



HEALDS ROAD CHILDREN'S HOME

STATEMENT OF PURPOSE AND FUNCTION

PHOTOGRAPH

Interim Manager: Rachel Stead

Date: September 2018

Responsible Individual: Elaine McShane

Date: January 2018

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URN SC033367 (Ofsted)

Healds Road has a Statement of Purpose that is built upon and around the Children Act 1989, the United Convention on the Rights of a Child 1989, Human Rights Act 1998 and 2004, Care Standards Act 2000, Leaving Care Act 2000 Children's Homes Regulations 2015, the Children Act 2004, Disability Discrimination Act, Working Together 2015, and the Equality Act 2010.

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We aim to achieve a standard of excellence in our services and therefore welcome comments from any person having access to this document.

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1. Caring for young people

1.1 The range of needs of the young people who the home provides care for

Healds Road provides residential care for up to four young people with emotional and behavioural difficulties aged between 12 -16 years on admission.

The admission criteria is for young people who have been assessed as needing residential care due to them being unable to live within their own or foster families due to the breakdown in family relationships and/or where they are deemed to be at risk of significant harm.

1.2 The home's ethos, the outcomes the home seeks to achieve, and the approach to achieve them

The purpose of Healds Road is to provide a safe, stable and consistent living environment within which a young person has the opportunity to develop to their full potential. As corporate parents, we believe that residential care should always be a positive experience for young people. We encourage our young people to:-

- Build and maintain positive family links/relationships by encouraging and supporting contact and working to the longer term living arrangements in the young person's care plan or pathway plan.
- Take full advantage of the education and training opportunities available to them
- Complete individual and direct work with staff and other professionals to come to terms with past experiences and trauma. Young people are supported to develop positive strategies for coping and keeping themselves safe
- Accept help and support from other agencies when they need it
- Take part in wider activities and hobbies in the community
- Build and sustain friendships
- Participate in a programme of ongoing work to prepare for independence

We aim to provide a nurturing homely environment and to prepare young people to move onto the next stage of their lives whilst living at Healds Road. Young people will be given the opportunities to develop and enhance their practical, social, emotional, and educational skills in order to become part of a family, or engage in a smooth transition into another appropriate placement, either family based, residential provision, or to achieve semi-independence successfully.

Psychological Informed Reflective Practice

Healds Road psychological informed reflective practice model - An 'Emotional Warmth model' of caring for a young person which draws from the knowledge base of Applied Psychology theory and research and is designed to empower the main carers of young people in care. Based on the evidence from attachment science, this recognises that a positive relationship with an adult, who has day to day contact with a young person, provides the greatest potential to bring about therapeutic change for the young person.

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The model uses the following protocol:

The staff team participate in group supervision which is facilitated by the Psychologist. This enables staff to explore relationships within the staff team, relationships with the young people and how staff and young people interact together. It examines the impact of behaviours on the staff team, what triggers these behaviours and how staff / young people respond.

The use of structured, group consultations, facilitated by a clinical or educational psychologist, designed to enable residential staff early on to agree specific support strategies for each child.

The psychologist will offer a variety of theoretical explanations and from this, ways of working to achieve best outcomes backed up by evidence from neurobiological science and child psychology research, which is that the often-poor life outcomes of looked-after children and young people result from the initial and continuing impact of abuse, neglect and parental rejection, which have occurred before any contact with the care system.

1.3 The arrangements for enabling young people to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical and social interests and skills.

Leisure time is an important element in the learning and growth process for young people. It means that staff can spend good quality time with young people which can greatly help in the development of positive relationships.

Examples of activities on offer are:

Camping	Swimming
Go-Karting	Cycling
Canoeing	Water based activities
Ice Skating	Theatre
Bowling	Cinema
Fitness Centres	Snooker/Pool
Horse Riding	Gym
Football	Forest Trips/Walks
Golf	Badminton/Tennis
Fishing	Trips
Community resources	Cultural activities & festivals

All activities will need parental and/or Social Worker consent and Risk Assessments are evaluated and authorised by the Manager or Deputy Manager.

Taking part in cultural activities is actively promoted for a, not just because this is a legal right, but also because this helps to educate all young people about the multi-cultural society in which we live, and also to celebrate diversity.

The young people are encouraged to be involved in the planning of their holidays and short breaks.

