

Rainsbrook Secure Training Centre

Inspection report for Secure Training Centre

Inspection date	20 April 2011
Lead inspector	Linda Christie HMI
Additional inspector(s)	Malcolm Stannard

Type of inspection	Random - unannounced
Type of registration	Secure Training Centre

Service address	Rainsbrook Secure Training Centre Willoughby Near Rugby Warwickshire CV23 8SY
Telephone number	01788 528800
Email address	Vince.Raymond@uk.g4s.com
Director	Vince Raymond

© Crown copyright 2011

Website: www.ofsted.gov.uk

This document may be freely reproduced in whole or in part for non-commercial educational purposes, provided the source and date of publication are stated.

About this inspection

The purpose of inspection is to provide assurance to the Secretary of State that secure training centres provide an environment that promotes the safety and welfare of young people and that will help prevent children and young people offending in the future, and in particular that:

- the safeguarding of children and young people is effective
- programmes exist to tackle offending behaviour and meet the citizenship and resettlement needs of children and young people
- the performance of the secure training centres provider meets the quality of service expected in the inspections standards
- there is a purposeful regime in which children and young people are encouraged to take part
- there is effective security and control within the secure training centres
- high standards of social care, health care, education and training are provided for children and young people
- the individual needs of children and young people are fully assessed and there are plans for meeting them as far as possible.

The inspection was conducted in accordance with the Statutory Rules inspections of secure training centres made under Section 47 of the Criminal Justice and Public Order Act 1994, and in line with section 37(1) of the Crime and Disorder Act 1998 which states that: It shall be the principal aim of the youth justice system to prevent offending by children and young persons.

This was an interim unannounced inspection carried out in accordance with the service level agreement between the Youth Justice Board and Ofsted. The standards used during the inspection were those agreed between the Youth Justice Board and Ofsted.

The last full inspection was carried out in October 2010 with an interim inspection in April 2010.

Two social care inspectors spent two days on site reviewing standards and the impact of the service on young people.

The key inspection judgements and what they mean

Outstanding: this aspect of the provision is of exceptionally high quality

Good: this aspect of the provision is strong

Satisfactory: this aspect of the provision is sound

Inadequate: this aspect of the provision is not good enough

Not judged: this aspect of the provision was not judged

For more information about Ofsted inspections, please see Ofsted website:

www.ofsted.gov.uk

Service Information

Brief description of the service

1. Rainsbrook is one of four purpose-built secure training centres that offer secure provision to young people across the country. Rainsbrook is managed by G4S Care and Justice Services Limited. The centre is one of three secure training centres managed by the group.
2. The centre is situated near Rugby. It offers secure provision for up to 87 young people aged from 12 to 17 years who meet the criteria for a custodial sentence or remand to a secure setting. The centre has allocated one living unit for young women who are cooperating fully with the centre's regime and are making significant progress. This is referred to as the enhanced unit. There is also provision for up to three young women and their babies. This unit, which includes a registered crèche, had one young mother in placement with her baby.
3. There have been further changes to the population profile of the centre since the last inspection. One of the living units has been converted from female to male places. This was as a result in population pressures within the secure juvenile estate. The centre can now take up to 57 young men and 30 young women and potentially up to four babies with their mothers.
4. During the process of the inspection 81 young people were in residence, ranging in age from 13 to 18 years. Of those 24 were young women and 57 young men.

Summary

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

5. This is an interim unannounced inspection of the centre, intended to assess progress against recommendations made following the last inspection undertaken in October 2010. All standards included under the Every Child Matters outcome staying safe were also assessed. A site inspection took place to review the quality of the accommodation, security and building maintenance.
6. The centre was calm and relaxed with all young people engaged in purposeful activities during the day and evening periods. Preparations were being made for the Christian celebration of Easter. An Easter service was held which was attended by approximately 25 young people. A group of young people contributed to the service through readings and the playing of instruments.

