct of the children's home promotes the well-being of the children accommodated there. (Children's Homes Regulations 2015, Regulation 44, (4)).	09 May 2016
45: Review of quality of care	The registered person must ensure that all actions identified to improve the quality of care in the home reflect when appropriate the views of young people, and are evaluated for effectiveness. (Children's Homes Regulations 2015, Regulation 45, (2, 3)).	09 May 2016

You should have completed those actions with dates that have already passed.

An inspector may carry out a visit to check you have made the necessary improvements. If you have not carried out the required action, or what you have done has had little impact, we may take further enforcement measures.

You must carry out these actions by the date(s) given otherwise Ofsted may take further action.

You will need to let us know when you have carried out all of the actions, by completing the attached reply form and returning it to Ofsted at the above address. If we have not heard back from you by the date given, we will contact you again.

Statutory requirements - reply form

For the attention of Tony Roberts, Inspection Support Team.

Statutory requirement	Action taken	Date completed
44: Independent person: visits and reports	The Registered Home Manager spoke with the Regulation 44 Visitors on the 19.04.16. The (RHM) highlighted to the Reg 44 visitors that at the recent OFSTED inspection (24.03.16) there was a need for a greater critical analysis of the MFH protocol and the — (i) children accommodated at the children's home are effectively safeguarded; and (ii) the conduct of the children's home promotes the well-being of the children accommodated there. (Children's Homes Regulations 2015, Regulation 44, (4)). The reg 44 Visitors highlighted that they only see a snap shot of the MFH episode, but would put more detail in order to address the short fall. The Responsible individual (Amanda Amesbury) and the Head of Service (Paul Dempsey), will have further discussions with the reg 44 visitors.	19.04.16
45: Review of quality of care	As a part of the young people's journey whilst at the M.E.T, all of the young receive a M.E.T questionnaire's in regards to their stay and Reg 44 visitor's questionnaires. These questionnaires are brought into the Monthly Team meetings and are discussed. Any and all recommendations are put in to place and evaluated for their effectiveness. It has been recognised that the young people are overall satisfied with what the M.E.T are doing, therefore we are in the process of re designing this form to ask more probing questions. Any and all staffing issues are also reflected upon, recently night staff have been asked to complete more 1-2-1 chats with the young people and to Co-keywork the young people. Some staff are to have further CAMHS involvement and reflect this within their recordings, via (PACE) Playful, Acceptance, Curiosity, and Empathy. This will feed into and help to capture the voice of the young people in our Regulation 45, six monthly reporting. As a part of the weekly Team Residential Managers Meetings (TRMM) on the 28.04.16, there will be a discussion held to ensure that system's are in place across the service to capture the young people's view's. The "Becoming Manchester's Best" file, which will be introduced on the 1 st May 2016, there includes a section, "the voice of Children and young people". This details the access that the young people in care have in relation to having their voice being heard. Within this area, for example "The Group", "The Children's Council", to	1 st May 2016.

	name but two. This will feed into and help to capture the voice of the young people in our Regulation 45, six monthly reporting.	
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