

SC036584

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 and provides care for up to 4 children who experience social and/or emotional difficulties. At the time of the inspection, 3 children were living at the home. The children were on holiday at the time of the inspection, however some children spent time talking with the inspector over the telephone.

The manager is suitably qualified and has been registered with Ofsted since June 2023.

Inspection dates: 26 and 27 May 2026

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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: 20 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Good
29/05/2024	Full	Good
27/09/2023	Full	Good
24/05/2022	Full	Requires improvement to be good

Summary of findings

Children have access to full-time education and are making good progress. They say they are happy, have positive aspirations and are working towards future goals and achievements.

Managers and staff know the children well and understand their individual vulnerabilities. This enables them to anticipate risks, intervene early and provide effective support resulting in positive outcomes for children.

Continuity of care within the home has been challenging, this has been a result of staff absence, however, the managers have ensured recruitment has remained a priority. He is focussed on embedding learning and reflection to strengthen the new team and ensure continuity of care for children.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 2 children have moved out of the home and 2 have moved in. Moves into and out of the home are well managed; children are kept informed and involved throughout. Staff work effectively with professionals to ensure children's individual needs, assessments and care plans inform decision making and planning. This helps children to experience stability, consistency of care and positive outcomes during periods of change.

Managers and staff know the children well. They speak about them with warmth, pride and genuine care. They understand children's behaviours and communication styles and work effectively together, to identify and respond to worries at an early stage. Children are also supported to access a range of activities, that reflect their interests and individual choices. As a result, children experienced trusting relationships, they feel understood, and supported to build confidence and emotional stability.

Managers and staff value children's education. Children school attendance is good, and they are making good progress from their starting points. One child has made significant progress in managing their social and emotional needs, enabling them to participate in learning. The child's teacher said, '[name] is now able to access learning without additional barriers'. Another child is being supported to develop their independence skills, including preparing to travel to school by riding their bike. Furthermore, they are preparing to sit GCSE examinations and aspire to go to university. As a result, children are developing confidence, independence and have high aspirations for their future.

Children are supported to spend time with people who are important to them. Staff support family time in line with the children's care plans. Also, they prioritise brother and sister relationships and take proactive steps to strengthen and maintain these important bonds. Staff have a good understanding of each child's lived experiences, and how this

can impact on children's emotional wellbeing and presentation. This enables staff to respond with empathy, and sensitivity. Helping children to feel safe, understood and supported.

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

Managers and staff have a strong understanding of children's individual risks and vulnerabilities. Risks are appropriately assessed, and staff work proactively to identify and reduce potential concerns before they escalate. When concerns do arise, staff respond promptly and communicate effectively, with relevant professionals to ensure that children receive coordinated support. As a result, children benefit from this consistent and well-coordinated care.

Children can speak to staff if they are worried. They feel listened to and have confidence that staff will act when concerns arise. Children understand how to complain, and staff offer them the opportunity to share their concern following incidents. When complaints are made, managers respond promptly and have discussions with children. Children develop trusting relationships with staff and feel their views, wishes and feelings are valued. This helps children to feel safe and increases their confidence in the adults that care for them.

When children go missing from home, staff follow the child's missing from home procedures in a timely and consistent manner. They ensure appropriate safeguards are implemented and relevant professionals are informed. Staff consider the circumstances carefully and demonstrate reflective practice, by reviewing arrangements in line with children's age-appropriate risks. Children are protected because there are clear and consistent safeguarding processes in place, whilst also benefiting from a balanced approach that promotes their independence.

Children's relationships with each other have been challenging at times. When difficulties arise, managers and staff respond with sensitivity and curiosity. They provide a balanced approach, offering children opportunities for individual face to face discussions and shared activities. Furthermore, restorative conversations help develop empathy and mutual understanding.

Physical intervention is used only as a last resort and is proportionate when required. Following incidents, children and staff are supported to take part in reflective discussions to understand the circumstances, identify learning, and explore how situations could be managed differently in the future. This helps children develop their understanding of the impact of their behaviour towards others.

The effectiveness of leaders and managers: good

The manager demonstrates a strong child centred approach; he consistently speaks about children with enthusiasm and pride. He holds high expectations for children's

progress and outcomes, and ensures these are clearly communicated, and modelled to staff and professionals supporting the children. There is a positive and aspirational culture within the home, where children are valued and supported to make progress and reach their potential.

Leaders and managers have established systems in place. They ensure effective monitoring and oversight for staff practise, and children's care experiences. Managers use information about children, to effectively advocate on their behalf. These identify emerging themes, trends and patterns that require further exploration.

Staff training is purposeful and focused on meeting children's individual needs. During the inspection, the inspector observed staff participating in a development day, where they received specialist training, in preparation for a planned move of a child into the home. This ensures that staff are well equipped to understand and respond to children's specific needs from the point of admission. This helps children benefit from a staff team who are informed and reflective in their practice.

Staff benefit from regular reflective supervisions, appraisals and team meetings. Supervision sessions are child-focused and give staff the opportunity to reflect on their practice, consider their wellbeing, and identify areas for learning and development. Staff development reviews, further support staff progression and reinforces expectations about delivering good quality of care to children. Furthermore, staff describe the manager as approachable and supportive, contributing to high morale and a strong sense of teamwork. As a result, children benefit from a committed, motivated and confident staff team.

Staff turnover and absence have temporarily affected consistency within the home. Leaders and managers acted promptly to address this through successful recruitment, and the home now benefits from a full and stable staff team. This proactive response has ensured continuity of care, maintained important relationships for children and minimise any impact on their day-to-day experiences.

No requirements or recommendations have been raised during 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: SC036584

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: Neil Allen

Inspectors

Mandy Wake, Social Care Inspector
Kim Morgan, 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.

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, 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://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
W: www.gov.uk/ofsted

© Crown copyright 2026