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1.4 The arrangements for supporting the cultural, linguistic, and religious needs of the young people

At the point of referral, the young person's linguistic needs, religion, beliefs and culture are taken into consideration and every effort is made to ensure an appropriate staffing structure that takes into account, gender, culture and ethnicity is in place at Healds Road.

The home endeavours to create an atmosphere and environment which is free from any form of discrimination. Young people are encouraged to explore, celebrate and take pride in their religious/cultural identity. Young people will be provided with practical, educational and social activities that promote diversity, ethnicity and religious needs such as personal care items, food/dietary needs and leisure items.

1.5 The promotion of contact between young people and their family and friends

Healds Road encourages and supports young people to maintain and develop good relationships with family, relatives and friends. Contacts and frequency of contacts will be identified at the Placement Planning Meeting and set out in the young person's Care/Pathway Plan. Contact will be reviewed as part of the young person's Review.

Friends and relatives of young people living at Healds Road will be encouraged to visit the home (unless the placement planning meetings agree it's not appropriate).

Staff will ensure that these visitors are made welcome and are at ease. Young people are consistently and pro-actively encouraged to keep in contact with their family and friends in line with their Care Plan and staff are available to give practical support to make this contact possible.

1.6 Consultation with young people about the care they receive

As part of the daily running of Healds Road the young people are consulted on all aspects of their care such as choice of meals, decoration and furniture in the home, new staff appointments, holidays, activities, incentives etc. The young people are encouraged to host their own meetings, write the minutes and have control of agenda items. These meetings take place at a frequency decided by them, but at least monthly.

Young people review their plans regularly through discussions with their key worker, during Statutory Visits and at their LAC Reviews. All young people are encouraged to take an active role in their reviews, from the initial decisions in respect of who should be invited; reviewing the recommendations from the last review, to setting the scene for the current review by completing specific consultation forms. Following the review the young people spend time with their key worker to ensure that they understand the decisions that are made.

Participation in the Children in Care Council is promoted and support offered to enable young people to take part.

1.7 Equality and Children's Rights

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Kirklees Council is committed to treating all individuals equally in all aspects of its work and will endeavour to promote Equal Opportunities with staff and all organisations and individuals with whom it works.

Children's Rights are actively promoted and each young person has individual details of the Children's Rights Service. The young people are given clear guidance and support to understand the Complaints Procedure and this is reinforced on a regular basis through individual sessions with key workers.

1.8 Accommodation and location

Healds Road is a purpose built home. The home is set in its own self-contained garden with a medium size lawn to the rear of the building where a variety of activities can be conducted (weather permitting!)

There are a variety of shops within easy walking distance of the house, sports/playing fields are situated down the road. Games are often played at the rear of the house. The nearest town centre is approx. 1 mile away and is easily accessible by a frequent bus service. The towns of Wakefield, Huddersfield, Barnsley and Sheffield can also be accessed by bus, the bus stop being a short walk away from Healds Road

Each bedroom is fully furnished; each young person has a key to their own room. Young people at Healds Road are encouraged and supported to personalise their rooms by choosing their own bedding, pictures/posters, and photographs.

The right to privacy will be respected and no member of staff will enter a bedroom without first knocking, unless there are serious concerns about a young person's safety, other residents or staff.

We have CCTV security consisting of 5 cameras pointing at the following:

- Car Park / Gate
- Garage Doors
- Front Door
- Back Door
- Tarmac & Grassed Garden Areas

A Safe Area Assessment and Report (SAAR) with regard to the location of the home was reviewed in January 2018. Consultation has been sought from schools, police, youth justice and Children's Social care to inform and support the assessment of any potential risk.

1.9 Approach to safeguarding young people, preventing bullying and missing children

Safeguarding

All young people have a right to be safe from harm. This involves the need for staff to be vigilant about dangers both inside and outside the home. All staff are trained to level 3 which includes 'Working Together to Safeguard children', CSE e-learning and a level 3 advanced safeguarding module (the staff team training matrix is available on request). Further training

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is provided by the Kirklees Safeguarding Children Board and Kirklees Council's Learning and Development Team. Further training includes:

- Attachment
- Understanding the signs of neglect
- Impact of Domestic Violence
- E-Safety
- CSE for Practitioners
- Sexual Abuse: Dispelling Myths and Reducing Risks

All staff follow the West Yorkshire Consortium Online Safeguarding Children Procedures:

<http://westyorkscb.proceduresonline.com/index.htm>

The Kirklees Children's Residential home procedures compliment the above safeguarding procedures and can be found at:

<http://kirkleeschildcare.proceduresonline.com/index.htm>

The Responsible Individual monitors all safeguarding concerns and children and young people's complaints and does this in consultation with the Registered Manager.

