

2815431

Registered provider: Walsall Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a local authority. The home provides care for up to three children who experience social and emotional difficulties.

The home and manager registered with Ofsted in March 2025. This was the first inspection since the home was registered. At the time of the inspection, three children were living at the home. The inspector spent time with each of them.

Inspection dates: 27 and 28 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	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by staff who know them well. Staff provide care with warmth, empathy and consistency. This helps children to feel safe, secure and emotionally contained. When children struggle to manage their feelings, staff provide calm and reassuring support. Staff incorporate the home's model of care into all aspects of children's daily care. This approach helps children to feel understood and valued, strengthening their trust in staff and promoting positive relationships. One child said, 'I really like all the staff, and all the staff really like us.'

The home is welcoming and comfortable. Children's bedrooms are personalised with their chosen pictures, photos and decorations. This helps provide children with a strong sense of identity and belonging. Children enjoy spending time together with staff in the communal areas of the home. They eat meals together at the table and talk about their day. This supports the development of positive relationships and social skills. The outside space is well used. A trampoline, teepee and a bug house have been put up in the garden, in line with the wishes of the children.

Children are well supported when moving into the home. Moves are carefully planned and tailored to children's individual needs. Children visit the home, meet staff and other children and have overnight stays, helping them feel more secure and reducing anxiety. One child preparing to move on has been supported to develop key independence skills, including cooking, shopping, budgeting and managing laundry. Although they have expressed some worries about leaving the home, staff provide consistent reassurance. The child has a clear understanding of their care plan and next steps, which is helping them feel more confident and emotionally prepared for their move.

Each child has made progress in education. Through the registered manager's perseverance and advocacy, all children now have access to an education provision that meets their needs. One child has progressed from a reduced timetable to attending school full time. Another successfully secured a school place for September after a period of tutoring in the home. Good support for children's education is helping them develop their confidence and aspirations and providing them with learning opportunities that meet their needs.

Children are supported to maintain important relationships. Staff respond to children's questions about their past with compassion and reassurance. This helps children to explore their lived experiences safely. The registered manager keeps families informed and supports open discussions when challenges arise. As a result, children feel listened to and supported and positive relationships with their family members are sustained.

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

When children go missing from the home, staff respond promptly and follow procedures effectively. They actively search for children and ensure that police, placing authorities and families are informed, enabling a coordinated multi-agency response. Children are welcomed back warmly and supported to reflect on what happened. Staff use these opportunities to explore underlying reasons for incidents and promote safer choices. For one child, this approach has led to a significant reduction in missing-from-home incidents over recent months, demonstrating the positive impact of consistent care and meaningful support.

Staff respond to incidents of self-harm with empathy and calmness. They remain reflective and curious, distinguishing between behaviours influenced by mental health and those shaped by the child's experiences and circumstances. Staff seek advice and support from health professionals when appropriate. When there have been barriers to this, the registered manager has escalated concerns to ensure the child receives the help they need. Managers and staff also consult regularly with their therapeutic team. This helps guide their practice and ensures the child's needs are consistently met.

Children's associated risks are well understood and regularly assessed and reviewed. There are detailed behaviour support plans in place that are tailored to children's individual needs and experiences. When risks arise, the manager encourages reflection, discussion and collaboration with the child, which helps them develop a clear understanding of risk in an age-appropriate way. Children generally respond positively to rules and boundaries, and engage constructively with guidance that staff give them, helping them stay safe.

Physical intervention is used only when necessary to keep children safe. Incidents are carefully recorded, with effective management oversight in place. Children's views are actively sought, and they are helped to reflect on their experiences. When the frequency of intervention increases, staff and managers respond with curiosity and reflection to understand underlying causes and adapt their approach. This helps provide consistency in practice and strengthens children's sense of safety and emotional well-being.

The effectiveness of leaders and managers: good

The manager is kind, considerate and child focused. Children's views are central to decision-making and the daily running of the home. Children are consistently consulted, given clear reasoning for, and supported to understand, decisions. This inclusive approach helps children feel valued, builds trust and promotes a sense of responsibility.

The manager is supported by a capable assistant manager and senior leaders who share a strong child-focused ethos. Staff report that they enjoy working at the home and feel well supported and valued. One staff member said, 'The manager spends lots of time with the children and encourages us to give our best.' This positive leadership and encouragement promotes confident practice and contributes to a nurturing, consistent environment for children.

Managers and staff work effectively with external professionals to support children's individual needs. Information is shared appropriately and in a timely manner, and staff proactively seek input from other services when required. Professionals describe communication as strong and supportive, which enables them to carry out their roles effectively. Parents are also kept informed and involved in their child's care. This collaborative approach ensures children benefit from well-coordinated care and consistent support.

Staff receive regular reflective supervision that is clearly focused on children's needs. This supports their professional development and strengthens their ability to provide high-quality care. Team meetings are held regularly and provide valuable opportunities for shared learning and reflection. Managers have effective systems in place to monitor practice and maintain oversight of the home. They lead by example, delegate tasks appropriately and promote consistency across the team. Their active presence in the home helps build trusting relationships, model good practice and foster a supportive team culture.

No requirements or recommendations have been raised as a result of this inspection.

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: 2815431

Provision sub-type: Children's home

Registered provider: Walsall Metropolitan Borough Council

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

Responsible individual: Jivan Sembi

Registered manager: Simon Melvin

Inspector

Mandy Wake, Social Care Inspector

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