



NOTICE OF MEETING

Corporate Parenting Advisory Committee

MONDAY, 7TH SEPTEMBER, 2009 at 18:30 HRS – Committee Room 2, Civic Centre, High Road, Wood Green, N22 8LE.

MEMBERS: Councillor Lorna Reith (Chair), Councillor Gina Adamou, Councillor Rachel Allison, Councillor Gail Engert, Councillor Catherine Harris and Councillor Jayanti Patel.

AGENDA

1. APOLOGIES FOR ABSENCE (IF ANY)

To receive any apologies for absence.

2. URGENT BUSINESS

The Chair will consider the admission of late items of urgent business. Late items will be considered under the agenda item they appear. New items will be dealt with at Item 8 below.

3. DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the consideration becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest.

4. MINUTES (PAGES 1 - 6)

To consider the minutes of the meeting held on 2 July 2009 as a correct record.

5. LETTINGS STRATEGY CONSULTATION PRESENTATION (PAGES 7 - 18)

A presentation will be given on the impact of the new Lettings Strategy on Care leavers.

6. PERFORMANCE MONITORING: CHILDREN AND FAMILIES JULY 2009 DATA (PAGES 19 - 34)

To consider specified performance data for Looked After Children.

7. FOSTERING CAMPAIGN (PAGES 35 - 36)

To receive an information report updating on progress with the fostering campaign.

8. PERFORMANCE INDICATORS FOR LEAVING CARE AND ASYLUM SERVICE (PAGES 37 - 40)

To consider proposals for introducing a series of appropriate performance monitoring indicators for the Service.

9. HARINGEY PARK AND MUSWELL HOUSE INSPECTION REPORTS (PAGES 41 - 100)

To consider recent independent visitor and Ofsted inspection reports for the two Children's Homes and subsequent action plans developed.

(Further exempt information is set out under Item 12).

10. NEW ITEMS OF URGENT BUSINESS

To consider any Items admitted at 2 above.

11. EXCLUSION OF THE PRESS AND PUBLIC

That the press and public be excluded from the meeting for consideration of Items 9-10 as they contain exempt information as defined in Section 100a of the Local Government Act 1972 (as amended by Section 12A of the Local Government Act 1985); paras 1 & 2; namely information relating to any individual, and information likely to reveal the identity of an individual.

12. HARINGEY PARK AND MUSWELL HOUSE (PAGES 101 - 216)

13. CHILD SAFEGUARDING

A verbal update on safeguarding issues pertinent to the remit of the Committee will be provided.

14. ANY OTHER BUSINESS

To raise any items of AOB.

15. DATES OF FUTURE MEETINGS

To note the dates of future meetings set out below:

- 20 October 2009
- 7 December 2009
- 25 January 2010
- 2 March 2010
- 12 April 2010

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28 August 2009.

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MINUTES OF THE CORPORATE PARENTING ADVISORY COMMITTEE
THURSDAY, 2 JULY 2009

Councillors Allison, Engert, B. Harris, Patel and Reith (Chair)

Apologies Councillor Adamou and Alexander

Also Present: Roy Choudhury, Attracta Craig, Denise Gandy, Roger Smith.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CPAC24	<p>APOLOGIES FOR ABSENCE (IF ANY)</p> <p>Apologies for absence were received from Cllrs Adamou, Alexander and C. Harris (Cllr Patel substituted).</p>	
CPAC25	<p>URGENT BUSINESS</p> <p>None.</p>	
CPAC26	<p>DECLARATIONS OF INTEREST</p> <p>None.</p>	
CPAC27	<p>MINUTES</p> <p>The Committee agreed the minutes of the meeting on 2 June 2009 as an accurate record.</p> <p>Confirmation was provided that a member training session had been scheduled for 29 July at 6.30pm, Civic Centre, to screen the <i>Care Stories</i> training video.</p> <p>The Committee requested that progress in relation to the drafting of the proposed leaflet for CiC (Children in Care) setting out the role of the council as a corporate parent be followed up.</p>	<p>Head Service (Res & Plcmts)</p>
CPAC28	<p>LEAVING CARE</p> <p>The Committee received a presentation providing an overview of the Leaving Care and Asylum service from the Head of Service, covering areas including relevant legislation, entitlements of young people leaving care and the staffing structure of the service.</p> <p>The Committee were advised that the involvement of young people with the care leaver's service was on a voluntary basis and as such often challenging. In addition, the non-mandatory nature of engagement generally precluded the establishment of formal performance indicators. The Committee discussed the importance of introducing performance monitoring systems to allow the evaluation of service outcomes under</p>	

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	<p>the remit of the Committee in relation to monitoring the corporate parenting arrangements of the authority. Officers from the service present recognised the value in developing some form of performance monitoring for the Service and proposed useful measures including reporting Level 3 qualification results and the sustainability of tenancies of care leavers. It was noted that a more individualised approach would need to be adopted to develop effectual performance monitoring, for example assessing the progress of individuals against pathway plans etc. The value of benchmarking performance monitoring approaches with other authorities was recognised, as well as the potential for joint commissioning of research to allow pan-London comparison of outcomes for care leavers to be made. Officers agreed to raise these issues at the next Leaving Care Leader's Forum.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That the Committee receive a report to the September meeting setting out proposals for establishing a series of suitable performance monitoring indicators for the service as a pilot exercise, including any resource implications. <p>In response to a query regarding the status of placements for care leavers after the age of 18, confirmation was provided that young people could remain in foster care up the age of 18, with post 18 foster placement funding continued to the end of that academic year. The individual is then transferred to 'supported lodging' status.</p> <p>The Committee raised concerns regarding the quality of semi independent housing arrangements in the borough, an issue that had been raised at previous meetings. Members were advised that the council had contracts with 5 private accommodation providers, with provision primarily via shared houses. Quality of services provided is monitored under the terms of the contract using a number of methods including regular inspections. Recently, three of the providers had been determined as not meeting the required standard and had been required to improve within 3 months or contracts terminated. The Committee were advised of the presence of additional semi independent housing providers in the borough not commissioned by the council and thereby not subject to monitoring by the service but the responsibility of the placing authority.</p> <p>The Committee discussed the difficulties in transition of young people from the remit of children to adult social services, including the applications of differing thresholds. Officers also confirmed the need to improve communication with other council services including Strategic Housing, other areas of the Children's Service etc.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That Leaving Care and Asylum Service officers forward to the Head of Service areas where communication between services needs to be improved in relation to achieving outcomes for care leavers, to allow the Chair and Head of Service to action and progress as necessary. 	<p>Head Service (Leaving care)</p> <p>Head Service (Leaving care)</p> <p>Head Service (Leaving care)/Chair</p>
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<p>CPAC29</p>	<p>REGULATION 33 VISITS AND CHILDREN'S HOMES</p> <p>The Committee were provided with feedback from Cllr Hare on the Regulation 33 visits undertaken on a regular basis by a small group of Members to the children's homes in the borough. The value of visits being undertaken by Members in conjunction with an independent assessor was recognised and that issues identified were being taken forward by management. The Members had met recently with the Director and Deputy Director of Children's Service and Head of Service, Resources and Placements (Children in Care) to discuss and progress issues identified during the course of the visits.</p> <p>Issues of concern raised following visits to the homes included the cleanliness of some kitchen areas, the condition of furnishings in bedrooms and addressing the sometimes institutional feel of the homes e.g. communal rooms not always being unlocked. It had also been considered that improvements could be made to young people's meetings and improving interaction between staff and CiC including how issues raised by young people are addressed.</p> <p>The Committee were advised that Haringey Park and Muswell House had recently been inspected by OFSTED and had been rated adequate and inadequate respectively. An action plan had subsequently been developed to address issues identified particularly in relation to improving policies, procedures and risk assessments. In addition, work was underway with the Tavistock-Haringey Service in relation to potential restructuring of the homes in the future.</p> <p>Confirmation was provided that all staff working in children's homes had access to the Framework-I computer system.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That the OFSTED inspection reports from Haringey Park and Muswell House and the action plan produced to address recommendations be considered at the September meeting of the Committee. • That the Committee receives independent visitor inspection reports undertaken at council children's homes as a standing agenda item to allow progress against recommendations to be monitored. 	<p>Head Service (Res & Plcmts)</p> <p>Head Service (Res & Plcmts)</p>
<p>CPAC30</p>	<p>CHILDREN AND FAMILIES MONITORING DATA MAY 2009</p> <p>The Committee received a report setting out the range of performance monitoring undertaken by the Children and Young People's Service in order to determine which should be reported to the Committee on a regular basis.</p> <p>The Committee requested that in future all performance data reference numbers of children in addition to percentages.</p>	<p>Officers to note</p>

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	<p>AGREED:</p> <ul style="list-style-type: none"> • That the following performance monitoring data be reported to the Committee on a frequent basis: <ul style="list-style-type: none"> ○ Total number of CiC and comparison data from statistic neighbours to allow trends to be monitored. ○ Number of children subject to care proceedings. ○ Social worker allocation and turnover for individual children over a year from the point that the child transfers to the CiC Service. ○ Visits to CiC. ○ Reviews in timescale (NI 66). In addition, the Committee requested to undertake random quality sampling of reviews following appropriate training, against a model review checklist. The Committee recognised that work would need to be undertaken by the Service to develop the checklist, ascertain sampling methods and anonymise files as appropriate. ○ Adoptions and special guardianship orders. ○ Monitoring of placement stability (NI 62 & 63) including comparison data from statistical neighbours to allow trends to be monitored. In addition, the Committee requested that the reason for placement changes be clearly identified, for example, whether a consequence of the child moving through the system, or where placements have broken down etc. ○ Monitoring of Personal Education Plan (PEP) including numbers in place and also completed within timescale plus reasons for non-compliance. ○ Annual CiC education results, particularly at post 16 level. ○ Attendance reports on a 6 monthly basis providing details of CiC with 25+ days absence from school including reasons for absence. ○ Care leavers in suitable accommodation (NI 147) ○ Monitoring of turnover of foster carers including level of deregistration and reporting of reasons that individuals stop becoming carers. Officers to determine best reporting format. ○ CiC health monitoring including pregnancy levels and maintenance of up to date medical and dental check ups. 	DDCS
CPAC31	<p>INVOLVING CHILDREN IN CARE - FEEDBACK FROM SOUTH AFRICA TRIP</p> <p>Cllr Allison provided feedback to the Committee following meeting with the group of looked after children that took part in the recent Tottenham Hotspur Foundation trips to South Africa.</p> <p>The young people were very enthusiastic about the trip and felt that the opportunity had changed their lives by allowing them to experience new cultures, to bond as a group and enhance skills including cooking, teaching and presenting.</p> <p>The Committee suggested that opportunities be explored with the agreement of the young people for the group to give presentations on their South Africa experience, for example to the CiC team or a CiC</p>	Looked After Children Team

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	<p>Conference etc.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That two members of the Committee attend on a half termly basis the homework club as part of the remit of interacting with CiC and obtaining their views, which would then be fed back to the Committee. Cllrs Allison and Reith to undertake the first visit. • That, following a request from the group of young people, the feasibility of providing laptops to CiC continuing in post 16 education be investigated and reported back to the Committee. 	<p>Mgr</p> <p>All to note</p> <p>Head Service (Res & Plcmts)</p>
CPAC32	<p>CHILD SAFEGUARDING</p> <p>There were no safeguarding issues pertinent to the remit of the Committee at the current time.</p>	
CPAC33	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>None.</p>	
CPAC34	<p>ANY OTHER BUSINESS</p> <p>Members considered the draft work plan for the Committee.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That the agenda for the September meeting include: <ul style="list-style-type: none"> ○ Foster carer campaign (information report) ○ Report on the independent visitors scheme ○ Lettings strategy consultation report. ○ Options for introducing performance monitoring reporting in the Leaving Care and Asylum Service. <p>Consideration was given to the status of the Committee in light of discussions held by the Children's Safeguarding Policy and Practice Panel conferring agreement for meetings of the Panel to be held in public and relevant documentation published. The Committee considered that parity should be maintained between the two bodies as both had been established as advisory bodies to Cabinet.</p> <p>AGREED:</p> <ul style="list-style-type: none"> • That the Cabinet on 21 July 2009 be recommended to establish the Corporate Parenting Committee as a Cabinet Advisory Committee with future meetings and documentation open to the public, subject to the access to information procedure rules. 	<p>Relevant officers to note</p>

Cllr Lorna Reith

Chair

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Haringey Council

Review of Allocations Policy

in Haringey

Presented by: Zulfiqar Mulak
Head of Housing Needs & Lettings

Strategic context

- Overall Supply Declining
- Changing priorities at Government level
- Allocations of social housing seen as key tool in regeneration and worklessness agenda
- Increased level of political Interest in the way housing is distributed in the borough
- Will be part of revised Homeless and Housing Strategy
- Part of Supply and Demand models being built

Some facts & figures -

Haringey

- Waiting list of around 19,000
- Council housing stock of approx 20,602 (16,135, 4,467 leaseholders)
- Total lettings in 2008/09 was 900
- Almost 80% of these lettings were homeless
- 6,346 households recorded as overcrowded by bedroom standard, of this number 405 are RSL tenants
- 1,309 severely overcrowded (all bedroom categories)



Current system

- Based on points - 48 different types of points
- Re-Housing based on how many points client has, as a result clients constantly chasing more points
- Complex and difficult to administer
- System heavily loaded with pressure to gain more points
- Generates huge amount of appeals and queries
- Limits re-housing prospects unless there are high levels of points

Proposed system

- Move to 4 band structure
- Band A will be for extremely urgent cases
- New band B will have the bulk of clients in this who are likely to be assisted
- New band C and D are cases with limited priority but with the ability to move to band B with additional priority

Lettings plan

- Delivery tool for allocations policy
- Transparency on where lettings targeted
- Diminishing supply
- Annual document
- Based on priorities
- Competing demands

Stakeholder roles

- Work with Lettings Team to promote new scheme
- Educate potential service users on system
- Work with allocations team to iron out any issues that may arise in early phase
- Contribute to regular forums issues that are affecting operations

Care leavers

- New Policy will look to identify specific quota for care leavers
- Based on volumes and supply
- Work closely with leaving care team
- Encourage choice
- Link to post settlement support
- Work with support agencies

Foster Carers/Adopters

- Needs of foster carers and adopters will be looked at in context of competing strategic priorities
- Specific cases will be looked at via the Social Welfare Panel (to be set up)
- Will need support from agencies working with them
- Larger properties in short supply
- Alternative options

Timescales

- Consultation from September to November 2009
- Cabinet approval December 2009
- Stakeholder awareness sessions from December 2009 to March 2010
- Revised IT on systems February/ March
- Full Implementation end of March/ beginning of April 2010

Issues

- Policy will not meet everybody's aspirations given diminishing overall supply
- Competing demands
- Large scale regeneration
- Government intervention
- Local need, the need to explore alternatives

Questions?



