

# SC042065

## **Council of the Isles of Scilly**

### Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

**Inspection date:** 14 and 15 November 2017

### **This monitoring visit**

This monitoring visit of the boarding provision is conducted following a full inspection that took place in September 2016. During that inspection, significant shortfalls were identified. Primarily, these shortfalls were in respect of leadership and management. The provision has been led by an interim executive board (IEB). The board successfully appointed a permanent headteacher who commenced in July 2017. The board has worked tirelessly to identify and address significant and widespread issues relating to safeguarding and poor practice while, at the same time, trying to raise standards linked to education.

Despite some shortfalls being identified, the progress that has been made since the last inspection is remarkable. Children choose to stay in the home during the evenings and take part in a variety of activities instigated by the houseparents. One of the children stated to the inspector that things are so much better now and they 'feel cared for'. Good interactions were observed between the houseparents and their family and the children who stay with them.

There have been a number of significant improvements to the property since the last inspection. While significant work needs to be undertaken to improve the overall condition of the home, the houseparents have made significant changes that have resulted in communal areas in the home being used and enjoyed by children. Children reported that things have improved and they all like to spend time together and are taking part in new activities.

Parents spoken to by the inspector were able to highlight key areas of improvement for their children and of how they are well cared for while they are away from home. One parent talked of the excitement on a Friday when their child returns home and talks about all the interesting things they have been doing during their time at the boarding house. Parents reported positive and regular communication with the houseparents, and they really appreciate the open and honest relationships that

have been formed.

Children spoken to during this inspection stated that they really enjoy spending time at the boarding house. They feel safe and they know whom they can turn to should they have any worries or concerns. Good relationships between children and staff were observed. During the inspection, laughter and fun filled the whole house at the end of the school day, and all of the children were involved in activities together.

The relationship between the school and the boarding house is much improved. The newly appointed head meets on a regular basis with the houseparents, as does the deputy safeguarding lead. Although some systems that need to be in place are missing, the current arrangements in place provide an open narrative and much appreciated support for the houseparents.

Some shortfalls identified at the last inspection remain. The lack of action in terms of supervision, training and appraisal has had a negative impact on the service provided to children. For example, some concerns about practice have not been shared with the houseparents, which means that they are unable to monitor and understand fully previous practice shortfalls.

Houseparents who were employed in the summer term come with dedication, determination and a nurturing approach. They do not, however, have extensive experience, knowledge and skills in working with children in a residential setting. Leaders and managers have not ensured that the houseparents receive regular individual, formal supervision. Although appropriate guidance and support is available to them they do not have individual dedicated time to talk about the children and their needs or issues arising from practice.

Houseparents have not provided other staff with regular supervision; neither have they been provided with training to enable them to undertake formal supervision. Due to this shortfall, not all concerns about staff are recorded to enable good management oversight and understanding. Good practice is not formally recognised, and professional development is not tailored to meet the skill and knowledge gaps of individual members of staff.

Newly appointed houseparents have not been provided with training to enable them to fully understand potential risks. For example, there has been no specific training in respect of abuse and exploitation. In addition, they have not been provided with guidance or the policy on risk assessments. This means that there is no senior leadership oversight of risk assessments linked to the activities that children take part in.

Houseparents have provided a post box for children or anyone else visiting the home. The purpose of the box is to allow children to share confidential information, concerns or comments that they may have but feel unable to verbalise. While the principle of this is understood, the box is not opened on a regular basis. This means that if children put a disclosure or concern in the box it may not be addressed for up

to two weeks.

The houseparents give information to children without due thought. A wide range of leaflets are left around the house that relate to a number of issues including the use of crack cocaine and domestic abuse. There has been a lack of consideration of the impact that this could have on children. Information provided is not tailored to individual needs or developmental stages.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
26– 29/09/2017	Full	Requires improvement

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
5.4 Boarding houses and other accommodation provided for boarders are appropriately lit, heated and ventilated, cleaned and maintained, and reasonable adjustments are made to provide adequate accessible accommodation for any boarders with restricted mobility.	31/01/2018
6.3 The school ensures that the welfare of pupils at the school is safeguarded and promoted by the drawing up and effective implementation of a written risk assessment policy and appropriate action is taken to reduce risks that are identified.	31/01/2018
11.1 The school ensures that arrangements are made to safeguard and promote the welfare of pupils at the school; and such arrangements have regard to any guidance issued by the Secretary of State.	31/01/2018
13.4 The school's leadership and management consistently fulfil their responsibilities effectively so that the standards are met.	31/01/2018
13.6 Senior boarding staff have an adequate level of experience and/or training.	31/01/2018
13.8 The records specified in Appendix 2 are maintained and monitored by the school and action taken as appropriate.	31/01/2018
15.1 Any staff member or volunteer employed or volunteering in a position working with boarders has a job description reflecting their duties, receives induction training in boarding when newly appointed, and receives regular reviews of their boarding practice, with opportunities for training and continual professional development in boarding.	31/01/2018
15.6 Staff working within the school know and implement the school's policy in relation to boarders going missing and their role in implementing that policy. Staff actively search for boarders who are missing, including working with police where appropriate.	31/01/2018

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** SC042065

**Provision sub-type:** n/a

**Registered provider:** Council of the Isles of Scilly

**Registered provider address:** Council of the Isles of Scilly, Town Hall, St. Mary's, Isles of Scilly TR21 0LW

**Responsible individual:** Post vacant

**Registered manager:** Post vacant

## Inspector

Tracey Ledder, social care inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
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