

1244413

Registered provider: No. 57 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated and managed by a private company. It provides care for up to three children who may experience social and/or emotional difficulties.

The manager registered with Ofsted in December 2018. She holds suitable qualifications for this role.

Inspection dates: 24 and 25 January 2023

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children and young people are not protected and their welfare is not promoted or safeguarded.

Date of last inspection: 18 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2021	Full	Good
27/02/2020	Interim	Sustained effectiveness
13/11/2019	Full	Good
05/03/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Children's day-to-day experiences are poor. One child has been physically assaulted by other children. Staff have been unable to de-escalate situations and manage children's unwanted behaviours effectively. This has exposed children to harm.

Some children frequently experience name-calling, intimidation and threats of harm from other children. Many of these incidents go unchallenged by staff. On the occasions when this type of behaviour is challenged by staff, the challenge is ineffective. This means that staff do not help children to develop positive relationships with each other. As a result, children are exposed to continued risk of harm.

Children's educational experiences vary. One child is regularly excluded and it is unclear what staff have done to address this. Another child who recently moved into the home has not yet had a meeting about a suitable educational placement. Managers and staff do not ensure that they advocate effectively for children. This means that children's educational needs are not met.

Children are not always supported to have contact with those who are important to them, even when children have expressed a clear wish for this. This does not help children to feel listened to or promote positive relationships for children.

Some records contain stigmatising phrases about children. One child was referred to as 'putting himself in danger'. This is blaming language and supports negative attitudes towards looked after children. Furthermore, a record written in this way is not helpful for the children if they request to see their files.

The living room door is locked every night. This practice has been in place for a long time to manage children's unwanted behaviours. It has not been risk assessed or reviewed by the manager. This does not help to create a family environment where children have a sense of belonging to their home.

Some areas of the home are damaged and/or in poor condition. Repair work to one of the two showers in the home has been required for some time but is yet to be completed. This does not help children to feel cared for.

How well children and young people are helped and protected: inadequate

Staff fail to safeguard children from one another. Children regularly display sexually harmful behaviours towards each other. Staff do not intervene and any attempts to challenge these behaviours are ineffective. Children are at risk of continued harm from these unchallenged behaviours.

Children's risk assessments are not consistently accurate. They do not provide staff with clear direction and guidance on how to manage and/or reduce risks to children. The necessary safeguards are not in place to protect children. Known risks increase and there is a lack of regular and effective monitoring from staff. As a result, children have had significant exposure to sexual and criminal exploitation through the unsupervised use of their mobile phone and access to social media platforms.

Support and interventions that children require are not carried out effectively by staff. A lack of suitable guidance prevents children from accessing the help and support that they require. This leaves children at risk of, but not limited to, suicidal thoughts, exploitation and drugs misuse.

Children moving into the home are not appropriately matched with each other. As a result, children are not consistently safeguarded. There has been a failure to suitably risk assess the needs of all children prior to children moving into the home. This means that there is a lack of understanding and guidance for staff to help them mitigate the children's competing risks.

Serious incidents and concerns have not been notified to the appropriate authorities, including Ofsted. This has prevented Ofsted from having a full understanding of these incidents and concerns and being assured that all the necessary actions have been taken to safeguard the children.

When children go missing, staff go out looking for them and make active attempts to contact them. However, on one occasion, it took staff 19 hours to search the child's room after they went missing. This means that there were significant delays in finding any possible indicators of where the child might have been.

Staff have not pursued important documents about the children effectively. This includes one child's health assessment, which took place eight months ago. As a result, plans for children may not reflect their current needs.

The effectiveness of leaders and managers: inadequate

The leadership and management of the home are ineffective. This means that the home is not operated in line with the approach and ethos as set out in the home's statement of purpose. Poor management oversight means that this document has not been kept under review, nor is it shared with Ofsted in the regulatory time frame.

Leaders and managers have failed to ensure that concerns raised about staff's behaviour towards children have been fully addressed. This means that staff who may pose a risk to children have continued to work at the home.

Staff do not have the skills, knowledge and training to meet the children's individual needs. This leads to staff providing an inconsistent approach to meeting the children's needs. This leaves children vulnerable to harm.

Staff are not provided with sufficient support and guidance. They do not receive regular supervision. Furthermore, ineffective team meetings and supervision sessions means that staff do not have the opportunity to reflect on their practice or identify areas of practice that can be improved. This lack of management support to staff, and oversight of their practice, has had a negative impact on the care afforded to the children.

The manager's monitoring systems are ineffective. As a result, emerging themes relating to children's care and safety are not quickly identified, and opportunities to address shortfalls and make improvements are missed. This includes failing to monitor the effectiveness of consequences made by staff and failing to respond to a child's complaint about being bullied.

There is poor communication with the regulator. There is significant delay in important documents, such as the six-monthly quality of care review and the independent visitor's monthly reports, being sent to Ofsted. This means that the quality of care and progress of the children in the home cannot be not reviewed and scrutinised in a timely way.

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
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. (Regulation 7 (1)(c))	5 March 2023
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; promote opportunities for each child to learn informally; help each child to attend education or training in accordance with the expectations in the child's relevant plans; and that each child has access to appropriate equipment, facilities and resources to support the child's learning. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(v)(x)(b))	5 March 2023

*The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(xi)(xii)(xiii)(b))	5 March 2023
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm;	5 March 2023

manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b))	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(h))	5 March 2023
The registered person must—	5 March 2023

keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iv))	5 March 2023
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (3)) In particular, the registered person must ensure that complaints are recorded and that an outcome is provided to the complainant within the relevant time frame.	5 March 2023
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious.	5 March 2023

(Regulation 40 (4)(c)(e))	
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (7)(a)(b)(c)(d)(e))	5 March 2023
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must—	5 March 2023

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

* These requirements are subject to a compliance notice.

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of the children and provides a homely, domestic environment. This relates to the internal painting and shower repairs required. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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.'

Children's home details

Unique reference number: 1244413

Provision sub-type: Children's home

Registered provider: No. 57 Limited

Registered provider address: 2 The Calls, Leeds LS2 7JU

Responsible individual: David Hitchen

Registered manager: Alison List

Inspectors

Emma Ridley, Social Care Inspector
Miriam Dolman, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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

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