Haringey Council

Briefing for:	Corporate Parenting Advisory Committee
Title:	Performance Monitoring: Children and Families – July 2009 Data
Lead Officer:	Eleanor Brazil
Date:	7 September 2009

1. To provide a monthly update of performance monitoring activity in relation to Children in Care (CiC) within the Children and Families Service. Please note that up to date comparative data has not yet been published for 2008/2009 – this report refers to 2007/08 statistical neighbour data and will be amended as data becomes available.

2. Background information

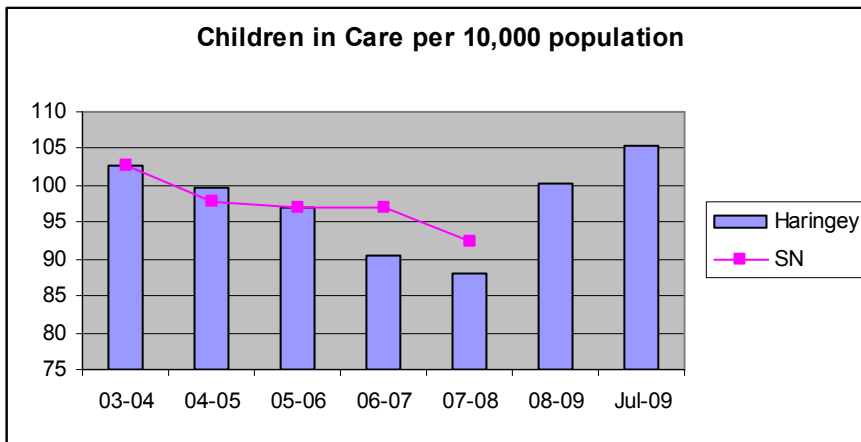
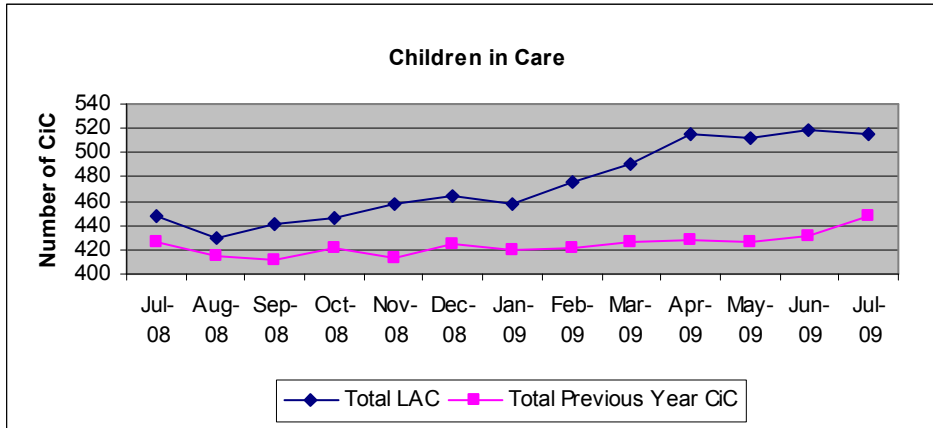
2.1. The total number of CiC at the end of July 2009 was 516 compared to 519 children in June (105.4 per 10,000 population compared with 92.4 per 10,000 for our statistical neighbours in 2007/08). Of the 516, 54 children are unaccompanied minors.

2.1.1. 17 children became looked after in July and 18 children ceased to be looked after. Care proceedings were initiated on 11 children in July.

2.1.2. Since early 2008 we have seen increasing numbers of children in our care population. The increasing numbers entering care each month have not been offset by any acceleration in numbers of children ceasing to be in care – either by returning home, by adoption or special guardianship or by leaving care at age 18. The first chart below compares the number of children in care over the last year with the previous year and the second chart compares the yearly position with our statistical neighbour averages over the same period.



Haringey Council



2.2. Allocations. All CiC had an allocated Social Worker in July. At present reports are not able to monitor social worker turnover for individual children, Members to consider whether a small manual sample be undertaken each month to provide an indication of turnover within the children in care team.

2.3. Visits to CiC. 93.6% of CiC had an up to date visit at the end of July. 33 children did not have an up to date visit.

2.4. NI 66 Reviews in timescale. The percentage of CiC for whom there was a review held in timescale was 98% at the end of July. Out of 495 children who had been looked after continuously for the previous 4 weeks, 486 had been reviewed within the required timescales. The number of reviews held out of timescale was 9.

2.5. Adoptions and special guardianship of CiC. 9 children have been made subject to a special guardianship order in the year to date. 3 of these were special guardianship orders and 6 adoption orders.

2.6. NI63 - This indicator is based on children under 16 who have been looked after for at least 2.5 years and have been in the same placement for at



Haringey Council

least two years or are placed for adoption. The position at the end of July is 61%. Of 145 children who had been looked after for at least 2.5 years, 89 were in the same placement for at least 2 years.

2.7. NI62 - This is an indicator of the number of children who have had 3 or more placements during the year. In the last 12 months, 13.6% of children have had 3 or more placements (70 out of 516). Our target for this indicator is 11%. Since April 09, 14 children have had 3 or more placements and 68 children have had 2 placements.

2.8. Personal Educational Plans (PEP). 82.5% of CiC have a PEP in place at the end of July. Out of 400 children who require a PEP, 330 have one. 59% of these are up to date (195 out of 330). Work to review PEPs will commence from the beginning of the new school year in September.

2.9. Health Assessments. Children in Care are expected to have a health assessment undertaken once a year. Although this indicator is only collected annually and based on the period April 09 to March 10, to assist us in monitoring progress in this area we have developed an indicator which looks at the percentage of children who have been in care for over a month who have had a health assessment within the previous 12 months. The position at the end of July is 60% (306 out of 511).

2.10. Dental Checks. Children in Care are expected to have a dental check at least once a year. As above, we have developed an indicator which looks at the percentage of children who have been in care for over a month who have had a dental check within the previous 12 months. The position at the end of July is 50% (256 out of 511).

2.11. Outcome indicators for children in care – please see appendix 1 for details of annual outcome indicators for children in care (children who were in care for 12 months or more to 30 September 2008). These include data relating education, health, offending etc. Appendix 2 is a breakdown of Haringey data for 2007 and 2008.

2.12. NI 147 Care Leavers in suitable accommodation. This indicator looks at care leavers who were in suitable accommodation on or around their 19th birthday. The percentage of care leavers in suitable accommodation at the end of July is 78.9% (15 out of 19 who turned 19 in the year to date).

2.13. NI 148 Care leavers in Education, Training or Employment. This indicator looks at care leavers who were in Education, Training or Employment on or around their 19th birthday. 63.2% of young people who have turned 19 in the year to date were in Education, Training or Employment on or around their 19th birthday (12 out of 19 who turned 19 in the year to date). These figures are based on low numbers who have left care so far and will vary considerably from month to month.



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2.14. Audits of Quality. A new audit framework has been developed and will be implemented throughout September with a view that the first results of audits undertaken in October being available in November. Audits relating to children in care will be fed back to members through the CPAC meeting on 7 December.

3. Options for consideration

4. Financial Implications - none

5. Legal Implications - none

6. Policy Implications - none

7. List the proposed routing for the report through the formal decision making process

8. Appendices – Appendix 1 – Report on outcomes for children in care 2008. Appendix 2 – Haringey breakdown of outcomes for children in care data for 2007 and 2008

APPENDIX 1:

Outcome indicators for children in care for 12 months or more at 30 September 2008

Introduction

The OC2 statistical collection

In September 1999 the Government established 11 objectives for children's social services in England. One of these is 'to ensure that children looked after gain the maximum life chance benefits from educational opportunities, health care and social care'.

In order to collect the data needed to monitor progress towards this objective three new statistical collections were introduced. One of these (OC2) covers a range of outcome indicators for children looked after in England. The DCSF publication presents the results of this collection for the twelve months ending 30 September 2008. The figures presented include the National Indicator Set indicators 99 and 100.

This is the eighth time that children's social care departments have been asked to supply this information. Information about substance misuse of children looked after was collected for the first time for a twelve month period ending 30 September 2006.

Rounding and suppression of data to preserve confidentiality

The DCSF have applied rounding and suppression conventions to all data in their publication, in order to conceal very small numbers. This is to prevent the possibility of individual children being identified in the statistical tables. The conventions used are now applied to all personal social services statistics publications, and closely follow the established guidelines to protect the identity of all children looked after. A result of applying this procedure is that some columns of data at individual Local Authority level, which largely consist of very small numbers, contain many dashes (-) to replace actual numbers in the range 1-5.

Coverage of OC2

The OC2 collection covers all children and young people in England who had been looked after continuously for at least twelve months at 30 September. These figures exclude children looked after under an agreed series of short term placements (sometimes called 'Family Link Placements', 'Short Breaks' or 'respite care') during that period. These figures include asylum seeking children.

Where a child has 'slipped' a year or more (e.g. is taking key stage tests or GCSEs later than expected from their date of birth) their results are not included.

Duration in Care

The 2008 OC2 collection shows that 43,700 children in England had been continuously looked after for at least twelve months at 30 September 2008, a decrease of 1% from 30 September 2007 when 44,200 children had been

continuously looked after for at least twelve months. This represented approximately 73% of all children who were looked after on 30 September 2008.

The figure of 43,700 from the OC2 returns closely approximates an estimate for children at 31 March 2008 who had been looked after for twelve months or more which can be derived from the SSDA 903 return.

Comparability of educational results (Tables 1,2,3,4,5)

The national figures for educational information including SEN and exclusions in Table 1 and educational attainment in Tables 2, 3, 4, and 5 are collated according to the Local Authority (LA) to which each school belongs. Many children looked after in foster or residential placements are placed out-of-council and this is particularly the case in the Greater London area, where typically more than 60% of all foster placements are placed out-of-council and may well attend a school belonging to a different LA to the council which is looking after them. Caution must therefore be used when comparing educational data collected on OC2, with that for all children.

Figures for children looked after at local authority level include maintained schools, including mainstream and maintained special schools, City Technology Colleges and Academies. Figures for "all children" at national level include all schools, including independent schools whereas local authority figures include maintained schools, including mainstream and special schools, CTCs and academies.

Comparability between educational attainment data for children looked after and all children at local level have to be viewed with these caveats in mind.

The national SEN figures are based on the January school census. All other figures are based on a school year running from 1 September to the following 31 August.

Comparability of education, employment and training status

The comparative figures in 6 were provided by the Connexions Service and are based on a survey of all year 11 pupils in maintained schools in England in the school year which ended in August 2008. They exclude data from a small number of independent schools.

Comparability of offending data (Table 7)

The figures for all children cited in Table 7 are for Police Force areas, which do not necessarily follow the same boundaries as individual authorities, and in many instances include the areas of a number of authorities. These figures must therefore be treated with caution. At present the 'all children' data collected on this basis are the only figures available to provide a comparison. Also note that different authorities collect data on offending behaviour of children in care in different ways

Summary data for Haringey

General Education

230 of all children looked after continuously for at least twelve months were of school age at 30 September 2008.

Compared to national figures for all children in England, children looked after are almost 10 times more likely to hold a statement of special educational needs. Just under 3% of all school children in England held a statement of SEN as at January 2008. It is estimated that during the 2007/08 school year 28% of children in care held statements of special educational needs. In Haringey 27% of Children in Care had a statement of SEN.

13% of Haringey's Children in Care missed at least 25 days school in the year compared to 16% in 2007. This is still higher than the England average and the averages of our comparator authorities.

Local Authority	Number looked after for at least 12 months (rounded to nearest 5)	Of these, number of school age	% Children with a statement of SEN	% with a permanent exclusion	% missed at least 25 days school
England			27.9	0.5	11.9
London			26	0	11
Haringey	300	230	27	0	13
Greenwich	380	275	23	0	16
Hackney	275	205	19	-	13
Hammersmith & Fulham	220	160	21	0	12
Islington	255	200	30	-	9
Lambeth	410	285	21	-	14
Lewisham	350	240	26	-	14
Southwark	395	290	32	-	8
Wandsworth	175	135	26	0	8
Croydon	680	460	13	-	8
Waltham Forest	225	155	35	0	11
Averages			24.6	0	11.3

Table 1: Numbers of children looked after for at least 12 months and general information about their education

Educational Attainment

On average 56% of those children looked after in England in the appropriate age group achieved level 2 at Key Stage 1 (79% Haringey), 50% level 4 at Key Stage 2 (65% Haringey) and 31% level 5 at Key Stage 3 (38% Haringey).

In addition there are two National Indicators (NIs) derived from the OC2 data. NI 99 relates to the proportion of looked after children reaching level 4 in English at Key Stage 2, NI 100 relates to the proportion of looked after children reaching level 4 in mathematics at Key Stage 2. Haringey's outturn for these indicators was 68% and 63% respectively.

Key Stage 1

Of Haringey's Children in Care in Year 2, 11 were eligible to sit KS1 teacher assessments. There was a significant improvement in the percentage attaining level 2 in the reading task from 54% in 2007 to 82% in 2008. There were also improvements in the writing and maths assessments. Our outturns at KS1 were similar to the average of all children in Haringey sitting KS1 assessments.

