

2711552

Registered provider: Birmingham Children's Trust Community Interest Company

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by Birmingham Children's Trust and provides long-term care for up to three children who may have experienced social and emotional difficulties.

At the time of inspection, three children were living at the home. All the children were spoken with during the inspection.

The manager has been registered with Ofsted since December 2022.

Inspection dates: 20 and 21 August 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Good
17/10/2023	Full	Good
09/05/2023	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children have secure relationships with staff, who know them well. Staff invest time in them and set them appropriate boundaries. This provides children with stability. Children say that they like living in this home. One child said that the staff 'care for me and love me. There is always someone there for me.' Another child said that since being in the home, she trusts people more.

Children receive support from staff to engage in a range of activities. They have recently returned from a holiday where they tried new activities. Children attend dance and martial arts classes. One child is volunteering at a local school and is part of the Child in Care Council. Children enjoy taking part in these activities.

Children receive support to make decisions about their lives, and they are consulted regularly about their views. They agree on the weekly meals and what activities they would like to do. They are also involved in what rewards they would like to work towards. One child said, 'This makes me feel involved.'

Children are helped to see their friends and family in a safe way. Staff work well with parents. One parent said, 'When I visit my child in the home, staff make me feel welcome. It feels natural and nice.' This helps children to maintain relationships with people who are important to them.

Children know how to make a complaint. The manager investigates complaints and children receive written feedback. However, investigations into children's concerns are not always completed in a timely way, and the manager does not always ensure that identified follow-up actions are completed.

Children attend school and are making good progress from their starting points. Staff celebrate their educational achievements by giving rewards and displaying certificates. However, staff have not always provided sufficient support to help children improve their attendance. This is because the manager does not have effective oversight of children's attendance and the barriers preventing them from attending school regularly. The home has recently implemented new plans for the children's morning routines. However, these measures have only been in place for a short time and therefore their effectiveness could not yet be seen.

Staff support children's health needs and their emotional well-being. One child said that staff help to distract her when she feels stressed. An external professional said that one child's ability to manage conflict is improving. Referrals are made to specialist services when children need additional help with their emotional well-being. However, when services are not provided in a timely way, staff and managers are not proactive in escalating their concerns with other agencies.

How well children and young people are helped and protected: requires improvement to be good

Staff understand the risks that the internet may pose for children. However, strategies in place to help children keep themselves safe online are not effective. One child has been subject to at least hourly checks of their phone for the past three months. Despite this, risks around their internet use have been increasing. The manager has not maintained effective oversight and has not reviewed if these measures are appropriate and effective.

There has also been a significant delay in safety planning, and the manager has not challenged or escalated this with external professionals. This does not ensure effective planning with the local authority to reduce risk of harm. In addition, it does not ensure that children can take risks appropriate to their age.

Risks associated with misusing drugs are not responded to appropriately. One child who used substances while at school became unwell on their return home. Staff took immediate steps to keep the child safe by seeking medical attention. However, the manager did not have sufficient oversight of this incident. As a result, the information was not shared with professionals or parents and opportunities to work collaboratively to reduce the risk of future harm were missed.

Children say that they feel safe in the home. They have trusted staff that they can speak to about their concerns. As a result, one child shared their concerns with staff when they felt threatened when out in the community. Staff took immediate steps to keep them safe and updated their risk management plan. However, there was a four-day delay in police being told of the incident. This impacted on the police being able to take prompt action to safeguard children.

Risk management plans identify known risks and provide strategies to keep children safe. However, plans are not always updated to reflect new concerns following incidents. As a result, staff are not always clear about what action they need to take keep children safe and agreed strategies in place to safeguard children have not been followed consistently.

When children self-harm, staff provide appropriate support. One child's risk of self-injurious behaviour has significantly reduced. The child said key-work sessions with staff have helped her to feel less anxious and to build her self-esteem.

The effectiveness of leaders and managers: requires improvement to be good

The home is managed by a registered manager who is suitably qualified and experienced.

Management oversight of incidents is inconsistent. The manager does not always identify appropriate follow-up actions and when actions are identified, these are not always completed. This is affected by poor case records, as outcomes are not recorded consistently. There are also inconsistencies in where children's information is stored and

communication with external professionals is not always recorded. This means that staff are unable to locate children's information promptly and, at times, are unclear on the action they need to take to keep children safe. This has in some instances impacted on the consistency of care provided to children.

The manager has monitoring and review systems in place, but these are not effective. The home's action plan does not always identify shortfalls. When the manager has identified shortfalls, he has taken limited action to address them. As a result, issues around inaccurate record-keeping have not been addressed and the strategies in place to support children have not been reviewed regularly to ensure risk assessments are accurate and strategies are effective.

Staff say they feel well supported. There are regular team meetings to support their development. When supervision takes place, this is effective. However, the manager does not have sufficient oversight of whether supervision has taken place. As a result, most staff had not received supervision during March and April.

Staff receive appropriate training to meet children's specific needs. They have completed training in line with the organisation's policy. The manager does not have oversight of what training staff have completed, as he does not update monitoring systems. As a result, one staff member has not completed their childcare qualification within the statutory timescales. They are now enrolled on the course.

The responsible individual has oversight of the shortfalls identified. He has shared a plan with the regulator to address these concerns and has been providing more management support to the home.

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
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— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(vi)) This specifically relates to ensuring that information is shared with other professionals in a timely way to keep children safe. This also relates to risk management plans for children accurately reflecting their individual risks and how to manage those risks, and that the manager must have oversight of these plans.	13 October 2025
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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child	13 October 2025

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)(f)(h)) This specifically relates to ensuring that the manager follows the complaints and safeguarding policies set out in the home's statement of purpose. This also relates to the registered manager's monitoring systems identifying where there are shortfalls and taking appropriate action to resolve these.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(c)) This specifically relates to escalating concerns when children's needs are not being met in line with their plans.	13 October 2025

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: 2711552

Provision sub-type: Children's home

Registered provider: Birmingham Children's Trust Community Interest Company

Registered provider address: 1 Avenue Road, Aston, Birmingham B6 4DU

Responsible individual: Melanie Page

Registered manager: Samuel Walker

Inspector

Jenny Smith, Social Care Inspector

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