

## Children's homes - interim inspection

<b>Inspection date</b>	<b>15/12/2015</b>
<b>Unique reference number</b>	<b>SC033362</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Secure Unit</b>
<b>Registered person</b>	<b>Peterborough City Council</b>
<b>Registered person address</b>	<b>Peterborough City Council, Chief Executive, Town Hall, Bridge Street, PETERBOROUGH, PE1 1PJ</b>

<b>Responsible individual</b>	<b>Wendi Ogle-Welbourn</b>
<b>Registered manager</b>	<b>Jeannette Winson</b>
<b>Inspector</b>	<b>Ann-Marie Born</b>

<b>Inspection date</b>	<b>15/12/2015</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>	
<p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>improved effectiveness</b>.</p> <p>At the last inspection of the home in June 2015 five requirements and eight recommendations were made. Five recommendations related to the education provision and will be assessed at the next full inspection. Four of the five requirements and three of the remaining recommendations have been fully addressed. This demonstrates the home's commitment to improve the quality of care provided to young people. Young people's care remains of a high standard. There is a marked increase in the level of young people expressing their wishes and feelings and participating in fun activities. This provides young people with further opportunities to grow in self-esteem and confidence. There are still some inconsistencies in the team managers' auditing processes and recording following physical intervention incidents and in the imposition of sanctions.</p> <p>Improved systems following physical interventions ensure that the incident is comprehensively recorded by staff and is overseen by managers as part of their auditing procedures. In addition, young people are seen by a healthcare professional if necessary. However, not all managers are commenting upon the effectiveness of the measure and signing records to indicate they have spoken to the young person involved within the requisite five days.</p> <p>Young people are provided with the opportunity to recognise the impact their behaviour has on others through the use of restorative sanctions. They use 'Reflective Accounts' and key work sessions to discuss negative behaviours and to develop more appropriate coping mechanisms. These valuable lessons enhance young people's life chances. One young person wrote, 'I want to say sorry to both (Name) and (Name) for my rude and disruptive behaviour. I hope I don't repeat it.'</p> <p>The Registered Manager's improved working relationship with the Local Safeguarding Children Board (LSCB) means the Board now have better oversight of the secure unit's physical restraint incidents. A further benefit for the home is closer ties with safeguarding practitioners in the local authority. For example, following attendance at a specialist training event, staff recognised that one young person was at risk of becoming radicalised. In partnership with local agencies a referral was made for a WRAP (Working Together to</p>	

Raise Awareness of Prevent) assessment prior to this young person returning to her local community. These measures not only helped to protect this young person but provides effective processes that helps safeguard all young people.

Young people stay in a comfortable home that is fully equipped to meet all of their needs. A comprehensive refurbishment programme is near to completion. All lounges have been fully redecorated in warm neutral colours, providing young people with a calming space in which to relax. Photographs of young people involved in leisure activities and special events adorn the communal walls, brightening the space and providing young people with a sense of belonging. A young person said, 'I am very happy in (Name) and feel at home here.'

In order to ensure that young people are able to develop interests and hobbies, lead staff have been identified who have an interest in planning and providing activities. Young people are now regularly consulted and participate in positive and fun pastimes. A range of summer holiday experiences have continued with a 'gory night' for Halloween; fireworks and hotdogs on the 5<sup>th</sup> November and commemorating Armistice Day. Young people also participated in fund raising events. For example, holding a McMillan Coffee Morning and wearing pyjamas for Children in Need. These occasions not only provide young people with a chance to make friends and develop social skills, but the opportunity to feel and be involved in national events. This enhances their sense of inclusion and well-being. A young person said, 'I like it that there is always something to do. I need to have something to do and someone to talk to all the time and there is always someone for me here.'