Local Authority	No. looked after in Year 2 old enough to sit KS1 teacher assessments	Percentage attaining level 2 or above in each task or test					
		reading task		Writing task		Maths task/test	
		Looked After	All Children	Looked After	All Children	Looked After	All Children
England		57	84	50	80	62	90
London		63	83	54	78	66	89
Haringey	10	82	81	73	75	82	87
Greenwich	15	69	78	77	75	92	87
Hackney	5	-	77	-	72	-	85
Hammersmith & Fulham	5	0	81	0	74	0	86
Islington	10	-	79	-	74	-	85
Lambeth	10	-	79	-	74	-	85
Lewisham	10	73	79	64	74	91	87
Southwark	10	55	79	-	74	-	85
Wandsworth	10	-	82	-	78	-	90
Croydon	-	-	84	-	80	-	89
Waltham Forest	15	86	80	57	75	86	87
Averages		56.6	79.8	49.5	75	67.25	86.6

Table 2: Eligibility and performance of children looked after in Key Stage 1 tasks and tests, compared with all children

Key Stage 2

In 2008 Haringey's Children in Care showed improvements in English, Maths and Science at Key Stage 2 and achieved better than the England, London and comparator authorities averages. See Appendix 1 for comparison with 2007 outturns.

Percentage attaining level 4 or above in each task or test							
Local Authority	No. looked after in Year 6 old enough to sit KS2 tasks/tests	English		Maths		Science	
		Looked After	All Children	Looked After	All Children	Looked After	All Children
England		46	81	44	79	60	88
London		49	81	44	79	59	87
Haringey	20	58	75	63	72	74	82
Greenwich	15	41	77	47	76	53	84
Hackney	20	30	75	40	72	45	80
Hammersmith & Fulham	10	58	82	58	78	58	89
Islington	20	60	78	45	76	65	85
Lambeth	20	39	80	-	74	50	86
Lewisham	25	50	79	50	77	50	87
Southwark	25	31	79	27	76	50	86
Wandsworth	15	53	83	-	79	59	87
Croydon	20	42	80	42	77	58	85
Waltham Forest	10	73	80	55	77	73	85
Averages		47.7	79.3	45.5	76.2	56.1	85.4

Table 3: Eligibility and performance of children looked after in Key Stage 2 tasks and tests, compared with all children

Key Stage 3

Children in Care to Haringey improved on their performance in English from 34% in 2007 to 41% in 2008. There was a slight improvement in Science but a drop in Maths from 40% in 2007 to 33% in 2008.

Percentage attaining level 5 or above in each task or test							
Local Authority	No. looked after in Year 9 old enough to sit KS3 tasks/tests	English		Maths		Science	
		Looked After	All Children	Looked After	All Children	Looked After	All Children
England		30		33		30	
London		34		33		27	
Haringey	25	41		33		41	
Greenwich	40	34		32		26	
Hackney	30	54		54		25	
Hammersmith & Fulham	20	30		-		-	
Islington	25	39		-		30	
Lambeth	30	25		-		-	
Lewisham	35	23		31		26	
Southwark	35	24		22		19	
Wandsworth	15	53		60		40	
Croydon	50	17		27		17	
Waltham Forest	20	37		37		-	
Averages		33.6		37.6		26.1	

Table 4: Eligibility and performance of children looked after in Key Stage 3 tasks and tests, compared with all children

GCSE (Key Stage 4)

In school year 11, 63% of Haringey's Children in Care attained at least one GCSE or GNVQ compared with 96% of all school children in Haringey who achieved any qualification. These figures are an improvement on 2007 when the corresponding figure for children looked after was 60%. 32.5% of children looked after by Haringey did not sit an examination of this type in 2008 compared with 40% in 2007.

23% of children in care obtained at least 5 GCSE's or GNVQs at grades A*- C compared with 60% of all children who gained 5 or more A*-C at GCSE or equivalent in Haringey. This compares to 27.5% of looked after children in 2007. In addition NI 101 relates to the proportion of children who gained 5 or more GCSEs including English and Maths. Haringey's outturn for 2008 was 17.5%.

Local Authority	Number of looked after children in year 11 old enough to sit GCSE or GNVQ exams	% who sat one of these exams	Percentage attaining at least					
			1 GCSE at grade A*-G or a GNVQ		5 GCSEs at grade A*-G or a GNVQ		5 GCSEs at grade A*-C or a GNVQ	
			Looked After	All Children	Looked After	All Children	Looked After	All Children
England		68.8	65.6	98.6	43.4	91.6	13.9	65.3
London		65	63	98.4	41	93.1	16	65
Haringey	40	68	63	96	48	89.2	23	59.7
Greenwich	50	75	73	98.7	50	92.7	21	57.7
Hackney	30	74	74	98.3	45	90.3	-	58.1
Hammersmith & Fulham	20	60	60	98.4	40	92.5	-	73.4
Islington	40	70	63	97.1	33	90.1	20	56.4
Lambeth	55	57	50	98.9	36	91.3	17	62.3
Lewisham	40	63	60	98.4	38	91.4	-	59.8
Southwark	65	71	68	97.5	46	87.7	19	56.2
Wandsworth	20	89	84	97.4	63	90.7	-	66.2
Croydon	165	52	52	98.5	30	92.6	16	64.6
Waltham Forest	20	45	45	97.9	30	94	-	59.5
Averages		65.6	62.9	98.1	41.1	91.3	18.6	61.4

Table 5: GCSE performance of children looked after in year 11 compared with all children

Post 16

At the end of school year 11, 95% of children looked after for at least 12 months remained in full-time education or full/part-time training or employment and 5% were unemployed the September after leaving school. In 2007, 87.5% remained in full-time/part-time education or training and 12.5% of children looked after were unemployed.

Local Authority	Total number of children looked after in Year 11 2007-08 school year	Position of children @ 30 September 2008, shown as percentage of total		
		In full-time education	In full/part-time training or employment	Unemployment
England		69	15	16
London		78	10	14
Haringey	40	75	20	-
Greenwich	50	75	-	17
Hackney	30	81	0	19
Hammersmith & Fulham	20	100	0	0
Islington	40	78	0	23
Lambeth	55	74	13	13
Lewisham	40	58	20	23
Southwark	65	68	14	18
Wandsworth	20	90	-	0
Croydon	165	88	7	5
Waltham Forest	20	65	-	30
Averages		77.7	7.7	14.8

Table 6: Education and employment status at 30 September of children looked after in Year 11 in 2007-08

Offending

16% of children looked after by Haringey aged 10 or over, were cautioned or convicted for an offence during the year, compared to the England average of 9%. The PAF indicator is the proportion of children in care who received a caution or conviction during the year against all children aged 10 and over in the police force area who received a caution or conviction. Our outturn for this indicator was 4.1. Please note that different authorities collect data on offending behaviour of children in care in different ways. Haringey uses the Police National Computer (PNC) to check details of all children aged 10-17 regardless of where they are placed. Other LAs only count young people who have attended local courts.

Local Authority	Children Looked After			All children Aged 10-17 in police force area	PAF Indicator C18
	Number aged 10 years or older during the year	Number cautioned or convicted during the year	Percentage cautioned or convicted during the year	Percentage cautioned or convicted during the year	
England		2600	8.8	4.3	2.1
London		335	6	4	1.5
Haringey	225	35	16	4	4.1
Greenwich	275	10	3	4	0.8
Hackney	195	15	7	4	1.7
Hammersmith & Fulham	160	20	13	4	3.2
Islington	195	-	-	4	-
Lambeth	280	5	2	4	0.6
Lewisham	245	20	9	4	2.2
Southwark	305	15	5	4	1.2
Wandsworth	130	5	5	4	1.4
Croydon	615	15	2	4	0.6
Waltham Forest	150	10	6	4	1.5
Averages			5.8		1.5

Table 7: Offending by children looked after compared to all children in MPF area aged 10-17

Health Assessments

84 % of children looked after had immunisations that were up to date, 93% had a dental check, and 93% had an annual health assessment. In 2007 these figures were 83%, 93% and 96% respectively.

The PAFC19 figure for Haringey was 93% compared to 87% for England. This is an average of the children who had been seen by a dentist and those who had a health assessment during the year.

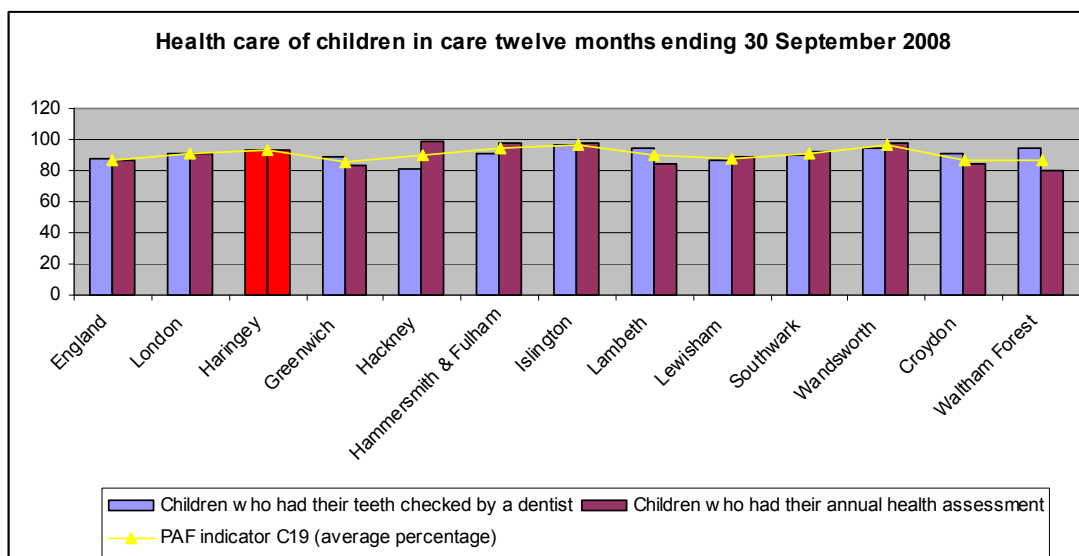
Local Authority	% whose developmental assessments were up to date
England	87.5
London	94
Haringey	97
Greenwich	90
Hackney	100
Hammersmith & Fulham	94
Islington	100
Lambeth	100
Lewisham	77
Southwark	96
Wandsworth	100
Croydon	90

Waltham Forest	92
Averages	93.9

Table 8: Developmental assessments of pre-school children looked after

Local Authority	Percentages			
	Children whose immunisations were up to date	Children who had their teeth checked by a dentist	Children who had their annual health assessment	PAF indicator C19 (average percentage)
England	82.3	87.3	86.5	86.9
London	82	91	91	91
Haringey	84	93	93	93
Greenwich	74	89	83	86
Hackney	93	81	99	90
Hammersmith & Fulham	74	91	98	95
Islington	89	97	98	97
Lambeth	66	95	85	90
Lewisham	77	87	89	88
Southwark	89	90	92	91
Wandsworth	91	95	98	97
Croydon	89	91	84	87
Waltham Forest	88	94	80	87
Averages	83.0	91.0	90.6	90.8

Table 9: Health care of children looked after



Graph: Haringey's position on health care of children in care

Substance Misuse

7.7% of looked after children were identified as having a substance misuse problem during the year (compared to 5% in England), of which 65% received an intervention for their problem during the year compared to the England average of 63%.

Local Authority	% identified as having a substance misuse problem during the year	and of these:	
		% who received an intervention for their substance misuse problem during the year	% who were offered an intervention but who refused it during the year
England	4.9	63	34
London	5.9	66.7	35.9
Haringey	7.7	65.2	34.8
Greenwich	8.6	87.9	-
Hackney	4.4	91.7	-
Hammersmith & Fulham	9.1	55	65
Islington	5.9	46.7	53.3
Lambeth	6.3	-	50
Lewisham	12.6	100	50
Southwark	2.3	-	-
Wandsworth	5.2	-	-
Croydon	4	55.6	44.4
Waltham Forest	5.3	-	50
Averages	6.4	72.8	52.1

Table 10: Substance misuse of children looked after

Data Source

- DCSF Outcome indicators for Looked After Children 2007/08
- OC2

Table 3

Indicator	2007 OC2	2008 OC2
Section 1: Total children		
Total Children Looked After for 12 months or more at 30th September	323	298
Section 2: General Education		
Eligible for full-time education	238	230
Of these:		
Number who were covered by a Statement of Special Educational Needs	0	62 (27%)
Received a permanent exclusion from school	0	0
Missed at least 25 days education for any reason	38 (16%)	30 (13%)
Section 3: Key Stage 1		
Number in year 2 at school who were eligible for the end of KS1 tasks and tests	11	11
Of these:		
The number who sat all these tasks and tests	9	11
Number who attained level 2 in the reading task or who achieved at least level 3 in the reading comprehension test	54.5%	9 (81.8%)
Number who attained at least level 2 in the following tests:		
Writing task	45.5%	8 (72.7%)
Mathematics task/test	72.7%	9 (81.8%)
Section 4: Key Stage 2		
Number in year 6 at school who were eligible for the end of KS2 tasks and tests	21	19
Of these:		
The number who sat all of these tests	18	16
Number who attained at least level 4 in the following:		
English	52.4%	11 (57.9%)
Mathematics	42.9%	12 (63.2%)
Science	52.4%	14 (73.7%)
Section 5: Key Stage 3		
Number in year 9 at school who were eligible for the end of KS3 tasks and tests	35	27
Of these:		
The number who sat all these tasks and tests	22	20
Number who attained at least level 5 in the following tests:		
English	34.28%	11 (40.7%)
Mathematics	40.0%	9 (33.3%)
Science	40.0%	11 (40.7%)