7. The young people were generally positive about their placement at the centre. However three young people were very concerned about the lack of planning by the external agencies responsible for their future. The young people were due to leave shortly and did not know where their next placement was going to be.
8. During the inspection an open day was organised by managers for youth offending teams. The aim was to inform youth offending teams of the work the centre does with young people in relation to resettlement. Ten local authority youth offending services were represented with 27 workers visiting for the day. Staff from different departments talked about their focus of work to help young people prepare for discharge and resettlement in the community, which included education staff, case managers and the enrichment team and staff from the Youth Justice Board's casework and placement team. Material was displayed on the opportunities for young people to engage in community work experience projects. This also included a range of programmes available to young people including life skills training. Managers hoped to raise awareness among youth offending teams of enabling young people to continue developing interests and skills once they have resettled back into the community. This is an excellent initiative, which is reflected at other centres within the sector, and part of an ongoing programme to raise the profile of some of the issues young people may face. The next such open day planned is related to enrichment activities.
9. The young people are well supported by managers and staff who clearly put their best interests at the centre of planning and delivery of service. A number of young people described having been in other placements and that Rainsbrook is a much better option for them. One young person said he wished he could stay at the centre as his future placement was at that stage unknown and uncertain. The only critical comments from young people were in relation to food, but several also said they felt that some meals were good and others had improved.
10. A key strength of this centre is the management of challenging and at times difficult young people. Managers and staff identified an increase in the number of restraints in February and March when three or four young people were involved in multiple restraints. As this followed a period of a month on month reduction in the number of restraints occurring, managers were concerned about any possible impact this may have on the overall work of the centre. However, the evidence indicates that steps were taken to address this and the centre continues to effectively manage presenting behaviour, while working with young people to find alternative ways of channelling their frustration and dealing with their anger.

What has been improved since the last inspection

11. At the last inspection managers were asked to consider four recommendations. Of those one was related to the education provision. Education inspectors recommended that consideration be given to improving the quality of teaching and learning so that an even higher proportion is judged outstanding as observed through the centre's quality auditing process. This recommendation will be reviewed at the next full inspection.
12. Improvements have been made in response to the three other recommendations which were reviewed during this inspection. However the recommendation relating to the revision of the offending behaviour programme has not yet been implemented and is therefore repeated.
13. The centre has a fully revised programme ready to implement for addressing offending behaviours and promoting active citizenship. The format for the delivery of general group sessions will take place at weekends, as is the case at one of the other centres, and is preferred by young people. Specialist group work and one-to-one direct work with young people will take place throughout the week. This change in format of the delivery of offending behaviour programmes requires a contract change between the Youth Justice Board and the centre, which has not yet been finalised.
14. Progress has been made in relation to the recommendation regarding the use of removal from association when a young person was not allowed to attend education or the dining room. An amended procedure and guidance document is now in place which advises staff on the action to take if young people are unable to partake in part of the centre day. This provides clarity that young people should not be placed in their rooms at these times but should be able to engage with staff.
15. The centre has continued to review menu planning to avoid repetition of meals and ensure a health and nutritionally balanced diet. The menus have been reviewed in consultation with young people and reflect a balance of healthy options and popular meals. The rolling four week menu plan scheduled to commence in May is currently with a nutritional advisor for their professional advice on nutritional content.

The effectiveness of the service

Helping children to be healthy

The provision was not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

16. Young people, staff and visitors are kept safe by excellent safety and security measures that are continually reviewed and monitored. It is rare that prohibited items are brought into the centre. Only one item has been found since the last inspection and that was quickly detected. The procedures for identifying potential security breaches or potential threats against a person are very well embedded in practice. Excellent communication ensures any potential concerns are shared immediately and strategies agreed to prevent incidents occurring.
17. Young people are made aware of the reasons for personal searches and of their possessions. Staff are well trained in carrying out such procedures and practice in this respect is monitored. The centre has not yet implemented a risk led process for the physical searching of young people as this is subject to discussions with the Youth Justice Board and will require contractual changes. Young people are kept safe by well embedded procedures to ensure restricted items are not brought into the centre. There is an effective and efficient procedure in place for the searching of visitors, and of staff on a random basis.
18. Efficient and effective procedures are in place to ensure young people are not able to leave the centre without authority. A robust risk assessment and risk management process informs the level of supervision required when young people leave the centre for appointments, including attendance at court. Good levels of communication between the centre and the approved escort providers ensures young people have sufficient staff caring for them when travelling outside of the centre.
19. The centre has excellent health and safety procedures and practices which are recognised by external organisations such as the British Safety Council. The range of awards held by the centre includes the British Safety Council five star and the International Safety Award (at merit level). All staff are trained in health and safety practices and young people are able to achieve the British Safety Council level one award.
20. Excellent emergency procedures are in place and these are regularly and systematically tested to ensure the centre can deal with any major incidents or events which might occur. Managers and staff are well trained in dealing with emergencies and are continually reminded of their responsibilities to keep young people safe.
21. Separation of young people is not used inappropriately and there is minimal use. A further small reduction in the occurrence of single separation has been

seen since the last inspection. All occasions when separation does occur are comprehensively recorded, including details of observations undertaken. Additional monitoring sheets are completed when a young person has requested to spend time in their room voluntarily. Auditing of these sheets is undertaken to ensure that time spent alone by a young person in their room is not excessive.

