

DMR Services Limited

D M R Services, 102 Queslett Road East, Sutton Coldfield B74 2EZ

Registered provider: DMR Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this independent fostering agency

DMR Services Limited is a small, independent fostering agency. It was registered in November 2017. According to its statement of purpose, the agency offers a range of placement types, including emergency, respite and short-break placements, parent and child placements, as well as short-term and long-term placements.

At the time of the inspection, the agency was supporting three fostering households, which were providing care to two children.

The manager registered with Ofsted in November 2017. She submitted a voluntary cancellation of her registration on 30 June 2025.

Inspection date: 22 October 2025

Date of previous inspection: 18 March 2024

This monitoring visit

Ofsted carried out a monitoring visit to review the agency's management arrangements following the departure of the registered manager. The purpose of the visit was to assess whether the registered provider had implemented effective leadership arrangements to ensure continuity of care and the safeguarding of children.

Since the last inspection, there has been a change in the ownership of the agency. The previous responsible individual left the agency in July 2025. The registered provider has appointed a new responsible individual. At the time of this visit, Ofsted was in the process of assessing whether the newly appointed individual has the appropriate capacity, experience and skills required for the role.

The registered manager has continued to provide support to foster carers during the recent organisational changes. Foster carers value her support and describe her as 'amazing'. They are naturally anxious about her departure and the support they will receive going forward. Despite this, the registered provider has not communicated effectively with carers regarding future support arrangements, leading to uncertainty and concern among foster carers.

Children have lived with their foster carers for several years. They are settled and making good progress. One child's social worker spoke positively about the care the child receives and the support provided by the registered manager. However, the social worker raised concerns about the registered provider, specifically regarding the lack of communication about changes within the agency and the impact on the child.

The registered provider has not recruited a permanent manager. Interim management arrangements are insufficient and lack the capacity to provide effective oversight. As a result, there are concerns about the oversight of safeguarding practices and the continuity of support for children and their foster carers.

The responsible individual is due to assume day-to-day responsibility for the agency. However, they do not possess the necessary qualifications, skills or knowledge to oversee the effective functioning of the agency, to support foster carers, or safeguard the welfare of children. During the inspection, the responsible individual was unable to demonstrate a sufficient understanding of the fostering regulations and national minimum standards. This raises serious concerns about their capacity to manage and provide appropriate oversight of the agency.

The registered provider has failed to recruit a supervising social worker. In their absence, the provider stated that the panel chair would be responsible for supervising foster carers. This arrangement is inappropriate and does not meet regulatory requirements, raising serious concerns about the quality and consistency of support provided to foster carers. However, during the visit, the panel chair resigned from their role.

There is currently no agency decision-maker. They resigned with immediate effect during the inspection visit, meaning the agency is no longer able to carry out regulated activities such as the approval, review, or termination of foster carers' approval.

The previous recommendations were not reviewed during this monitoring visits. Therefore, they will be reinstated.

What does the independent fostering agency 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, The Fostering Services (England) Regulations 2011 and the national minimum standards. The registered person(s) must comply with the given timescales.

Requirement	Due date
The registered provider and the registered manager must, having regard to— the size of the fostering agency, its statement of purpose, and the numbers and needs of the children placed by the fostering agency, and the need to safeguard and promote the welfare of the children placed by the fostering agency, carry on or manage the fostering agency (as the case may be) with sufficient care, competence and skill. The registered provider must ensure that— where the registered provider is an individual, that person, where the registered provider is an organisation, the responsible individual, where the registered provider is a partnership, one of the partners, undertakes, from time to time, such training as is appropriate to ensure that they have the experience and skills necessary for carrying on the fostering agency. (Regulation 8 (1)(a)(b) (2)(a)(b)(c))	12 November 2025
The fostering service provider must ensure that there is a sufficient number of suitably qualified, competent and experienced persons working for the purposes of the fostering service, having regard to— the size of the fostering service, its statement of purpose, and the numbers and needs of the children placed by it, and the need to safeguard and promote the health and welfare of children placed with foster parents. (Regulation 19 (a)(b))	12 November 2025

A fostering service provider must, in deciding whether to approve X as a foster parent and as to the terms of any approval, take into account the recommendation of the fostering panel. (Regulation 27 (3))

12 November 2025

Recommendations

- The registered person should ensure that children's safety and welfare are promoted in all fostering placements. In particular, the registered person must ensure that safer care plans provide clear guidance to foster carers to address the vulnerabilities identified. ('Fostering services: national minimum standards', 4.1)
- The registered person should regularly monitor all records kept by the service to ensure compliance with the service's policies, to identify any concerns about specific incidents and to identify patterns and trends. Immediate action should be taken to address any issues raised by this monitoring visit. In particular, managers should record their oversight to show the actions that have been taken to improve the quality of care. ('Fostering services: national minimum standards', 25.2)
- The registered person should ensure that information about the child is recorded clearly and in a way that will be helpful to the child when they access their files now or in the future. Children are actively encouraged to read their files, other than necessarily confidential or third-party information, and to correct errors and add personal statements. In particular, daily records received from foster carers should reflect how they have helped and supported the child. ('Fostering services: national minimum standards', 26.6)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the independent fostering agency since its last Ofsted inspection.

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

Independent fostering agency details

Unique reference number: 1254088

Registered provider: DMR Services Ltd

Registered provider address: D M R Services, 102 Queslett Road East, Sutton Coldfield, B74 2EZ

Responsible individual:

Inspectors

Lydia Isaac, Social Care Inspector
Vicky Smith, Social Care Inspector

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