Indicator	2007 OC2	2008 OC2
Section 6: GCSEs and GNVQs		
Number in Year 11 who were eligible for GCSE (or equivalent) examinations	40	40
Of these:		
The number who sat at least 1 of these examinations	24 (60%)	27 (67.5%)
The number who obtained at least 1 GCSE (or equivalent) at grade A* to G	60.0%	25 (62.5%)
The number who obtained at least 5 GCSEs (or equivalent) at grade A* to G	50%	19 (47.5%)
The number who obtained at least 5 GCSEs (or equivalent) at grade A* to C	27.5%	9 (22.5%)
Section 7: Offending		
The number aged 10 or over at 30 September and looked after for at least 1 year	248	224
Of these:		
The number convicted or subject to final warning or reprimand during the year for an offence committed while being looked after	23 (9.3%)	36 (16.07%)
PAF C18	2.5	4.1
Section 8: Development		
Number age 5 years old or younger at 30 September and looked after for at least 1 year	39	31
Of these:		
The number whose developmental assessments were up to date	100%	30
Section 9:		
The number of all children whose immunisations were up to date at 30 September	268 (83%)	251 (84.2%)
Section 10:		
The number of children who had their teeth checked by a dentist during the year ending 30 September	299 (92.6%)	277 (92.9%)
Section 11:		
The number of children who had their annual health assessment during the year ending 30 September	310 (96%)	277 (92.9%)
PAF C19 (average of dental checks % health assessments)	94.27%	92.90%
Section 12:		
The number of children identified as having a substance misuse problem in year ending 30 September	32 (9.9%)	23 (7.7%)
Of these:		
The number who received an intervention for their substance misuse in the year	21 (62.5%)	15 (65%)
The number who were offered an intervention but refused in the year	11 (34.4%)	8 (35%)
Section 13: Position at 16 or over		
The number in Year 11 at school who were eligible for GCSE (or equivalent) examinations	40	40
Of these the number who at 30 September:		
Were in full-time education	33 (82.5%)	30 (75%)
Were in full-time training	2 (5%)	5 (12.5%)
Were in full-time employment with planned training	0	0
Were in full-time employment with no planned training	0	0
Were in part-time employment, education or training	0	3 (7.5%)
Were unemployed as a result of ill-health or a disability	0	0
Were unemployed for any other reason	5 (12.5%)	2 (5%)

Fostering Assessment Tracking

Year	2009.01	2009.02	2009.03	2009.04	2009.05	2009.06	2009.07	2009.08
Total								
546 Number of Enquiries	28	6	40	55	37	35	58	14
91 Registration of interest	2009.01 5	2009.02 1	2009.03 9	2009.04 12	2009.05 7	2009.06 14	2009.07 41	2009.08 2
68 Initial Visits Waiting	2009.01 1	2009.02 1	2009.03 6	2009.04 3	2009.05 8	2009.06 14	2009.07 25	2009.08 10
Initial Visits Assigned			2009.03 3	2009.04 3	2009.05 8	2009.06 9	2009.07 24	2009.08 10
Initial's NFA	2009.01 1	2009.02 1	2009.03 4	2009.04 14	2009.05 13	2009.06 18	2009.07 16	2009.08 4
Number of Initials Forwarded to Assessment group			2009.03 2	2009.04 9	2009.05 12	2009.06 8	2009.07 10	
25 Form F's Assigned	2009.01 4	2009.02 1	2009.03 6	2009.04 3	2009.05 1	2009.06 6	2009.07 3	2009.08 1
17 Monthly Approvals Carers Approved	2009.01 2	2009.02 2	2009.03 4		2009.05 2	2009.06 2	2009.07 4	2009.08 1

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Corporate Parenting Advisory Committee (CPAC)
On 7 /9/09

Report Title. Performance Indicators for Leaving Care and Asylum Service

Report of **The Director of the Children and Young People's Service**

Wards(s) affected: **All**

Report for: **Information and approval**

1. Purpose of the report

- 1.1. To inform the CPAC on proposed performance indicators for the Leaving care and asylum service as previously discussed. This report should be read in conjunction with the report entitled *Performance management data in children and families July 2009*

2. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1 This proposal links to:

-
- the priorities in the Children & Young People's Plan
- the JAR Action Plan
- the 'London Pledge for Children in Care'
- 'Care Matters: Time to deliver for children in care' Children and young persons Act (2008)
- Green Paper - Rights and responsibilities: developing our constitutional framework

3. Recommendations

- 3.1. That the Corporate parenting advisory committee approve the proposed performance indicators and that these are added to future performance reports
- 3.2. That the Committee note the intention to join the Leaving Care "benchmarking group" and request reports in future on the activities of this group

4. Reason for recommendation(s)

4.1. Corporate parenting is the collective responsibility of the whole Council. Councillors have a distinct role to play in ensuring that outcomes and life chances for children in care are maximised. .

4.2. Although there are a number of performance indicators and statutory requirements relating to Children in care there are limited requirements in relation to young people entitled to services under the Children (Care Leavers) Act 2000, the proposals outlined put in place local performance indicators for this group of young people

Report Authorised by: Eleanor Brazil
Interim Deputy Director
The Children and Young People's Service

Contact Officer: Roger Smith
Head of Service, Leaving Care and Asylum
Telephone: 020 8489 5813
Email: Roger.Smith@haringey.gov.uk

5. Summary

5.1. Children and Young Persons Act (2008) fulfils commitments made in the White Paper, *Care Matters: Time for Change*. The proposals in this paper provide measures of how well we are delivering services to young people receiving leaving care services

6. Chief Financial Officer Comments

6.1. [click here to type]

7. Head of Legal Services Comments

7.1. These proposals provide a way of measuring our performance in meeting the commitments made in the White Paper, *Care Matters: Time for Change* much of which subsequently became legislation as the Children and young persons Act (2008).

8. Equalities & Community Cohesion Comments

8.1. Ethnic minority groups are over-represented within the 'in care' population. At the end of April 2009, there were over 500 children in care, of whom a significant number are from Black and ethnic minority communities. Children and young people who are, or have been in care, also experience multiple disadvantage.

9. Local Government (Access to Information) Act 1985

9.1. Care Matters – Time for change

London Pledge for children and young people in care

Children in Care – Overview and Update March, 2009

Green Paper - Rights and responsibilities: developing our constitutional framework

UN Convention on the Rights of the Child

Beyond article 12

The local implementation of the

UN Convention on the Rights of the Child

in England - CRAE

14 Proposal

That systems are put in place to collect and report the following data in relation to Leaving Care services;

All information relates unless otherwise stated to young people aged between the ages of 18 and 21

1. Young people with an up to date Pathway plan presented as a number and a percentage (young people aged 16-21). This is a regulatory requirement.
2. Young people who maintain contact with the service four times per year (number and percentage). This is a regulatory requirement.
3. Young people achieving a level 3 qualification or above (this is “A” level or equivalent) as a number and percentage aged 18 and 19. This builds on the reporting requirement for GCSEs
4. Number of young people attending higher education (above level3) as a percentage of those open to the service aged 18-21 and also as a number (to allow for young people aged over 21 still receiving support)
5. Young people open to the service aged 18-21 who become parents. This builds on the requirement to report on pregnancies under the age of 18
6. Percentage In suitable accommodation and in Education training or employment (open to the service on a specific date there are formal performance indicators relating to the 19th birthday, NI147 and NI148, but this is a very small cohort and can be distorted due to the small numbers)
7. Number of young people receiving a subject who have children who become the subject of a child protection plan or subject to Care Proceedings. This is a very small number but among our most vulnerable young people.

In consultation with the benchmarking group these performance indicators may be modified or added to.

15 Summary and Recommendations

These performance indicators provide a means for the local authority to measure its performance and progress in providing support to young people who receive "Leaving Care" services

It is recommended that the committee endorse their use



Muswell House

Inspection report for Children's Home

Unique reference number	SC035277
Inspection date	23/06/2009
Inspector	Sandra Jacobs-Walls
Type of inspection	Key

Setting address	9-11 Coppetts Road, London, N10 1HR
Telephone number	020 8883 7157
Email	
Registered person	London Borough of Haringey
Registered manager	Margaret Ann Lucy Nelson-Cole
Responsible individual	
Date of last inspection	10/12/2008

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

This children's home is a short stay residential service registered for six young people aged 12 to 16 years. The home aims to work with young people who are in crisis situations for a period of up to three months. Staff support young people to return to their family or to a previous placement or to move to appropriate alternative accommodation. The home is owned and managed by the host local authority. There is 24 hour staff support, including two waking night staff. The home is a double fronted house close to local amenities. Young people have their own single bedrooms on the first floor. The ground floor has a lounge, dining room and kitchen. There is an office and a separate room used for meetings and for young people to receive visitors. At the rear of the house is a well maintained garden and a hard surface area suitable for ball games.

At the time of the inspection three young people were in placement at the home. Two inspectors conducted the inspection.

Summary

The overall quality rating is inadequate - enforcement action.

This is an overview of what the inspector found during the inspection.

The purpose of this unannounced key inspection was to gauge the home's success in addressing weaknesses highlighted at the previous inspection and assess the service against key National Minimum Standards. All six outcome areas were assessed.

The previous inspection highlighted weaknesses in the staff's documentation of information, the home's statement of purpose, relevant qualifications of the manager, staff supervision and the home's quality assurance measures. Most of these requirements have been repeated at this inspection.

In addition, weaknesses are identified in missing or incomplete files, inadequate written policies, inadequate disposal of young people's medication, inappropriate use of locks on the premises and poor ventilation in some areas of the home. The service does not appropriately log all complaints and issues of equality and diversity are not addressed well.

The inspection highlights that young people benefit from a well established and committed staff group who are supported by line managers. The home's is well maintained and the service has comprehensive health and safety measures in place. Staff keep undesired incidents to a minimum and there have been no child protection allegations. Incidents of bullying and accidents have not occurred in the home for a significant length of time. Young people indicate that they feel safe in the home and that generally staff treat them with respect.

Improvements since the last inspection

The previous inspection resulted in six requirements; all but one has been repeated at this inspection. The service has successfully resolved issues highlighted in the monthly monitoring visits, however actions relating to staff's documentation of information in a number of areas, the frequency of staff supervision and appraisals, the revision of the home's statement of purpose and the manager achieving a relevant management qualification still remain outstanding.

Helping children to be healthy

The provision is inadequate.

Staff of the home encourage young people to live healthy lives. Young people's files contain a dedicated health care section and staff encourage young people to register with key health care services and attend appointments. Staff are available to accompany young people to health care appointments if they so wish; young people confirm that this is the case.

The Looked After Children's (LAC) nurse visits the home regularly and meets with all newly admitted residents soon after placement start. The home provides young people with a range of literature pertaining to health care issues and these are freely available in the home's communal areas. The home has good links with the local children and adolescent mental health service and the Tavistock Centre to help address young people's mental health support needs. Most staff are first aid trained and managers ensure that on each shift at least one member of staff has completed first aid training. There have been no accidents in the home since the last inspection.

The previous inspection highlighted that young people's documented care plans did not address their health care needs. This is also noted at this inspection. One young person has a known medical condition that is documented on file, however there was no mention of this in the young person's care/placement plan. It is important for plans to outline all young people's key needs in order to ensure that services provided address identified needs adequately. This is therefore a repeat requirement.

The service employs a cook who is responsible for providing young people's meals during the mid week. Over the weekend young people have a takeaway and prepare a Sunday lunch with staff. Staff encourage young people to participate in making decisions about meal choices. Young people comment that meals provided by the home are satisfactory.

The service has a medication policy in place that offers staff written guidance about the management of young people's medication. Staff receive training in medication practices. All medicines are kept locked in the home's medication cabinet, which is located in the staff office. Staff maintain accurate records of young people's medication regimes and Medication Administration Records are complete. However, staff do not promptly dispose of unused medication. Two differing medications were

present in the home's medication cabinet that had been prescribed for young people who have since left the home.

Protecting children from harm or neglect and helping them stay safe

The provision is inadequate.

Staff make attempts to keep young people safe while in placement at the home. Young people's information is kept secure in individual files locked in the staff office; young people have limited access to this area of the home. Young people's information is shared with other professionals on a 'need to know' basis and staff know not to talk openly about young people's information with other residents. Young people have access to information written about them and files contain a confidential section which is restricted. Private and highly sensitive information about a young person is kept elsewhere and not on general case files. Notwithstanding this, the home's resident meeting book contains documentation that pertain to the personal information of some young people shared in residents' meetings where they were the only ones in attendance.

Young people's privacy is respected when washing. The home has a sufficient number of washing and bathing facilities in the home; all young people's bedrooms are fitted with wash basins.

The service provides young people with a range of information about the local authorities general complaints procedure. This does not provide young people with specific information about the process of making a complaint or expressing dissatisfaction with staff or about the service. The home's children's guide and leaflets on display does contain general information about making complaints. These also provide the contact details of key advocacy services.

The home's complaint log contains information about a complaint made by a resident since the last inspection. However the home's residents book and young people themselves indicate that other complaints have been made during this time. The home's complaints log is not reflective of all complaints made about the service and does not encourage young people to express dissatisfaction with the service. This is contrary to the requirements of the regulations.

There have been no allegations or incidents of a child protection nature since the last inspection. Staff receive child protection training facilitated by the borough's child protection team. Staff have access to written guidance on the safeguarding of young people in placement. Staff team meetings regularly address issues of child protection. The home does not maintain centralised records of significant incidents that occur in the home; these are kept on young people's individual files.

Young people comment that bullying is not an issue in the home and are aware of the service's 'zero tolerance' stance with regard to bullying. Young people receive information that explain the expectation of staff in relation to bullying and this is discussed at residents' meetings.

Young people are aware of the home's protocols if they are absent from the home without permission. Staff have access to relevant written policies on site that outline action to be taken if young people are deemed 'missing'. Staff maintain good records of instances where young people are absent and action taken is consistent with policy guidance.