22. Practice relating to the removal from association of young people who are not able to participate in activities or use the communal dining room has now been clarified. An amended procedure agreed with the Youth Justice Board is now in place and internal guidance for all staff has been produced. The guidance clearly sets out the processes involved regarding separation. Staff members understand this procedure which ensures that young people are not routinely locked in their rooms but are engaged with by staff on the unit should they be unable to participate in some aspects of the daily routine.
23. Continued outstanding relationships between young people and staff are evident and these are used to promote positive behaviour. The structure in place around daily events and expectations, which are made known to young people ensure that boundaries are well defined. Staff are extremely good at engaging with young people and using diversion techniques.
24. Physical intervention continues to be used only as a last resort and for four months following the last inspection there was a decline in its use. Figures for February and March 2011 have seen a slight increase in the number of restraints occurring, although these remain lower than the comparable months of one year ago. The increase in occurrence can be traced to a group of three or four young people who have been involved in multiple restraints following the display of disruptive and aggressive behaviour.
25. Procedural information relating to physical restraint is available to all staff, who receive six-monthly training in approved techniques, which is more than the contractual requirement. Individual behaviour management and physical control plans are in place for all young people. These contain information relating to any health concern or suggested ways of dealing with disruptive behaviour from an individual.
26. Records are completed in each of the house units following the use of physical restraint. One of the records held was found to be poorly completed with entries scored out and in one instance a gap left between entries. This does not ensure that the record is wholly transparent or robust. This is an isolated example, which has minimal impact on the young people and further records seen were comprehensive and recorded fully and appropriately.
27. Sanctions continue to be used sparingly, are appropriate and there is no overreliance on one particular permissible form of control. Much more emphasis is now placed on reparation and earning the possibility of cancelling previously applied sanctions. This practice follows a pilot resolve and restore

scheme which recently ran for a month. This was undertaken on one of the house units only and therefore has not yet had an impact on the total number of sanctions issued. Staff are confident that they will see a reduction when they are able to formally implement an 'earn back' system, allowing them to remove a formal sanction following reparation work by the young person.

28. The incentive scheme to encourage positive behaviour remains effective. It is understood by young people and they value the rewards they can gain. Information about the system is widely available and young people's views on any amendments which may enhance the scheme are routinely sought.
29. A zero tolerance approach to bullying continues to be undertaken at the centre. Any suspected instances are relayed to all staff during a range of multi-disciplinary meetings and tracking logs opened where action is required. Individual and group work is carried out with young people around bullying and they are protected by the procedures and practice of staff members.
30. Excellent strategies are in place to keep young people safe from harm or negate events where they may harm others. All young people have individual risk assessments and these are reviewed frequently at multi-disciplinary meetings to ensure their relevance and effectiveness. All information is shared with all staff enabling a comprehensive and encompassing system of support to be available.
31. The complaints procedure continues to allow young people to make any concerns known effectively. All complaints are logged, investigated and responded to within short timescales. Young people receive a response both in writing and verbally and are made aware of how they can take matters further should they be unhappy with the outcome. A grumbles book is available on each of the living units which enable young people to make comments or basic requests. These books have been in place for seven months. However there does not appear to be much evidence of reduction in complaints as a direct result of using the Grumbles book. Easy and efficient access to an independent advocate continues to be available for all young people.
32. Child protection practice remains effective and robust. Advice is sought regularly from the Local Authority Designated Officer referrals are made appropriately and any investigations carried out transparently. The Local Authority Designated Officer has increased his input at the centre and also reviews the handling of a selection of complaints each month. All staff receive safeguarding training and policies and procedural guidance are in place to aid staff in their practice. Comprehensive recording is made of all allegations and referrals. Practice at the centre protects young people's welfare.

Helping children achieve well and enjoy what they do

Education

The provision was not judged.

Helping children achieve well and enjoy what they do

Welfare

The provision was not judged.

Helping children make a positive contribution

The provision was not judged.

Helping children achieve economic wellbeing

The provision was not judged.

Management

The provision was not judged.

Recommendations

The following recommendations are made to the Director of the secure training centre unless otherwise stated.

- | |
|---|
| <ul style="list-style-type: none">▪ ensure that all behaviour management records relating to episodes of physical restraint are recorded appropriately (Staying Safe - Standard 17) |
| <ul style="list-style-type: none">▪ implement the revised offending behaviour programme as a matter of priority. (Positive contribution - Standards 12/13) |