Young people living at Healds Road have the right to a high level and standard of protection from harm and this includes the vetting of visitors. The selection and recruitment of staff is consistent with the Children's Homes Regulations 2015 and the Safeguarding Vulnerable Groups Act 2006.

The Kirklees Safeguarding Children Board (KSCB) coordinates local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together.

<http://www.kirkleessafeguardingchildren.co.uk/>

Bullying Prevention

We are committed to creating an environment where everyone has the right to work, learn and live in an atmosphere free from victimisation and fear. It is essential that young people are able to build positive social relationships with other people; bullying undermines this objective and will not be tolerated. A proactive approach is adopted with children and young people being educated in this area through group and individual work, outside agencies, and general discussion.

We will create and sustain a culture and ethos of zero tolerance to bullying. Essential elements of our approach are:

- Training staff to identify potential risk, bullying incidents, and manage support around these using a restorative approach.
- Being able to talk freely through any difficulties with both the person being bullied and the alleged bully with the help if necessary of another person.

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- Being able to talk freely with the Manager, key worker or other members of staff.
- Being able to talk to an independent person such as a teacher, friend, relative or their Social Worker. Young people will be given details of the Children's Rights Service and advocacy services and how to contact these.
- Being given knowledge and understanding of what bullying is and how victims may feel. This information is also outlined in the young person's introduction and also in the young persons' guide.

Procedures are in place which inform staff of how to deal with a suspicion or allegation of bullying against the Registered Manager or staff in the home.

Staff meetings are used to discuss bullying; our approaches to it and our policy are reviewed as required. Equally young people discuss bullying in their residents' meetings.

All reported incidents of bullying are taken very seriously and fully investigated. If a complaint of bullying has been received, the young person will be closely monitored as to their emotional progress, education and general well-being.

We will take all reasonable steps to try to resolve the situation between the victim and perpetrator by attempting to find a "middle ground" between the two, through resolution. All outcomes will be recorded and contracts agreed if needed.

Missing from Care

We recognise that going missing can be one of the most common methods that young people use to cope with anxiety or demonstrate their confusion and distress. Staff will work with young people to ensure that they feel safe and settled in the home and do not feel the need to go missing. Every incident of a young person being missing from home will be dealt with seriously, and is monitored by senior management. All young people have a Missing From Home risk assessment which clearly details what action to take if a young person goes missing.

All young people who go missing from Healds Road will be reported to the Police in line with the *West Yorkshire Joint Protocol for Children Missing from Home or Care Reporting Procedures* and individual risk assessments. We will then ensure that the following people are contacted as soon as possible:

- Social Worker (via EDT outside office hours)
- IRO
- Appropriate parents
- Other significant adults

A multi-agency approach is adopted to ensure that appropriate safeguarding strategies are identified to prevent or reduce instances of a young person going missing from care. Should a young person go missing the outlined strategies will be included in an updated placement plan which provide a framework for practice for all staff in safeguarding the welfare of the child.

On return from a 'missing' period the young person will be offered support in terms of their physical and emotional needs and be given the opportunity to contact family, friends or their

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Social Worker immediately or any other person independent to the home. An Independent Return Interview will be offered to the young person by an allocated worker from the Targeted Youth Service. The education provision to which the young person attends will also be contacted the following day so that support and understanding for the young person can be offered. The risk of a young person going missing from Healds Road will be assessed and detailed in their individual risk assessments and placement plan. This will be event driven and will be reviewed and monitored as required.

1.10 Admission criteria and procedure

Healds Road has a referral and admissions process that supports all children and young people who move into a residential home to be admitted in a planned and sensitive manner. The home will ensure that arrangements are planned in order to make the arrival and admission of a young person as pleasant as possible.

Healds Road normally has planned admissions where the child or young person has a say in their placement and future plans for their care and welfare.

The placement referral process includes a detailed Impact Assessment which determines whether the placement can meet the individual needs of the young person prior to any introduction. The Registered Manager will speak to the young person's social worker and previous carers to inform the impact assessment. Young people will not be placed in our care without careful consideration of the impact on other young people in placement as well as the young person needing a placement.

