

# SC039897

Registered provider: Dudley Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a local authority. It is registered for four young people. The home provides care for young people aged 14 to 18, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

**Inspection dates:** 17 to 18 July 2018

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
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|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

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

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 29 August 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 29/08/2017      | Full            | Good                    |
| 21/02/2017      | Interim         | Sustained effectiveness |
| 27/09/2016      | Full            | Good                    |
| 08/03/2016      | Interim         | Improved effectiveness  |

## Inspection judgements

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

The dedication of the manager and all the staff means that young people receive consistent high-quality care, especially in areas of enjoyment, education, health and emotional well-being. Staff use creative tools when young people disengage from services or are struggling to self-manage their emotions. For example, staff have created a stress box and a 'believe in yourself' jar.

Young people enjoy exceptionally warm and nurturing care from staff who know them well. Staff understand the impact of early childhood experiences on young people's ability to develop and maintain healthy relationships. One young person told the inspector, 'All the staff are really nice to me, they treat us really fairly. Staff are easy to talk to and help me when I have problems. They are proud of how far I have come.'

Excellent partnership working with the school has given opportunities for some creative individualised support and experiences for young people. For example, after consultation with the school, one young person will be attending a one-day weekly placement with a construction company. Another young person has progressed so much that he will be attending a full-time course at college and working towards becoming a carpenter. As a result, young people are given opportunities to flourish. Staff have high aspirations for young people. One member of staff told the inspectors, 'We treat young people like they are our own. I have told young people that I have the same aspirations for them as I have for my grandchildren.'

Staff allow young people to take age-appropriate risks. Young people develop independence skills that prepare them for being adults. Transition plans are effectively managed when young people are admitted and discharged from the home. This means that young people receive high-quality care both when they are living in the home and after they leave that supports their progress and development.

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

Staff safeguarding practice is of a very good standard and is comprehensive. Risk assessment and risk management processes are of the highest quality. Staff have a well-developed and individualised specialist knowledge about the risks and issues related to child sexual exploitation, self-harm, attachment and trauma, gang culture, county lines, restorative practice, radicalisation and extremism. This enables them to pre-empt, plan, review and, ultimately, reduce these risks for young people.

Allegations or suspicions of potential harm are responded to with expertise and urgency. Staff demonstrate excellent understanding of safeguarding procedures and protocols and follow these. Responses are thoughtful and measured. Staff see the use of physical intervention as a last resort measure. Instead, they focus on de-escalation. One young person told the inspectors, 'I feel happy and safe in the home.'

If young people go missing from the home, the staff ensure that there are safely returned. For example, one member of staff said, 'If a young person calls me at midnight and asks for me to cook a meal, I will, as this means that the young person will safely return home and a key-worker session can be done later.'

Excellent inter-agency working and the home's community-based approach with the police, local authority, health, schools, youth offending service, neighbours and local shops all help to strengthen young people's safety. This approach means that any risks to young people are identified promptly and support is put in place immediately.

The environment is safe, as regular checks and audits are undertaken. This is further supported in the safe recruitment of both permanent and agency staff.

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

The manager is highly motivational, innovative, passionate, inspirational and is respected by staff, young people and partner agencies. She knows the children and staff team well. Her enthusiasm influences the whole staff team, which shares her passion and drive for achieving the best possible outcomes for young people.

The manager and staff use research and tailor-made expert training to inform and improve their practice. For example, the manager requested counter terrorism police to conduct staff training. The manager also attended a briefing facilitated by the youth offending panel where county lines and gangs were discussed. She then used this information to review the locality risk assessment. This helps staff to keep young people safe.

Excellent monitoring and reviewing processes ensure that young people's progress is evaluated and understood by staff.

Young people's opinions are absorbed into the daily running of the home. This makes young people feel empowered and highly valued.

The registered manager is extremely clear about the home's strengths and weaknesses. She has a clear and aspirational plan for further development of the home.

### **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** SC039897

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

**Registered provider address:** Council House, Priory Road, Dudley DY1 1HF

**Responsible individual:** Susan Butcher

**Registered manager:** Melanie Hollman-Dryden

## Inspector

Rumbi Mangoma, social care inspector

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