With regard to behaviour management, staff have access to comprehensive written guidance. Staff encourage young people to display acceptable behaviour by making use of the home's reward system. Files contain good records of where young people have received rewards. Where young people's behaviour is not acceptable, staff attempt to address this through discussion and if necessary will impose sanctions. Staff are familiar with permissible and non permissible sanctions and these are displayed on the sanctions log book. Staff impose sanctions that are fair and relate to the presented behaviour. Staff's appropriate use of sanctions is monitored via monthly monitoring visits. No young person has been restrained by staff; the staff group have received training in physical intervention and demonstrate an understanding that these techniques are used only in extreme situations and as a last resort.

The premises generally provides young people with physical safety and security. Young people comment that they feel safe in the building. Staff have access to health and safety policies that address building risk assessment, the testing of fire equipment, alarm and emergency systems. Staff maintain good records of equipment checks and fire drills. Staff conduct evacuation procedures regularly and ensure all new residents have an opportunity to participate while in placement at the home. The night staff are responsible for checking the entire building on a daily basis. The home makes use of alarmed exit doors, fire doors and smoke alarms. However, fire extinguishers are not evident around the building; this is due to young people's past inappropriate use of the extinguishers. This is not safe fire prevention and the absence of readily accessible fire extinguishers puts both young people and staff at risk.

The local authority's human resources department is responsible for staff recruitment and personnel records are maintained off site. Standards relating to staff vetting is therefore not assessed on this occasion.

Helping children achieve well and enjoy what they do

The provision is satisfactory.

Staff demonstrate an effort to meet the individual needs of young people in placement and are able to give verbal illustration of how this is achieved. Key work sessions for example, indicate staff's attempts to address young people's individual needs. However, documented care and placement plans do not support this ethos. The placing authority's care plans are not consistently evident on file. Young people indicate limited understanding about their placement objectives.

Staff indicate the educational achievement of young people living at the home is a high priority and young people confirm that staff make keen efforts to encourage young people to view their education as being valuable. Staff admit that many of the young people show little interest in their education and indicate it is challenging to persuade them to view their education as being important.

Case files demonstrate the close working relationship between staff of the home and educational professionals to assist young people make educational progress. Staff attend Personal Educational Planning meetings, educational open evenings and are present for other key educational forums. Staff consistently speak with young people about the value and importance of education both on an individual level and in residents' meetings and LAC reviews. Files contain key documentation relating to young people's educational progress such as school reports, attendance and performance evaluations and exclusion notices. Staff support young people's learning by providing each young person with a desk to complete work and young people have access to the home's computer room for this purpose.

Helping children make a positive contribution

The provision is inadequate.

Young people's placement plans do not address their individual needs and the local authority care and placement plans are not always present on file or are incomplete. Two young people's documented placement/care plans are almost identical in content and do not adequately address young people's individual needs. This is despite the two young people in question having very differing needs. Care plans do not address issues of identity, diversity and equality. Individual care plans are similar in content as the care planning tool is generic in its format.

Staff complete risk assessments and these are evident on file. However, some of these are incomplete while others identify the risk, but do not offer staff strategies to minimise or eliminate the risk. There is some evidence on file of young people's needs and development being reviewed; this is primarily achieved via the statutory LAC reviewing process. Staff of the home also complete monthly summary reports that highlight placement progress and issues.

Young people confirm that they maintain contact with family members and friends while living at the home. Staff encourage young people's significant others to visit the home although this rarely occurs. Young people indicate they prefer to meet with friends away from the home. Staff encourage family members to attend key meetings held at the home and this does happen. The home has flexible visitation rules and staff discuss these with young people upon admission to the home. Young people also receive literature about this.

Staff encourage young people to make decisions about their lives and how the home is run. The home's residents' meeting is regularly convened and young people have the opportunity to share their views about the running of the home and the service in general. Young people do not consistently attend residents meetings and on some

occasions these meetings are held with only one participant. Records of these meetings indicate that a range of topics are presented for discussion, such as meal planning, the completion of chores, recreational activities etc. Young people indicate that they feel they have some input into the manner in which services at the home are provided, but do not feel that the home's residents' meetings are effective as staff largely facilitate and manage these meetings.

Achieving economic wellbeing

The provision is inadequate.

Staff keep most communal areas of the home locked during school hours. This is to deter young people from staying home when they should be engaged in educational activities, either at school or on site. Staff confirm that all communal areas of the home are kept locked during the day, including the lounge, dining area and especially the kitchen. The kitchen area especially is always kept locked, even when the cook is present. This is due to the inappropriate behaviour of former residents. There are no risk assessments in place to support the need for the continuation of this practice.

Young people complain that they do not have access to drinking water as there is no ready access to cups at the dining room water cooler. Again, staff comment that this is due to young people's challenging behaviour at times. This practice is not conducive with providing an environment that supports young people's development and independence. These restrictions impinge negatively on young people and restrict their movement and accessibility to the full range of facilities while in the home.

Young people generally feel that the home's environment is good and they enjoy their surroundings. The home is well maintained, decorated and furnished. It is suitably equipped and there is a good programme of maintenance repair. However, young people complain that ventilation in some bedrooms are poor and their requests for ventilation fans remain outstanding. Staff confirm this to be the case as the fans are currently on order. The poor ventilation in young people's bedrooms impinge on young people's comfort while in placement at the home.

Organisation

The organisation is inadequate.

The previous inspection highlighted that the home's statement of purpose required further revision. During this inspection it is noted that the document is not a fully accurate reflection of services offered by the home. For example, staff confirm that clinical consultancy is not offered to the service by the Tavistock Centre as stated. The document states that care plans, risk assessments and local authority assessment are completed, however this is found not to be the case. There is little evidence of the service meeting young people's 'diverse needs' and some staff supervision and appraisals are not completed at appropriate intervals. The statement

of purpose document does not include the relevant qualification and experience of staff working in the home.

The home's children's guide is yet to be issued by the service and remains in draft form. The document is lengthy, with sometimes vague information; this is particularly true of information outlining the home's complaints procedure. Staff comment that creative graphics are yet to be added to the document and that the home's accompanying 'welcome pack' is in need of further development.

The promotion of equality and diversity is poor. Staff and case files do not demonstrate that adequate attention is paid to the diverse needs of young people. Individual care and placement plans do not proactively identify or address issues of identity, equality or diversity which is a key component of young people's development.

Many of the staff group have completed or are in the process of completing NVQ3 training. Staff have access to training facilitated by the council, managers of the team and some external training. Support and informal supervision via line managers is good, but the frequency of formal supervision and appraisals for some staff members is irregular. This is particularly the case for waking night staff. This issue was highlighted as a weakness at the previous inspection and is important to ensure staff competencies are of an acceptable standard. The requirement is repeated.

The staff group are sufficient in number, qualifications and experience. However the service lacks robust monitoring systems and strong leadership to improve service provision. The borough has recently recruited an independent consultant to assist reviewing and improve the home's current functioning levels. The home's registered manager is yet to identify and complete a management course in accordance with the National Minimum Standards. This was highlighted at the previous inspection and is recommended as good practice to help develop strong leadership and enhance service improvement.

Young people's care is monitored in the home via monthly monitoring visits. Independent individuals conduct these visits consistently and subsequent reports are detailed. Staff anticipate that the borough's recent recruitment of an independent consultant will assist the service to explore service provision and development within a wider context of residential care.

What must be done to secure future improvement?

Statutory Requirements

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
12	ensure the health of young people is promoted and protected and adequate information about their health needs is available on care plans. Regulation 20 (1)	01/10/2009
13	ensure there are suitable arrangements in place for the disposal of unused medication (Regulation 21)	03/08/2009
9	ensure that there are suitable arrangements in place so that young people's private information is respected (Regulation 11)	03/08/2009
16	ensure that young people have comprehensive written information that outline the home's complaints procedure (Regulation 24)	01/10/2009
16	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 24)	03/08/2009
26	ensure that unnecessary (fire) risks to the health or safety of young people are identified and eliminated. (Regulation 23)	01/10/2009
7	ensure that the service promotes and make proper provision for the welfare of young people by devising placement plans that address their specific and individual needs. (Regulation 12)	01/10/2009
2	ensure that the welfare of young people is safeguarded and promoted through the comprehensive completion of risk assessments (Regulation 12)	01/10/2009
23	ensure that the conduct of the home promotes and makes proper provision for the welfare of young people, particularly in relation to their freedom of movement within the home. (Regulation 11)	03/08/2009
24	ensure that young people's bedrooms are adequately ventilated. (Regulation 31)	03/08/2009
1	keep under review and revise where appropriate the statement of purpose and the children's guide (Regulation 5)	01/10/2009
29	ensure staff receive regular supervision and appraisals which are reviewed regularly. Regulation 27(4)(a)	01/10/2009
33	establish and maintain a system for improving the quality of care provided in the home (Regulation 34)	01/10/2009

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- consider maintaining centralised records of undesired incidents that occur in the home (National Minimum Standard 17)
- consider the manager's enrolment onto a suitable management course (National Minimum Standard 34)

Notice of requirement to improve – reply form

For the attention of James Bridges, Inspection Support Team.

Action required	Action taken	Date completed
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ensure that young people have comprehensive written information that outline the home's complaints procedure (Regulation 24)

ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 24)

establish and maintain a system for improving the quality of care provided in the home (Regulation 34)*

ensure that the welfare of young people is safeguarded and promoted through the comprehensive completion of risk assessments (Regulation 12)



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ensure that the conduct of the home promotes and makes proper provision for the welfare of young people, particularly in relation to their freedom of movement within the home. (Regulation 11)

ensure that unnecessary (fire) risks to the health or safety of young people are identified and eliminated. (Regulation 23)

ensure that the service promotes and make proper provision for the welfare of young people by devising placement plans that address their specific and individual needs. (Regulation 12)*

keep under review and revise where appropriate the statement of purpose and the children's guide (Regulation 5)*

ensure staff receive regular supervision and appraisals which are reviewed regularly. Regulation 27(4)(a)*

ensure that there are suitable arrangements in place so that young people's private information is respected (Regulation 11)

ensure the health of young people is promoted and protected and adequate information about their health needs is available on care plans. Regulation 20 (1)*

ensure there are suitable arrangements in place for the disposal of unused medication (Regulation 21)

ensure that young people's bedrooms are adequately ventilated. (Regulation 31)

Signed:

Print name:

Job title:

Date:

Notice of requirement to improve

Ofsted has judged your Children's Home provision as not meeting a regulation. This notice contains details of actions you need to take to bring about the necessary improvement by the dates given. Those actions marked with a * are also subject to a Statutory Requirement Notice.

Action	Date
ensure that young people have comprehensive written information that outline the home's complaints procedure (Regulation 24)	01/10/2009
ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 24)	03/08/2009
establish and maintain a system for improving the quality of care provided in the home (Regulation 34)*	01/10/2009
ensure that the welfare of young people is safeguarded and promoted through the comprehensive completion of risk assessments (Regulation 12)	01/10/2009
ensure that the conduct of the home promotes and makes proper provision for the welfare of young people, particularly in relation to their freedom of movement within the home. (Regulation 11)	03/08/2009
ensure that unnecessary (fire) risks to the health or safety of young people are identified and eliminated. (Regulation 23)	01/10/2009
ensure that the service promotes and make proper provision for the welfare of young people by devising placement plans that address their specific and individual needs. (Regulation 12)*	01/10/2009
keep under review and revise where appropriate the statement of purpose and the children's guide (Regulation 5)*	01/10/2009
ensure staff receive regular supervision and appraisals which are reviewed regularly. Regulation 27(4)(a)*	01/10/2009
ensure that there are suitable arrangements in place so that young people's private information is respected (Regulation 11)	03/08/2009

ensure the health of young people is promoted and protected and adequate information about their health needs is available on care plans. Regulation 20 (1)*	01/10/2009
ensure there are suitable arrangements in place for the disposal of unused medication (Regulation 21)	03/08/2009
ensure that young people's bedrooms are adequately ventilated. (Regulation 31)	03/08/2009

You should have completed those actions with dates that have already passed.

An inspector may carry out an announced or unannounced visit to check that the necessary improvements have been made. If you have not carried out the required action or what you have done has had little impact, we may take further enforcement measures.

You must carry out these actions by the date(s) given otherwise Ofsted may take further action.

You will need to let us know when you have carried out all of the actions, by completing the attached reply form and returning it to Ofsted at the above address. If we have not heard from you by the date given, we will contact you again.

South
Freshford House
Redcliffe Way
Bristol
BS1 6NL

Telephone: 08456 404040
Fax: 08456 40 40 49
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



22 July 2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
London Borough Of Haringey:
Department Of Social Services
9-11 Coppetts Road
London
N10 1HR

Our Reference SC035277\C111440

Dear Mrs Nelson-Cole

Statutory requirement notice

You are currently registered by Ofsted to manage a children's home. This notice is in relation to your provision registered at:

9-11 Coppetts Road
London
N10 1HR

In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2000 and the Children's Homes Regulations 2001 made under that Act.

You are in breach of regulation 20 of the Children's Homes Regulations 2001 which states:

Health needs of children

20. - (1) The registered person shall promote and protect the health of the children accommodated in a children's home.

Ofsted is of the opinion that you have failed to comply with the requirements of the law for the following reasons:

An inspection was undertaken on 9 July 2008 and during this inspection, the Ofsted inspector noted that there was limited information available on the placement plan regarding children's health. The specific health section was not completed on either file with regard to dietary and health needs, immunisation records, and the details of the doctor. Particular health needs



which may impact on future outcomes for children and young people were not clearly recorded.

As a result of this inspection, the following action was set with a completion date of 29 August 2008:

ensure that each child has a health plan on file. Health records for each child must be complete and signed at the beginning of each placement.

During an inspection on 10 December 2008, the inspector noted that placement information records and the home's care plans were in place; however information regarding health was limited. For example one file did not include the name and address of the doctor. Other files identified needs related to diet and allergies. However, information was not available to say how these needs were being addressed or how the problems identified were being monitored.

As a result of this visit, the following action was set with a completion date of 16 January 2009:

ensure the health of children and young people is promoted and protected and adequate information about their health needs is available on care plans.