The following criteria will be considered as part of the Impact Assessment:

- The home has the resources to accommodate the young person appropriately. Can the young person's needs be met either directly by Healds Road or in conjunction with outside agencies and networks.
- There is an agreed and viable plan for the young person's medium to long-term placement
- The wishes and feelings of the young person and their parent(s) (or those with parental responsibility) been obtained and acted upon, i.e. if the young person or parents are unsure or unhappy about the proposed placement, have alternatives been actively sought
- Whether education is in place
- Whether the young person would be an appropriate match in the current cohort of young people

Emergency placements will only be considered if:

- We have the relevant details of the child's behavioural patterns and contact arrangements received in advance.
- On receipt of this we feel that the child or young person will not disrupt the progress of the children/young people already in placement.
- We can meet the needs of the child as stated in this Statement of Purpose and Function.

Admission Process

If it is agreed that the young person can be admitted to Healds Road, the following paperwork will be provided:

- Medical Consent signed by person with parental responsibility

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- A copy of the Care Order
- Placement agreement
- Placement Plan
- Delegated Authority
- Missing Risk Assessment
- Up to date Care / Pathway Plan
- CSE Risk Assessment (If appropriate)
- Personal Education Plan (within 20 days of placement)
- Up to date Health Assessment
- Last LAC Review minutes (First one within 20 working days of the start date of placement)
- Previous assessments of the young person's needs, either educational, social, or emotional

Staff will visit a young person in their current placement and then invite and encourage the young person to visit Healds Road.

Initial visits to Healds Road by the young person allow them to see the home during its usual working day. This will include spending time with the current residents, staff and Management. We request that the young person be accompanied by their Social Worker, a close member of their family or a significant adult.

We recognise that any move for a young person is a traumatic experience and that every effort must be made to welcome and reassure the young people on their arrival. As such we will try to ensure the following:

- That the young person's key worker is there to welcome them
- That the young person is introduced and welcomed by the Manager and/or Deputy Manager
- That the other young people are around where possible to welcome the young person
- That the young person's bedroom has been prepared for their arrival, although they will be able to choose their own decoration
- That they are shown around the building
- That time is taken to ensure that arrangements are in place to get the young person to school, existing activities and contact
- That the young person has received a copy of the young person's' guide

The young person will receive a copy of the Council's Complaints' Procedure to ensure that all young people understand their rights.

The Placement Planning Meeting will take place within 72 hours of the young person's admission. This will be attended by the young person, their parents, members of their family, the young person's key worker, the Manager of Healds Road and the young person's Social Worker.

The aim of the meeting will be to establish a placement plan and to outline clear objectives, expectations and responsibilities for the placement. It will also ensure that all parties understand their part within this plan and agree both on the objectives and implementation.

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1.11 Moving on from the home

When it is decided that a young person will move on from the home, the home will work with the new provider, foster carer or family member to plan the right transition for the young person. This will involve supporting the young person to visit where they will be living, getting to know the significant adults and spending some time there before making the final move. The home will keep in touch with the young person if they want this and it is deemed appropriate and helpful.

1.12 The arrangements for dealing with complaints

The responsibility for responding to and monitoring complaints sits with the Registered Manager.

The following people may complain:

- The young person
- The parent of a young person
- Any person who has parental responsibility
- Foster parents
- Any person who has interests in the young person's welfare

Each Young person is issued with a copy of the Complaints Procedure and a copy of the Children's Guide, which contains guidance on how to make a complaint. Significant family members and placing Social Workers are also given these documents.

If the complaint is regarding the Registered Manager this should be presented to the Responsible Individual.

Any complaint made by a young person will be treated seriously. Simple explanation and discussion will resolve many complaints provided that they are received with respect and given serious consideration. Any such complaint and explanation or any action taken to resolve the complaint will be recorded in the Complaints Book.

In the first instance complaints can be brought to the Registered Manager to try to resolve the problem and will be responded to within 7 days. However, young people are encouraged, supported and assisted to complete a complaints form should they wish, they are also given the contact number of Yasmin Mughal, the Complaints Manager along with a complaints form. Complaint forms are given to young people on admission to Healds Road and extra copies are available around the home when required.