There is much improved consultation with young people about their wishes and feelings. A 'Consultation Log' is kept of their requests, which is monitored by the manager, and records indicate that young people fully understand why decisions have been reached in response to what they have asked. Young people now receive a monthly newsletter with a 'You Said – We Did' section, reflecting the outcomes of their requests. Young people are also actively involved in the interview process for new members of staff. Consequently young people feel heard and that their points of view are valued.

As a reward for good behaviours and as part of their preparation to move on from the home, young people are supported with planned and approved visits into the community. For example, one young person requested, and received, a trip to a theme park for her seventeenth birthday, and another attended a gymnastics club two evenings a week. This excellent practice empowers young people as they learn social and life skills while promoting their sense of self and well-being.

Careful care planning ensures that the individual needs of this diverse group of young people are carefully identified and met. A number of young people have been subject to child sexual exploitation (CSE) prior to admission. The diligent staff team carefully explore each young person's vulnerabilities and work with them to build self-protection skills to help them stay safe when they return home or to a community provision. A young person wrote, 'I feel (Name) could not have taught me anymore to keep myself safe and it was

now up to me to take this on board.'

Since the last inspection, the home have been caring for some young people with significant mental health needs. This was a time of challenge for all concerned. The resilient staff team worked hard to ensure they were successful in allowing all young people to make the most of their opportunity and time, while addressing and meeting needs. The proactive management team appropriately challenged partner agencies when necessary to ensure that suitable placements were identified for these young people. A young person wrote, 'I have been greatly helped by (Name); the staff supported me and never gave up on me even when I had been at my worst.'

Young people leave the home with the full emotional and practical support of the staff team. Their transition to other provisions is carefully planned, with staff from the home facilitating the move. For example, transporting young people to their new placements for introductions, and maintaining contact to enable them to settle in. A staff member said, 'I love it when the girls make progress and leave here happily. I know that they have learnt skills to keep them safe.'

Since the last inspection the home have introduced further ways of enhancing young people's care, providing them with increased opportunities for growth and new experiences. In October the home held a Careers Fair. A number of companies came and explained their role and the qualifications young people would need to work in specific careers. This was so successful that one young person secured a work experience placement with one of the companies where she was able to go for two days a week prior to her leaving.

The mental health team have introduced new booklets for key workers to use with young people. Young people were actively involved in the design of the covers of the booklets so they felt included and more likely to engage in the work. The topics include: Anxiety Management; Social Skills; Self-Esteem and Confidence; Identifying Emotions; Identity; Anger Management; Sleep Hygiene and Relaxation, and Assertiveness. These excellent resources are written in a way young people understand, can learn from it and they take the work with them when they leave the home to reflect on and remind them of their progress.

The home is actively preparing for the Christmas festivities. Young people not of the Christian faith have been sensitively spoken with to ascertain how much involvement they want to have. This ensures they are free to express their wishes but not feel marginalised from activities and celebrations. A range of inclusive activities have been arranged allowing young people to participate where they wish. Young people all expressed excitement at these plans and were impressed at the information folders that had been prepared for them detailing what the timetable would be. This provides young people with a positive, caring focus and a chance to relax and have fun during a potentially very difficult time for them.

## Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department of Education to restrict young people's liberty. Education is provided on site. The children's home can accommodate up to 16 young people who are aged between 10 and 17 years and accommodated under Section 25 of the Children Act 1989. Admission of any young person under 13 years of age requires the approval of the Secretary of State.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/06/2015	Full	Good
03/02/2015	Interim	Improved effectiveness
14/05/2014	Full	Good
14/01/2014	Interim	Good Progress

## What does the children's home need to do to improve?

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
<p>35: Behaviour management policies and records            (3) The registered person must ensure that—</p> <p>(a) within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home,</p> <p>(vii) the effectiveness and any consequences of the use of the measure; and</p> <p>(b) within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>(i) has spoken to the user about the measure; and</p> <p>(ii) has signed the record to confirm it is accurate; and</p> <p>(c) within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3) (a) (vii) (b) (i) (ii) (c))</p>	<p>27/01/2016</p>

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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