At the most recent inspection on 23 June 2009, the inspector noted that the previous inspection had highlighted that young people's documented care plans did not address their health care needs. This was also noted at this inspection as one young person has a known medical condition that was documented on file. There was no mention of this in the young person's care plan. The inspector noted that it was important for care plans to outline all young people's key needs in order to ensure that services provided address identified needs adequately.

Ofsted requires you to take the following action in order to comply with the legislation.

The following actions are to be completed by the date shown	Date
Ensure the health of young people is promoted and protected and adequate information about their health care needs is available on care plans. Regulation 20 (1).	01/10/2009

If you do not take the action required by the date shown you will be guilty of an offence and we may prosecute you.

You have the right to make a written representation to Ofsted about any matter you wish to dispute. You must do this by 31 August 2009. Please contact the CIE Helpline on 08456 40 40 40 for further details.

We will monitor your compliance with this notice.

If you have any questions please call the telephone number at the top of this notice.

Yours sincerely

A handwritten signature in black ink that reads "R Shippam". The signature is written in a cursive style with a long horizontal stroke at the end.

Roger Shippam
Director, Children

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Freshford House
Redcliffe Way
Bristol
BS1 6NL

Telephone: 08456 404040
Fax: 08456 40 40 49
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



22/07/2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
London Borough Of Haringey:
Department Of Social Services
9-11 Coppetts Road
London
N10 1HR

Our Reference SC035277

Dear Mrs Nelson-Cole

Inspection report

An Ofsted inspector inspected your Children's Home provision on 23/06/2009.

Please find enclosed:

- a copy of your inspection report
- 6 copies of the children's summary
- Statutory requirements notices
- a notice of requirement to improve your Children's Home provision

The inspection report

The inspection report sets out Ofsted's judgements about the quality of the provision you offer. Please make the report available to children and young people and relevant stakeholders. We normally publish your report on the internet in 15 working days.

If you have any queries about your report or inspection judgements, please contact our helpline on 08456 404040 within 15 working days of receiving your report.

Children's Summary

The children's summary informs children and young people about the inspection outcomes. Copies of the children's summary have been sent separately to the Registered Individual.

Recommendations

The report contains some recommendations to improve your provision further. We will check whether you have acted on these recommendations when you are next inspected.

Statutory requirements

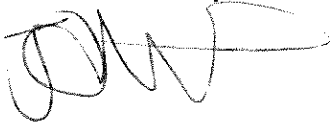
Please read the requirements carefully as you must complete these in order to meet the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards.

You may find it useful to keep this notice handy, as you may need to refer to it in the future.

Notice of requirement to improve

We enclose a notice of requirement to improve. Please read this carefully as it sets out what you must do to improve your Children's Home provision. We will check whether you have taken suitable action at our next visit.

Yours sincerely

A handwritten signature in black ink, appearing to be "J. Bridges", written over a horizontal line.

James Bridges

Compliance Investigation and Enforcement Team

South
Freshford House
Redcliffe Way
Bristol
BS1 6NL

Telephone: 08456 404040
Fax: 08456 40 40 49
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



22/07/2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
London Borough Of Haringey:
Department Of Social Services
9-11 Coppetts Road
London
N10 1HR

Our Reference SC035277\C111440

Dear Mrs Nelson-Cole

Statutory requirement notice

You are currently registered by Ofsted to manage a children's home. This notice is in relation to your provision registered at:

9-11 Coppetts Road
London
N10 1HR

In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2000 and the Children's Homes Regulations 2001 made under that Act.

You are in breach of regulation 34 of the Children's Homes Regulations 2001 which states:

Review of quality of care

34. - (1) The registered person shall establish and maintain a system for-
- (a) monitoring the matters set out in Schedule 6 at appropriate intervals; and
 - (b) improving the quality of care provided in the children's home.
- (2) The registered person shall supply to the Commission a report in respect of any review conducted by him for the purposes of paragraph (1), and make a copy of the report available on

request to children accommodated in the home, their parents and placing authorities.

- (3) The system referred to in paragraph (1) shall provide for consultation with children accommodated in the home, their parents and placing authorities.

SCHEDULE 6

Regulation 34(1)

MATTERS TO BE MONITORED BY THE REGISTERED PERSON

1. In respect of each child accommodated in the children's home, compliance with the placing authority's plan for the care of the child (where applicable) and the placement plan.
2. The deposit and issue of money and other valuables handed in for safekeeping.
3. Daily menus.
4. All accidents and injuries sustained in the home or by children accommodated there.
5. Any illnesses of children accommodated in the home.
6. Complaints in relation to children accommodated in the home and their outcomes.
7. Any allegations or suspicions of abuse in respect of children accommodated in the home and the outcome of any investigation.
8. Staff recruitment records and conduct of required checks for new workers in the home.
9. Visitors to the home and to children in the home.
10. Notifications of the events listed in Schedule 5.

11. Any unauthorised absence from the home of a child accommodated there.
12. The use of measures of control, restraint and discipline in respect of children accommodated in the home.
13. Risk assessments for health and safety purposes and subsequent action taken.
14. Medicines, medical treatment and first aid administered to any child accommodated in the home.
15. In the case of a qualifying school, the standards of educational provision.
16. Duty rosters of persons working at the home, and the rosters actually worked.
17. The home's daily log of events.
18. Fire drills and tests of alarms and of fire equipment.
19. Records of appraisals of employees.
20. Minutes of staff meetings.

Ofsted is of the opinion that you have failed to comply with the requirements of the law for the following reasons:

During an inspection on 9 July 2008, the inspector noted that there was no evidence to suggest children's files were audited regularly and several files needed to be reviewed as a matter of urgency as some of the important information such as medical information, review minutes and dates were not available. It was also noted that the matters identified in Schedule 6 had not been monitored since the last inspection. As a result of this inspection, the following action was set with a completion date of 14 August 2008:

establish and maintain a system to monitor at appropriate intervals the matters set out in Schedule 6 and to ensure appropriate care is provided in the children's home. (Regulation 34)

A further inspection took place on 10 December 2008, and the inspector noted that the home did not have a system in place for auditing the home's records and children's files and there were some gaps in the information available. This would therefore impact on the registered persons ability to monitor the matters set out in schedule 6 to the regulations and therefore improve the quality of care within the home. As a result of this inspection, the following action was set with a completion date of 16 January 2009:

establish and maintain a system to monitor at appropriate intervals the matters set out in Schedule 6 and to ensure appropriate care is provided in the children's home. Regulation 34(1)(a)(b)

At the most recent inspection, the inspector found that the service lacked robust monitoring systems and strong leadership to improve service provision.

It was noted that the borough had recently recruited an independent consultant to assist, review and improve the home's current functioning levels, however the current systems in place were not allowing the service to meet the individual children's needs or secure improvement in the service provided.

Ofsted requires you to take the following actions in order to comply with the legislation.

The following actions are to be completed by the date shown	Date
Establish and maintain a system for improving the quality of care provided in the home. Regulation 34	01/10/2009

If you do not take the action required by the date shown you will be guilty of an offence and we may prosecute you.

You have the right to make a written representation to Ofsted about any matter you wish to dispute. You must do this by 31 August 2009. Please contact the Compliance Investigation and Enforcement Team on 08456 40 40 40 for further details.

We will monitor your compliance with this notice.

If you have any questions please call the telephone number at the top of this notice.

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22 July 2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
London Borough Of Haringey:
Department Of Social Services
9-11 Coppetts Road
London
N10 1HR

Our Reference SC035277\C111440

Dear Mrs Nelson-Cole

Statutory requirement notice

You are currently registered by Ofsted to manage a children's home. This notice is in relation to your provision registered at:

9-11 Coppetts Road
London
N10 1HR

In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2000 and the Children's Homes Regulations 2001 made under that Act.

You are in breach of regulation 5 of the Children's Homes Regulations 2001 which states:

Review of the statement of purpose and children's guide

5. The registered person shall -

- (a) keep under review and, where appropriate, revise the statement of purpose and the children's guide;
- (b) notify the Commission of any such revision within 28 days; and
- (c) if the children's guide is revised, supply a copy to each child accommodated in the home.

Ofsted is of the opinion that you have failed to comply with the requirements of the law for the following reasons:

During an inspection on 10 December 2008, it was noted by the inspector that although the home's Statement of Purpose had been reviewed in April 2008, it still did not make reference to Ofsted as the regulatory body. As a result of this inspection, the following action was set with a completion date of 16 January 2009:

ensure the homes Statement of Purpose is reviewed regularly and includes up to date information. Regulation 5(a)

At the most recent inspection on 23 June 2009, the inspector noted that the previous inspection had highlighted that the home's statement of purpose required further revision. During this inspection it was noted that the document was not a fully accurate reflection of services offered by the home. For example, staff confirmed that clinical consultancy is not offered to the service by the Tavistock Centre as stated. The document states that care plans, risk assessments and local authority assessments are completed, however this is not the case. There is little evidence of the service meeting young people's 'diverse needs' and some staff supervision and appraisals are not completed at appropriate intervals. The statement of purpose document also did not include the relevant qualifications and experience of staff working in the home.

The inspector also found during this inspection that the home's children's guide had yet to be issued by the service and that it remained in draft form. The document was lengthy, with sometimes vague information, particularly in relation to the information regarding the home's complaints procedure. Staff commented that creative graphics were yet to be added to the document and that the home's accompanying 'welcome pack' was in need of further development.

Ofsted requires you to take the following action in order to comply with the legislation.

The following actions are to be completed by the date shown	Date
Keep under review and revise where appropriate the statement of purpose and the children's guide (Regulation 5)	01/10/2009

South
Freshford House
Redcliffe Way
Bristol
BS1 6NL

Telephone: 08456 404040
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22/07/2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
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Our Reference SC035277\C111440

Dear Mrs Nelson-Cole

Statutory requirement notice

You are currently registered by Ofsted to manage a children's home. This notice is in relation to your provision registered at:

9-11 Coppetts Road
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N10 1HR

In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2000 and the Children's Homes Regulations 2001 made under that Act.

You are in breach of regulation 12 of the Children's Homes Regulations 2001 which states:

Child's placement plan

- 12.** - (1) The registered person shall, before providing accommodation for a child in a children's home, or if that is not reasonably practicable, as soon as possible thereafter, prepare in consultation with the child's placing authority a written plan (in these Regulations referred to as the "placement plan") for the child setting out, in particular –
- (a) how, on a day to day basis, he will be cared for, and his welfare safeguarded and promoted by the home;
 - (b) the arrangements made for his health care and education; and
 - (c) any arrangements made for contact with his parents, relatives and friends.

Ofsted is of the opinion that you have failed to comply with the requirements of the law for the following reasons:

During an inspection on 9 July 2008, the inspector noted that not all children and young people had a placement plan. The plans that were available were based on a limited assessment and did not give full details about how children's needs would be addressed. None of the files seen included completed Looked After Children documents as described on the file index.

As a result of this inspection, the following action was set with a completion date of 29 August 2008:

ensure that each child has a placement plan on file which includes full details of the child's need and how the home will meet them. Regulation 12 (1)(a)(b)[c]

A further inspection was undertaken on 10 December 2008 and the inspector noted that the placement plans addressed how basic support would be provided to individual children. Children were aware of the plans for them but did not think they had participated in developing them. It was found that not all of the looked after children's documents were fully completed and placement information records were limited in content. There were no records to suggest that staff have contacted the relevant social workers for missing information.

As a result of this inspection, the following action was set with a completion date of 16 January 2009:

ensure that placement plans include information regarding the overall needs of children placed and how these will be met. The registered manager shall seek and take account of the views of children when developing the plan. Regulation 12(1)(3)

At the most recent inspection on 23 June 2009, the inspector noted that young people's placement plans did not address their individual needs and the local authority care and placement plans were not always present on file or were incomplete. Two young people's documented placement/care plans were almost identical in content and did not adequately address young people's individual needs. This was despite the two young people in question having very differing needs. Care plans also did not address issues of identity, diversity and equality and were similar in content as the care planning tool was generic in its format.

If you do not take the action required by the date shown you will be guilty of an offence and we may prosecute you.

You have the right to make a written representation to Ofsted about any matter you wish to dispute. You must do this by 31 August 2009. Please contact the Compliance Investigation and Enforcement Team on 08456 40 40 40 for further details.

We will monitor your compliance with this notice.

If you have any questions please call the telephone number at the top of this notice.

Yours sincerely

A handwritten signature in black ink that reads "R Shippam". The signature is written in a cursive style with a long horizontal stroke at the end.

Roger Shippam
Director, Children

South
Freshford House
Redcliffe Way
Bristol
BS1 6NL

Telephone: 08456 404040
Fax: 08456 40 40 49
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



22 July 2009

Mrs Margaret Ann Lucy Nelson-Cole
Muswell House
London Borough Of Haringey;
Department Of Social Services
9-11 Coppetts Road
London
N10 1HR

Our Reference SC035277\C111440

Dear Mrs Nelson-Cole

Statutory requirement notice

You are currently registered by Ofsted to manage a children's home. This notice is in relation to your provision registered at:

9-11 Coppetts Road
London
N10 1HR

In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2000 and the Children's Homes Regulations 2001 made under that Act.

You are in breach of regulation 27 of the Children's Homes Regulations 2001 which states:

Employment of staff

- 4) The registered person shall ensure that all persons employed by him -
- (a) receive appropriate training, supervision and appraisal;

Ofsted is of the opinion that you have failed to comply with the requirements of the law for the following reasons:

During an inspection on 10 December 2008, the inspector examined two staff files and found that neither included details of supervision since the last inspection. One file included details of a recent appraisal the other file showed the last appraisal was over a year ago.

As a result of this inspection, the following action was set with a completion date of 16 January 2009:

ensure staff receive regular supervision and yearly appraisals which are reviewed regularly. Regulation 27(4)(a)

At the most recent inspection on 23 June 2009, the inspector noted that support and informal supervision via line managers was good, but the frequency of formal supervision and appraisals for some staff members was irregular. This was particularly the case for waking night staff. This issue was highlighted as a weakness at the previous inspection as it is important to ensure staff competencies are of an acceptable standard.