Yasmin Mughal
Complaints, Comments & Compliments Unit,
Ground Floor
Civic Centre
High Street
Huddersfield
HD1 2NF
Telephone – 01484 221000

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The Children's Rights Service
Brian Jackson House
New North Parade
Huddersfield
HD1 5JP
Telephone number: 01484 223388
Freephone 0800 389 3312 13

Young people's Social Workers will also provide support, advocacy and representation as part of their work with young people. Kirklees Council's Children's Services department is located at:

Civic Centre 1
High Street
Huddersfield
HD1 2NF
Telephone number: 01484 221000 (automated service – ask for the Social Worker by name)

Childline – A charity offering confidential advice and support. 0800 1111

Ofsted inspect and regulate services which care for children and young people and regularly inspect Healds Road. Complaints can be made to Ofsted directly telephone 0300 123 1231. Ofsted complaints procedures can be found at www.ofsted.gov.uk

The Children's Commissioner – Anne Longfield
The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
Telephone number: 020 7783 8330

All the above Agency's telephone numbers are available in the Young People's Guide, which young people are provided with on or before admission to Healds Road.

1.13 Details of how a person, body or organisation involved of the care or protection of a child can access the home's child protection policies or the behaviour management policy

Copies of all policies and procedures, including safeguarding and behaviour management, are stored within the home and can be accessed by a person, body, or organisation upon request.

2. Young People's Behaviour

2.1 The home's approach to supporting positive behaviour and the use of physical intervention

When a young person comes to live in the home they are given a copy of the 'Young Person's Guide'; this sets out what is expected of them in terms of appropriate and socially acceptable behaviour.

The home is fully committed to working with young people using a restorative approach to resolving conflict and preventing harm. Building good relationships with young people is centre to this. The home will work with all parties affected by a particular incident and bring them together to play a part in repairing the harm and finding a positive way forward.

Staff will try to prevent negative behaviour arising by using de-escalation or diversion techniques. There is a Positive Handling Plan in each young person's Daily Living Plan which details how staff will support young people in difficult situations. If this fails, a number of consequences can be used. Consequences may include removing a young person from a group activity (for example, an outing) or removing a privilege (for example, use of the computer). If the behaviour poses a physical threat to other young people, to staff or to the young person concerned, physical intervention may be used. Staff are fully trained in Team Teach restraint techniques and this training is refreshed every year. All consequences, rewards and physical interventions are recorded fully, monitored and evaluated by the manager.

There will be pre agreed sanctions and restorative process this will be used first, sanctions may be imposed as part of this. The use of sanctions can help the young person focus on the consequences of their behavior and to learn a more socially acceptable way of reacting to a situation or feelings in the future.

If the above consequences have been applied the young person they will in most circumstances be able to 'earn' back the consequence. A Restorative Approach is encouraged with a view to the young person reflecting on how inappropriate behaviours may impact on others and how this can be readdressed.

Physical restraint will only be used as an act of care and control and not as a punishment.

The home reserves the right to remove any personal belonging of any young person that they believe may be a danger to themselves or others, or that may be used in criminal activities e.g. any form of weapons etc. These items may be confiscated and the police informed where necessary.

3. Education

3.1 The arrangements for young people to attend local schools and the provision made by the children's home to promote the educational attainment of young people.

Healds Road is committed to the right of every young person to have access to appropriate education provision and will support them to achieve their full educational potential. Many

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young people looked after by Healds Road will be supported to attend their current school, however if this is not possible their key worker will liaise with the relevant education, health and social care professionals to ensure that the needs of the young person are accurately assessed and appropriate education provision is identified, secured and maintained within the local community.

Young People will be actively encouraged to participate in out of school hours learning and activities. Differentiated resources and study aids will be provided to meet the needs of a range of ages and abilities including those with special educational needs. All children and young people will be encouraged and supported to complete their homework.

Young people with special educational needs will receive support in line with their ECHP to achieve their full potential.

4. Health & Health Promotion

4.1 Meeting health needs

Young people should be able to lead a healthy lifestyle, be empowered to take control of their lives, and actively contribute to decisions made to promote their individual health on a daily and more long-term basis.

Young people resident at the home will be registered with a local G.P; optician and dentist if they are not already registered. They will be encouraged to have a medical assessment when they first become looked after and at least annually after that. This will be undertaken by the looked after children's nurse.

