

# 2691185

Registered provider: YMCA Robin Hood Group

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned by an independent provider. It provides care for up to four children who experience social and emotional difficulties.

At the time of the inspection, no children were living at the home.

The manager is registered with Ofsted.

**Inspection date: 16 September 2025**

**Date of last inspection:** 28 May 2025

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

There have been no children living in the home for several weeks. During this time, the home has been subject to renovations and improvements to living spaces. The building is now more homely, with newly decorated rooms and carpets throughout. Some improvements are still to be completed and, due to the scale of the works, would be disruptive to children living there.

One child has moved out since the last inspection. Plans were agreed for the child to move, and this was in line with the child's wishes. The move was brought forward due to repeated incidents and concerns for the safety of the child and staff. Since the child left, staff have maintained contact with them, which has been positive. This has helped the child to reflect on the positive relationships they had with the adults in the home. The child has received support to meet with a significant adult who left the home due to unexpected circumstances. This has provided the child with important closure from a difficult period in their life.

Staff are working at other homes in the organisation until children move in. This is ensuring that they continue to develop their skills and experience in supporting children with complex needs. Staff spoken to were aware of children's plans and spoke positively about the importance of building trusting relationships with them.

The child who left the home was experiencing significant emotional instability. Staff were following safety plans in place but were unable to keep the child safe without further restrictions on the child's liberty.

There were significant incidents of the child putting themselves at risk of harm and assaulting staff. The entire staff team considered the child's needs and experiences when choosing not to criminalise their actions. This has ensured that the child can move on positively with an opportunity to break any negative cycles.

Incidents that have occurred have been managed effectively. Incidents are recorded clearly. There is an improvement in staff's understanding of the need for clear recording of the steps taken to keep children safe. There is improved oversight of incidents from the home's manager.

The redeployment of staff to other homes is affecting some individuals' morale due to the distances they are travelling and expectations of shift patterns. However, the manager is doing an excellent job of supporting the staff during this time. Staff express that this is the reason they continue to work for the organisation, and they are looking forward to returning to work at the home when children move in.

Staff are receiving regular supervision from the manager and the deputy. Their well-being and professional development continue to be prioritised. Although staff have had opportunities to reflect on challenging periods in the home, they have not yet had the chance to come together as a team. The manager recognises the importance of this for staff, but opportunities for team meetings are not being prioritised.

The manager continues to focus on staff training and development. Any gaps in training have been identified, and time has been allocated to ensure that staff receive the necessary support to complete their training. Where these shortfalls mean staff cannot meet children's needs, the manager has ensured that rotas and shift plans reflect this.

The organisation has implemented a review of the recent period of instability in the home. This is nearing completion so that significant reflection and learning can take place. Senior leaders plan for this to develop practice in the staff team in the home but also the wider service of children's homes. Staff have been provided opportunities to voice their feelings, share their experiences and express their views.

Professionals spoken to believe the manager has raised the standard of practice in the home with notable improvements in communication. Professionals have confidence in future partnership working with the home under the leadership of the manager.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 28/05/2025      | Full            | Requires improvement to be good |
| 17/02/2025      | Full            | Requires improvement to be good |
| 12/12/2023      | Full            | Good                            |
| 18/01/2023      | Full            | Good                            |

## 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, The 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         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b)(2)(c)(i)(ii))</p> <p>This specifically relates to ensuring that the planned redecoration and refurbishment of the home take place.</p> | 28 November 2025 |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p>                                                                                                                                                                                                                                                                                                                                                                                                     | 28 November 2025 |

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| <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;</p> <p>help each child to develop and practice skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;</p> <p>strive to gain each child's respect and trust;</p> <p>understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children.<br/>(Regulation 11 (1)(a)(b)(c)<br/>(2)(a)(i)(ii)(iii)(iv)(v)(vii)(viii)(ix)(x)(xi))</p> |                         |
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>28 November 2025</p> |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies.<br/>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii))</p> <p>This specifically relates to ensuring that records of incidents are clear, detailed and demonstrate management oversight, reflection and learning. Furthermore, ensure that safety plans for children contain all the relevant information to guide staff in keeping children safe.</p> |                         |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.<br/>(Regulation 13 (1)(a)(b) (2)(h))</p> <p>This specifically relates to ensuring that robust quality assurance and monitoring systems are in place, used regularly, and recorded.</p>                                                                                                                                                                                                                                                                                                                                                                                   | <p>28 November 2025</p> |

## Recommendations

- The registered person should ensure that good employment practice is maintained. They should ensure that recruitment, supervision and performance management of staff safeguard children and minimise potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should actively seek independent scrutiny of the home and make the best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. This also includes ensuring that the point-in-time surveys are distributed to all relevant individuals so that they can provide feedback. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

## Children's home details

**Unique reference number:** 2691185

**Provision sub-type:** Children's home

**Registered provider:** YMCA Robin Hood Group

**Registered provider address:** YMCA Robin Hood Group, Malt Cross, 16 St James's Street, Nottingham NG1 6FG

**Responsible individual:** Sharon Clarke

**Registered manager:** Rea Raymond

## Inspector

Chris Haines, Social Care Inspector

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