Ofsted requires you to take the following actions in order to comply with the legislation.

The following actions are to be completed by the date shown	Date
Ensure staff receive regular supervision and appraisals which are reviewed regularly. Regulation 27(4)(a)	01/10/2009

If you do not take the action required by the date shown you will be guilty of an offence and we may prosecute you.

You have the right to make a written representation to Ofsted about any matter you wish to dispute. You must do this by 31 August 2009. Please contact the Compliance Investigation and Enforcement Team on 08456 40 40 40 for further details.

We will monitor your compliance with this notice.

If you have any questions please call the telephone number at the top of this notice.

Yours sincerely

A handwritten signature in black ink that reads "R Shippam". The signature is fluid and cursive, with a long horizontal stroke at the end.

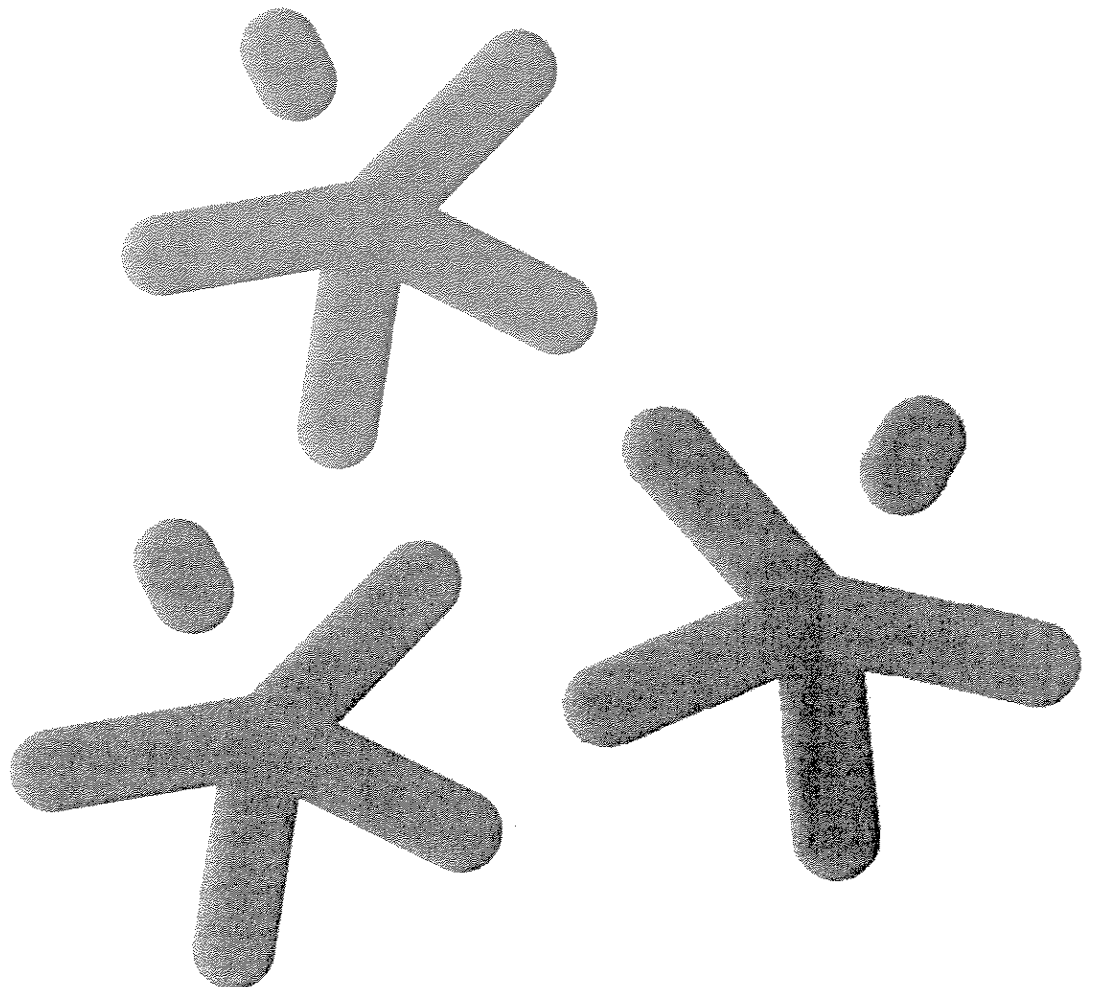
Roger Shippam
Director, Children

Ofsted's visit to your home

Muswell House

23/06/2009

Sandra Jacobs-Walls



Introduction

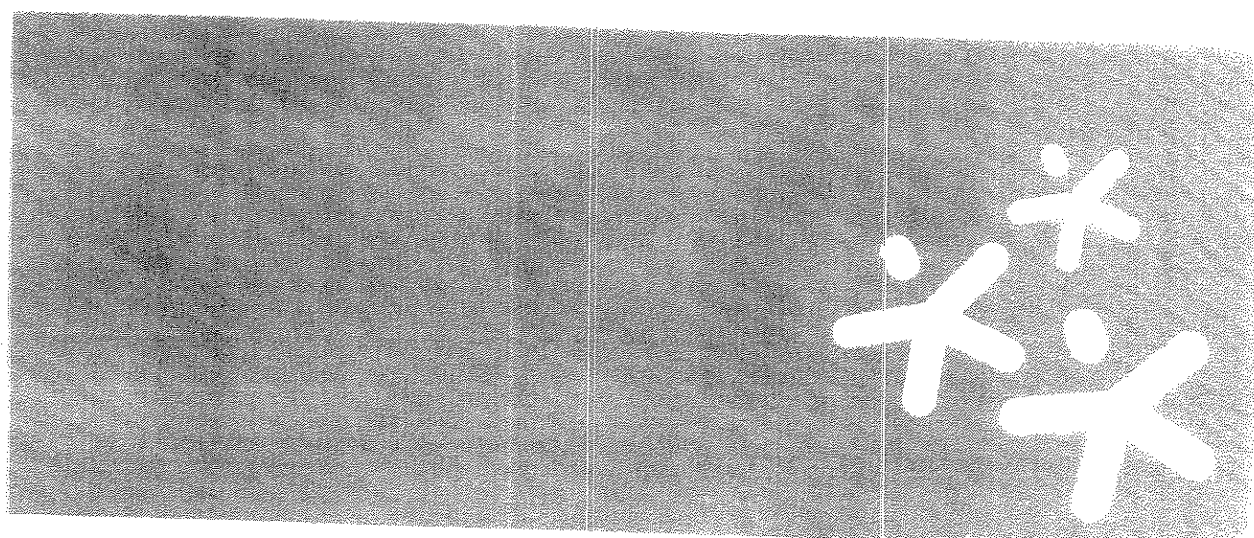
Ofsted is a government department that inspects many places including children's homes.

An Ofsted inspector visited your home to see how well you are looked after and whether the home is run properly. This is a summary for you about what the inspector found. Thank you for helping with the inspection and telling us your views.

This summary explains what the inspector found, what your home does well and what it could do better. The inspector then makes judgements, such as outstanding; good or satisfactory. The lowest judgement is inadequate which means changes need to happen quickly. The inspector also looks at how well your home supports differences and how fair things are for everyone living in the home.

Do you want to read the full report?

When you have read the summary you may want to read the full report. If you want to read the full report please call 08456 404040 and tell us the number of your home which is SC035277. You can also email us on enquiries@ofsted.gov.uk to ask for a copy to be emailed to you: please include your home's number (SC035277) and name (Muswell House).



Summary: what the inspector found

Staff encourage young people to live healthy lifestyles even when young people are reluctant to keep health care appointments. A nurse visits the home regularly to check that young people's health is good and to offer them advice. Young people's care plans do not always state their health care needs. Staff keep very good records of young people's medicines but sometimes to do return unused medicines back to the pharmacy.

Young say they feel quite safe in the home's building and there are good health and safety systems in place. Incidents of bullying, accidents, allegations against staff and extreme behaviour hardly ever occur and everyone is aware of what action is taken when young people go missing. The home keeps a record of complaints made but not all young people's complaints are recorded in the complaints log. Young people would find it useful if the home's complaints procedure is written in more detail so it is clear exactly what happens when complaints are made about the home or staff. Young people's information is largely kept confidential. The home has good facilities for washing and bathing.

Key workers discuss with young people their individual needs and staff feel that young people's education should be taken very seriously. Friends and family are free to visit the home and young people have an opportunity to share their views about the home.

Staff keep some rooms in the home locked during the daytime, young people do not like this. The home is generally well decorated and furnished but some rooms get too hot in warm weather.

Staff provide information to young people and others about the purpose of the home; some of this information require some changes. Staff care about young people and receive training and support. They have good qualifications and experience of working with young people. Staff is working other professionals to improve the quality of care provided by the home.

**The overall judgement for your home is inadequate -
enforcement action**

Thank you for your help with the inspection

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

Regulation that are in breach	Issues	Specific	Action to be undertaken	Whom by	Homes proposed completion	Respond to Ofsted by	Ofsted Dead lines Completed by	Monitored by
Reg 27(4)(a)	Staff file Need to evidence requirements	All staff receive appropriate training, supervision, appraisal	Supervision diary/Ascertain dairy Staff to be advised accordingly of supervision dates. One year advance supervision; A weekly monitoring via task focused support to all staff working on shift. Accountability to be enforced Set appraisal dates Review the quality of supervision Training file inclusive of certificates (staff audit)	Led by the The Manager Supervisors: Yvonne Cleopatra	Supervision dates have been booked for a year ahead. Evidenced in supervision Diary.	3.8.09 NB: an additional week given. 14 th . 08. 09	1.10.09	Patricia Frankson NB: Please note that there has been a management change From the 10th August 2009 . The New Appointed Manager will be Mrs Patricia Frankson.

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

Regulation that are in breach	Issues	Specific	Action to be undertaken	Whom by	Homes proposed completion (C) Activated (A)	Respond to Ofsted by	Ofsted Dead lines Completed by	Monitored by
Reg 12 -1 (a) (b) (c)	Children's placement plans This was raised on 9/7/08 Date for completion was 29.8.08	Ensure that each child has a placement plan on file which includes full details of the child's need and how the home will meet them. This will include their health and Educational needs.	Check files Key worker must be allocated tasks. Regular task focussed supervision session will be given on each shift. Each worker will be given the following: An internal children's placement plans and guidance Weekly target planning Weekly report format Incident report Sanction reports Reward report Unauthorised absences	Led by the Manager Supervisors: Yvonne Cleopatra	(A) 4/8/09 12 th /08/09 12 th /08/09 12 th /08/09 12 th /08/09 12 th /08/09 12 th /08/09 12 th /08/09	31.8.09	29/8/09	Patricia Frankson

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

					12 th /08/09				

Regulation	Issues	Specific	Action to be taken	Whom by	Management proposed completion date	Respond to Ofsted by	Date by Completed by	Monitored by
Reg 12 (a) (b) (c)	10/12/08 this was raised in the inspection. Date for completion was the 16/1/09	Ensure that the placement plans include information regarding the overall needs of the children placed and how these will be met. The registered manager shall seek and take account of the views of the children when developing the plan	an internal children's placement plans and guidance Evidence of consultation with the young people Each staff to be given consultation document	Led by the Patricia Supervisors: Yvonne Cleopatra	One to one supervision in task focussed meeting/ staff meeting on the 12 th /08/09	14 th August 2009		The Manager
Reg 12 (a) (b) (c)	Inspection took place on the 23 rd June 09 to be completed by 29 th August	Ensure that each child has a placement plan on file which includes full details of the child's need and how the home will meet them	Check that all placement plans meet regulation 12 Evidence of consultation with the young people Consultation with young people/ evidenced 6 th & 7 th august 09. Diversity, Complaints/ young people guide/ Ethnic needs. Ongoing	Led by the Patricia Supervisors: Yvonne Cleopatra	10 th August 2009	14 th August 2009		The Manager
Reg 12 (a) (b) (c)	Lack of evidence that the young people were	The inspection on the 10/12/08 Actions must be completed by 16/2/09 Ensure that the placement plans include	Evidence of consultation with the young people Consultation with young people/ evidenced 6 th & 7 th august 09. Diversity, Complaints/ young	Led by the Patricia Supervisors: Yvonne	10 th August 2009	14 th August 2009		The Manager

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT)

	involved. Limited documents	information regarding the overall needs of children placed and how these will be met. The registered manager shall seek and take account of the views of children when developing the plan	people guide/ Ethnic needs. Ongoing	Cleopatra				
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Regulation	Issues	Specific	Action to be taken	Whom by	Proposed completion date	Date Completed by	Monitored by
Regulation 5	Statement of purpose and children guide	Clarify the service	Review and revise the statement of purpose and children guide Notify the commission within 28 days Revised children guides must be supplied to all young people	Led by the Patricia Supervisors: Yvonne Cleopatra	10 th August	1/10/09	The Manager
Regulation 34	Maintain systems	Monitoring matters under Schedule 6 Improving the quality of care provided Ensure the copy of reports are available in relation to Ofsted schedule 6 Consultation with the children and parents and placing	A monitoring system will be produced for the following: A number of tasks can be delegated to members of the team. Compliance with the care plan/children placement plan Young peoples valuables. In safe. (Manager Daily menus (Kelly) First aid (Gail) All accidents and injuries (Tony) Illness monitoring (Natasha) Complaints (Manager) Allegations of suspected abuse (Manager) Staff recruitment records (Manager) Visitors (Leroy) Notification schedule 5. (Margaret Nelson) Unauthorised absences (Carol)	Led by the Patricia Supervisors: Yvonne Cleopatra	11 th August the allocation of tasks will be given.	11 th August the allocation of tasks will be given	The Manager