Any visits to hospital (for treatment), doctors, dentist, opticians etc will be recorded on the young person's file. Staff (or parents if appropriate) will accompany young people on these visits (though at the request of the young person they may not be present if the young person is to be examined).

Prescribed medication will normally be kept in a locked medical cabinet. The dosage, frequency of administration, possible side effects etc. will be recorded, it will also be recorded if the young person refuses to take their prescribed medication.

Young people will be encouraged to take a positive attitude to their health care and will receive information regarding alcohol and other substance abuse, HIV and Aids, sexual matters etc. as appropriate. The staff will follow the guidance from the Sexual Health Service regarding sexual health and contraception. As some of the young people accommodated may be sexually active condoms will be available. Young people will be discouraged from smoking and provided with assistance to stop if requested.

Young people will be supported with their emotional wellbeing through CAMHs and the local authority's Placement Support Team. This will be in the form of both direct work with young people and in-direct work with staff equipping them with the necessary knowledge and skills to provide effective care

If a young person suffers serious harm or has a serious accident, serious illness, notifiable infectious disease or dies whilst accommodated at the home Ofsted will be informed as per schedule 5 of the Children's Homes Regulations.

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Information regarding the effectiveness of health care provision offered will be recorded within the young person's case file and considered as part of Statutory Visits, Planning Meetings and Lac Reviews.

Health care advice and support is provided by the following qualified health care professionals.

Registered Paediatric nurse.

RGN (Registered General Nurse)

Educational Psychologist

Clinical Psychologist

Sexual Health Nurse

Substance Misuse Worker

5. Staffing

Healds Road has a balanced staff team taking into consideration equalities, experience, qualifications and skills in order to create the best opportunities to support and guide young people. Staffing levels are carefully assessed to ensure the right levels of support to the cohort of young people resident in the home.

Staff are encouraged to continually develop their knowledge and skill base through a wide range of training and development opportunities. All staff are subject to DBS (Disclosure & Barring Service) enhanced disclosures and reference checks before they commence employment, and are appraised on an annual basis with regular supervisory sessions.

5.1 Experience and qualifications staff working at the children's home

The Healds Road staff team consists of:-

Interim Manager

Deputy Manager – Vacant

Interim Deputy Manager

Senior Residential Care Officers

Residential Care Officers

Two (part-time) Domestic Assistants

One (part-time) Business Support Officer

Staff come from a wide range of backgrounds and bring differing levels of skill and experience. It is expected that all Residential Care Officers will achieve Diploma Level 3 in Residential Childcare; Kirklees Council will ensure that they are supported by relevant training and supervision to fully carry out the responsibilities of their posts.

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All members of staff receive annual appraisals and regular reflective supervision sessions with a member of the management team in line with best practice, Children's Home Regulations, and Kirklees guidance. This will be a minimum of six weekly or 9 times over 12 months. These sessions cover the young people's care plans, staff roles and responsibilities, personal and professional development, the organisation's objectives, any practice issues, housekeeping and any other concerns. Reflective supervision is conducted in private and, as far as practical, free from interruption environment.

At Healds Road the staff team are also provided with daily informal supervision. The management team operate an open door policy, and encourage staff to discuss any issues they have together as a team.

Staff sickness is covered, if possible, by substantive staff. If this is not possible then casual or agency staff will be provided, there will be at least an equal number of substantive staff on duty. The registered manager is responsible for ensuring that there is always adequate staff cover.

The training record of the home as a whole is monitored to ensure that the needs of the young people and of the staff team are met.

6. Governance

6.1: Responsible Individual

NAME: Elaine McShane

POSITION: Service Director Family Support and Child Protection

6.2: Responsible Body

Kirklees Metropolitan Council Children's Services

Civic Centre 1

High Street

Huddersfield

HD1 2NF

6.3: Organisational Structure

Director of Children & Young People's Service

Service Director – Family Support & Child Protection

Children & Young People Service

Head of Service for Sustainability, Capacity and Reporting – Family Support and Child Protection

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Children & Young People's Service

Service Manager – Family Support and Child Protection

Children & Young People's Service

Interim Manager

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6.4: Ofsted

Ofsted is responsible for conducting independent inspections. They can be contacted by young people or staff who may have concerns about how the Home is operating.

Ofsted - Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 1231231

Fax: 08456 404049

Email: enquiries@ofsted.gov.uk