

1259734

Hampshire County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a purpose-built local authority home. It provides care and accommodation for up to four children. The statement of purpose states that it 'helps children and young people recover from experiences which have rendered them vulnerable and disrupted their primary relationships'. The home uses the 'Pillars of Parenting' approach to inform its work with children.

The manager was registered with Ofsted in November 2019.

Inspection date: 6 April 2020

This monitoring visit

Following a monitoring visit made in January 2020, Ofsted served a compliance notice and made a requirement to meet regulations. This inspection was undertaken by a series of phone calls and inspection of documentation sent to the inspector electronically, due to current government guidance to maintain social distancing. Its purpose was to:

- ensure that the compliance notice has been met
- review the provider's progress against the requirement made.

Since the last inspection, there has been an effective response to the identified shortfalls and the compliance notice has been met.

The manager has constructively reflected on concerns, identified areas for improvement and led her team to make improvements to practice and processes. Managers have implemented an effective action plan that has included bespoke training on county lines, improvements to risk assessment formats and greater clarity about the actions required when there are concerns about children's safety.

The manager has considered how she and her staff could have acted more effectively when they had information that suggested a child was engaging in risk-

taking activities. This has led to significant learning and more robust preventative steps being taken. As a result, staff are clearer about how to protect children from endangering themselves without compromising a child's civil liberties or putting themselves in harm's way. The team members understand when they should involve other agencies if this is the case.

The manager and staff are more confident about escalating concerns and to challenge other agencies if they believe that they have not acted or shared information appropriately. There is notable evidence of the manager making such challenges vigorously but professionally.

The manager has identified training needs for her staff and provided a course for the team on county lines, which included her own input to tailor the content to their particular situation. Members of staff spoken to were appreciative of this and could say what strategies they would now follow to make children safer. The evidence is that they are doing this more consistently and in a timelier way than before. In addition, the provider is in the process of developing a comprehensive, county-wide strategy to respond to children becoming involved in county lines.

Training that focuses on undertaking effective individual risk assessments has been harder to source and the cessation of training due to the Covid-19 pandemic has hampered progress. Nevertheless, the manager has introduced a new risk assessment template that prompts staff to actively consider significant risk factors. These, together with improved missing person protocols and safeguarding plans, give staff specific guidance about the preventative and reactive actions they should take. The process of staff members signing to say that they have read and understood them increases the level of consistent, safer practice. Experienced workers assist new colleagues to understand the risk assessment processes and how to complete documentation.

The manager and staff continually review plans and assessments in the light of changing circumstances, updating them as required. They implement new strategies when it is clear that existing measures are not sufficient to reduce risks to an acceptable level, including an increase in staff ratios.

Some permanent workers feel stretched and vulnerable, partly due to staff shortages but also in response to the serious event that led to the first monitoring visit. Senior managers are aware of the need to consolidate the changes introduced, allow the staff to adapt to new processes and adjust emotionally to the challenges they have faced. They have drafted in workers from other homes to increase staff-to-child ratios. As a result, staff feel well supported by managers in the home and members of the senior team above them.

No requirements or recommendations have been made as a result of this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2019	Full	Good
25/07/2018	Full	Good
19/02/2018	Full	Good

Information about this inspection

Ofsted is aware of the challenges that Covid-19 is currently posing to those we inspect. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of Coronavirus by the home. This has included the effect these have had on staffing arrangements.

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: 1259734

Provision sub-type: Children's home

Registered provider: Hampshire County Council

Registered provider address: 3rd Floor, Elizabeth II Court North, The Castle,
Winchester, Hampshire SO23 8UG

Responsible individual: John Stacey

Registered manager: Joylindsey Mahoney

Inspector

Chris Peel, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

© Crown copyright 2020