

# 2739016

Registered provider: Walsall Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a local authority. It provides care for up to 3 children who experience social and/or emotional difficulties.

Children live in the home for up to 16 weeks, during which time their needs are assessed to inform future planning.

The manager registered with Ofsted in December 2024.

At the time of the inspection, 2 children were living in the home. The inspector spoke with both children.

### Inspection dates: 24 and 25 February 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 26 February 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 26/02/2025      | Full            | Good                 |
| 20/03/2024      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Since the previous inspection, 8 children have moved out of the home and 10 have moved in. Children's moves into and out of the home are well planned so that they experience minimal disruption. While children are living at the home, the suitability of reunification and fostering is considered as part of their care plan. The focus on planning for permanence helps provide children with stability and security.

The home offers a warm and welcoming environment. Children have personalised bedrooms that support their sense of identity, and the communal areas are spacious and well maintained, providing a safe and comfortable space for children to spend time together.

Children understand that their stay in the home is for a short period; however, they are consistently supported to build positive relationships with both staff and their peers. Staff are skilled at building positive relationships with children quickly; they use warm, nurturing approaches that help children feel welcomed and connected.

Education is prioritised in the home. When children are not attending formal education, staff ensure they remain engaged by supporting access to tutoring and other learning opportunities. This helps children maintain progress and reinforces the importance of education.

Children enjoy a wide range of activities, holidays and new experiences. These include a recent trip to Blackpool, where children visited the seaside for the first time. Staff plan activities thoughtfully so that each child can take part in opportunities that reflect their interests, build confidence and support positive relationships. These experiences help children have fun, develop new skills and create lasting memories.

### **How well children and young people are helped and protected: good**

Children say they feel safe and identify trusted staff they can talk to when they are worried. They describe staff as supportive and approachable, which helps them feel confident sharing their concerns.

Staff respond effectively when children go missing from home. They follow agreed procedures, respond promptly and take appropriate action to promote children's safety. Return home interviews are completed, giving children a safe space to talk about their experiences. Information from these conversations helps staff and partner agencies to understand and respond to any underlying risks. This effective and coordinated approach reduces the likelihood of children going missing and supports their overall safety and wellbeing.

Children who show concerning behaviours are supported in a sensitive and informed way. Staff help them to understand their behaviours and the reasons behind them, using age-appropriate guidance that focuses on learning and safety. Staff promote openness, reassurance and positive conversations that build confidence and support emotional wellbeing. This approach enables children to develop healthy understanding and attitudes while maintaining their dignity and self-esteem.

Staff respond to concerns relating to self-harm with sensitivity and care. They recognise early signs of distress and take time to engage with children in a calm and reassuring manner. Clear procedures guide staff practice, ensuring responses are consistent and focused on keeping children safe. Staff listen to children, validate their feelings and help them to express their worries. This thoughtful and compassionate approach helps children feel understood and promotes their emotional wellbeing.

Physical interventions are used proportionately and only when necessary to keep children safe. However, staff do not always have the opportunity to discuss the incident within the required time frame. This limits opportunities for reflection and learning and reduces the home's ability to review practice and improve future responses.

### **The effectiveness of leaders and managers: good**

Staff report that they feel well supported by the management team, describing leaders as approachable, responsive and genuinely invested in their wellbeing. Senior leaders maintain a regular and visible presence in the home, observing day-to-day practice. This helps to build trust and open communication and creates a positive culture where staff feel valued, listened to and confident to seek guidance. As a result, the workforce feels equipped to provide consistent care.

Staff enjoy working in the home and feel positive about their roles. They have access to a wide range of training opportunities that help them develop their skills and maintain good practice. Managers are committed to promoting professional development and actively encourage staff to progress their learning pathways, which are tailored to their individual needs. The focus on development contributes to a motivated and confident workforce.

Monitoring arrangements in the home are effective and provide leaders with an accurate understanding of the quality of care. Senior leaders demonstrate strong oversight, ensuring that practice is closely scrutinised and that any shortfalls are promptly identified and addressed. Their involvement is purposeful and supports a culture of accountability and continuous improvement.

Supervision sessions are held regularly and provide staff with valuable opportunities to reflect on their work with children. These sessions are used well to explore the needs, experiences and progress of each child and to consider how staff practice can best support them. Staff report feeling supported and able to discuss challenges openly, which contributes to a culture of learning and development.

Feedback from children's professional networks is very positive. They report that communication with the home is excellent and that staff are committed, knowledgeable and experienced. Professionals highlight that staff work collaboratively, share information promptly and are focused on meeting each child's individual needs. As a result, children are well supported to make progress in all aspects of their lives.

## 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 registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate.<br/>(Regulation 35 (3)(b)(i)(ii))</p> | 30 April 2026 |

### 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:** 2739016

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

**Registered provider address:** Walsall Metropolitan Borough Council, PO Box 15,  
Walsall WS1 1TP

**Responsible individual:** Jivan Sembi

**Registered manager:** Elaine Szanto

## Inspector

Kate Savage, 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 looked after children, 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](mailto: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 [www.nationalarchives.gov.uk/doc/open-government-licence](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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2026