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

				Measures of control and restraint (Manager) Risk assessment health and safety (Deputy) Medicines and medical treatment. (Cleopatra) Educational provision (Charmaine) Duty rosters (Yvonne) Daily log of events. (Managers/Deputy) Fire test, equipment (Kamali) Appraisals. (Manager) Minutes of staff meetings. (Manager) Young peoples file. (Deputy) Young peoples meetings. (Charmaine)			
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Regulation	Issues	Specific	Action to be taken	Whom by	Proposed completion date	Date by Completed by	Monitored by
Reg 20 (1)	The promotion and protection of health	Ensure that each child has a health plan on file. Health records for each child must be complete and signed at the beginning of each placement	Key worker will be ensuring that the young people are registered with the local GP, Dentist, Optician and a visit from the LAC Nurse is booked. The Lac Nurse will complete and update the health assessment forms for all the young people.	Key workers / Deputies LAC Nurse	This will be an ongoing document. This will also be reviewed in conjunction with the placement plans.	01/10/09	The Manager
Reg 20 (1)	The promotion and protection of health	Ensure the health of children and young people is promoted and protected and adequate	In House training for the young people, i.e. First aid, Sexual health education, Drug and Alcohol. Bullying and Gangs, Food Hygiene, Anger management. (Rewards for each young person on completion of each training session)	Cleopatra Patricia to follow up.	An additional training schedule to be completed.	01/10/09	The Manager

**Response to the June 2009 Ofsted Inspection
Muswell House**

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

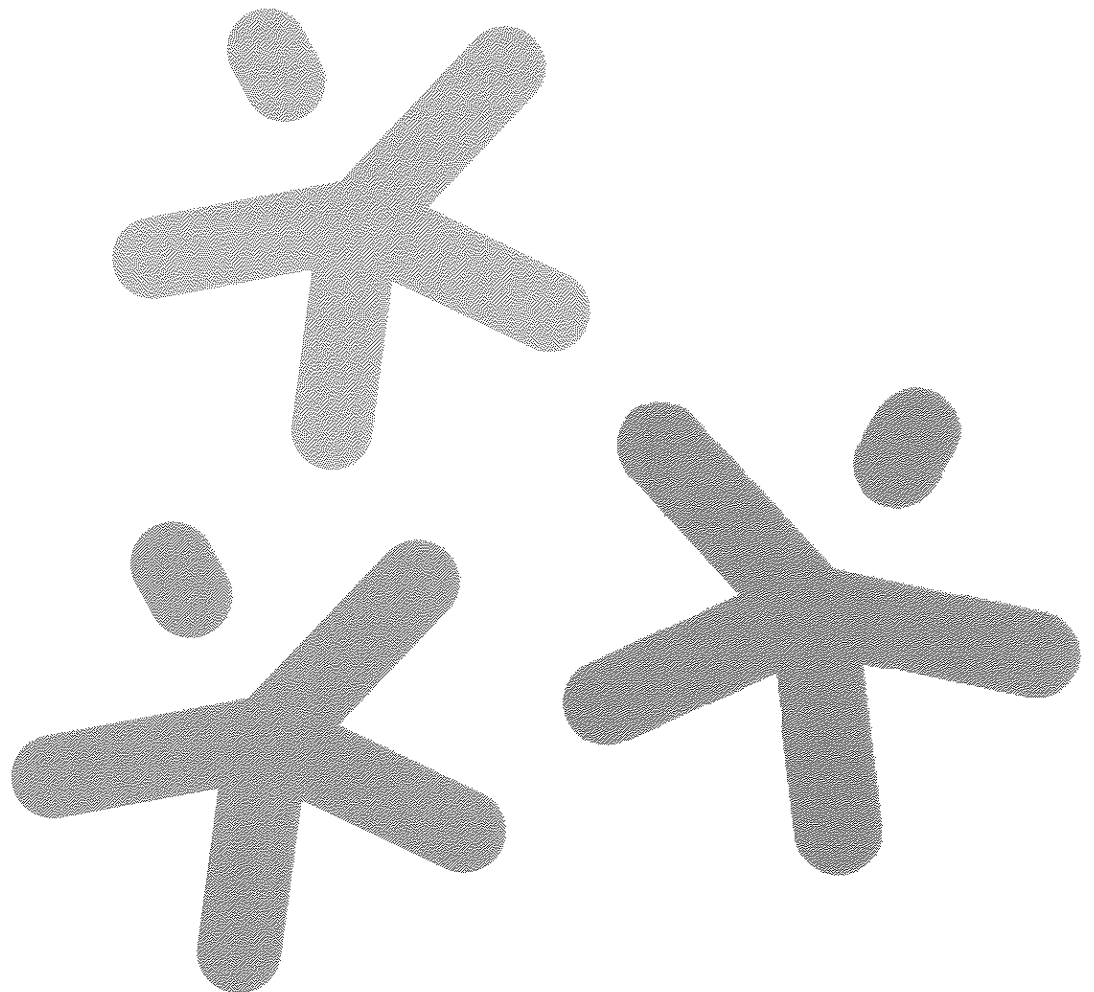
Reg 21	Health needs of the children	information about their health needs is available on care plans Ensure that there are suitable arrangements in place for the disposal of unused medication	Consultation with young people. Completed Placement Plans. The LAC Nurse will update the young peoples file on all health advise given The disposal of unused medication will have a monitoring system in place which will audit and record all medication that has been returned to the pharmacy for disposal.	Patricia , Yvonne Cleopatra	03/08/09 13 th / 8th/09	Ongoing	The Manager
Reg 31	Health needs of the children.	Ensure that the young peoples bedrooms is adequately ventilated	Fans have been ordered and purchased for all the bedrooms and additional ones for the Social areas within the home.	Margaret.	24 th June 2009	Completed	The Manager
Reg 24	Complaints procedure.	Ensure that the young people have a comprehensive written information that outlines the homes complaints procedure.	Consultation with the young people re making a contribution to the young persons complaint procedure. The homes logging and documentation for the complaints procedure and guidance and the Internal policy and procedures .	The Manager	1 st October 2009		The manager

Ofsted's visit to your home

Haringey Park Children's Home

16/06/2009

Sandra Jacobs-Walls



Summary: what the inspector found

Staff of the home make sure that young people live healthy lifestyles. Staff encourage young people to register with health care services and keep appointments. The home has useful health care information posted on the home's notice boards and a nurse visits the home regularly.

Staff are careful in making sure that young people have the medicines they need and staff keep good records of what is taken and when. A cook prepares meals and these are healthy and what young people say they like.

Staff make efforts to keep young people safe while they are living at the home. Child protection issues are taken seriously, as are complaints. There are good systems in place to try to find young people when they are missing from the home and staff do not allow bullying to happen. The staff group encourage young people to behave well.

The house is generally well decorated and is welcoming, although some carpets need changing. Young people have their own bedrooms and make use of the home's computer and quiet room. Staff make sure that all fire equipment is frequently checked and CCTV is in use outside the building.

Staff provide services that young people need. Young people are free to have visitors at the home and staff encourage friends and family members to visit. Staff are interested in how they can improve young people's lives while they are living at the home and are keen for young people to do well educationally.

Young people receive good information about the home when they arrive and the new children's guide is very creative. Staff share good relationships with young people and receive good training, although some records are not always complete. Most staff have work in the home for along time and have good qualifications. Staff like to see young people do well.

The overall judgement for your home is satisfactory

Thank you for your help with the inspection

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Haringey Park Children's Home

Inspection report for Children's Home

Unique reference number	SC036560
Inspection date	16/06/2009
Inspector	Sandra Jacobs-Walls
Type of inspection	Key

Setting address	32 Haringey Park, LONDON, N8 9JD
Telephone number	020 8341 9183
Email	
Registered person	London Borough of Haringey
Registered manager	Neil Harriott
Responsible individual	Position Vacant
Date of last inspection	12/01/2009

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

This children's home is owned and run by the host local authority. The home is a detached, three storey property with a garden to the rear.

The service works with at maximum eight young people between the ages of 13 and 16 years who have experienced frequent breakdowns of placement and who need structured care plans and high levels of staff support and supervision. The service aims to provide planned task-focused care for young people with challenging behaviour and to prepare young people to return home, live independently or in an alternative placement.

Six young people are currently resident at the home, however none were available to participate in the inspection process.

Summary

The overall quality rating is satisfactory.

This is an overview of what the inspector found during the inspection.

The purpose of the unannounced key inspection was to assess the home against key National Minimum Standards and to gauge the home's success in addressing weaknesses highlighted at the last inspection. All six outcome areas were assessed.

The previous inspection had highlighted deficiencies in staff's consistent recording of information, the availability of the home's children's guide, staff's consistency in alerting Ofsted to significant events and adequate follow up to monitoring visits. Since the last inspection improvement is noted in some record keeping, but not all, the children's guide is now available on site and Ofsted are appropriately informed of significant events. Staff do not promptly address recommendations made during monitoring visits.

In addition, weaknesses are identified in staff's recording of young people's risk assessments and individual plans, complaints and missing person's log. Carpeting in some areas of the home is in unsatisfactory condition.

Staff of the home make good efforts to keep young people healthy and safe while in placement and pay good attention to their educational needs. The staff group is well established and work effectively with young people. In recent months an independent consultant has been recruited to assist improve service provision at the home.

Improvements since the last inspection

The previous inspection resulted in eight requirements, many of which related to staff's documentation of information. There is noted improvement in staff's recording of accidents and incidents, young people's medication records and health care information. Notification to Ofsted of significant events is appropriate and the revised children's guide is available to young people on site. Outstanding however, is staff's consistent recording of risk assessment information, complaints and fridge and freezer temperatures. Staff do not promptly address recommendations made during monitoring visits.

Helping children to be healthy

The provision is good.

Staff encourage young people living at the home to live healthy lifestyles. Young people's individual case files evidence that routine health care services are readily accessed as are specialist services. The borough's looked after children's nurse is available to young people on site on a weekly basis and as needed. Staff also encourage young people to attend the borough's mobile health care clinic '4YP' which is situated locally. The home displays useful health information on notice boards around the house and the newly developed children's guide also contains useful health care information. Key work sessions and file summary information routinely highlight young people's health needs and how these are to be addressed. Staff of the service work productively with local mental health professionals to address young people's mental health support needs.

The home has comprehensive medication policies and procedures in place. The previous inspection had highlighted deficiencies in staff's recording of young people's medication regime. Staff confirm that since the last inspection the issue of medication had been discussed and new protocols developed. The review of one young person's medication records evidence marked improvement in the accuracy of recording of key information. Staff document medication action records sheets clearly and consistently. This supports safe medication practices that are in compliance with the home's written medication procedures.

Young people's medication is appropriately stored in a locked medication cabinet in the staff office. Only medication in current use is evident in the cabinet and the home has good systems in place for the disposal of unused medication. There are good monitoring systems in place to avoid medication error.

The home employs a cook to prepare the majority of meals provided to residents. Young people have access to weekly meal plans and staff encourage them to participate in decision making around meal choices. The home offers a nutritious and varied choice of meals, which caters to the known preferences of the young people. So, for example, culturally appropriate meals such as Halal meat are made available. Staff encourage young people to prepare meals independently of the staff group and this allows for a range of differing ethnic and cultural foods to be experienced by all

young people.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Young people's information is confidentially handled by staff and young people's privacy is respected. Staff have access to written guidance and practice procedures that promote young people's privacy. These include protocols with regard to staff entering young people's bedrooms, conducting room observation and emergency room searches. Young people are able to lock their individual bedrooms and all rooms contain lockable storage for their personal belongings. There is an adequate number of washing, bathing and toilet facilities within the home to ensure young people have privacy when washing. Young people have access to the home's 'quiet' room to make private telephone calls and there are plans in place for the encased communal phone box to facilitate incoming, private calls only.

With regard to young people's information, case files and other key information is kept locked and secure in the staff office; young people have limited access to this space. Young people's case files have a dedicated section marked 'confidential' and highly sensitive information is kept locked separately in the manager's office. Staff have access to written guidance that ensures that young people understand that in the event of the disclosure of information of a child protection nature that this information must be shared with the home's manager and other involved professionals.

With regards to complaints, the provider has a complaints procedure in place, however staff are unable to locate a copy on site. This is important to ensure that young people have prompt access to current, detailed information about the home's complaints procedure. Some complaints information is available in the home's children's guide and notice board. Young people also have access to the contact details of national and local child advocacy groups. The previous inspection had highlighted weaknesses in staff's consistent recording of complaints in the home's central complaints log. This is important to ensure there is a record of complaints made against the service and the action taken to resolve the complaint. A similar issue is noted during this inspection, the requirement is therefore repeated.

Staff encourage young people to remain safe while in placement at the home. The service has comprehensive child protection and safeguarding policies in place and staff confirm that child protection and safeguarding training is periodically offered by the local authority. There have been no recorded incidents of a child protection nature since the last inspection.

The service has comprehensive and robust anti-bullying policies in place; these are well known to young people and staff. Information about the home's 'zero tolerance'

Notice of requirement to improve

Ofsted has judged your Children's Home provision as not meeting a regulation. This notice contains details of actions you need to take to bring about the necessary improvement by the dates given.

Action	Date
ensure that staff and young people have access to the home's current complaints procedure on site and that received complaints and how they are resolved are fully documented (Regulation 24)	01/09/2009
ensure that staff document comprehensive and accurate information in the home's 'missing person's' log (Regulation 16)	01/09/2009
ensure that staff consistently document young people's risk assessments (Regulation 11)	01/09/2009
ensure that all parts of the home, especially the reception area carpet are kept clean and well maintained. (Regulation 31)	01/09/2009
ensure that the quality of care provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports. (Regulation 34)	01/09/2009
ensure that staff consistently record daily fridge and freezer temperatures. (Regulation 23)	01/09/2009

You should have completed those actions with dates that have already passed.

An inspector may carry out an announced or unannounced visit to check that the necessary improvements have been made. If you have not carried out the required action or what you have done has had little impact, we may take further enforcement measures.

You must carry out these actions by the date(s) given otherwise Ofsted may take further action.

You will need to let us know when you have carried out all of the actions, by completing the attached reply form and returning it to Ofsted at the above address. If we have not heard from you by the date given, we will contact you again.

stance for bullying is regularly discussed at residents' meetings. Staff document these well, all incidents of bullying and action taken to address incidents. In most instances, staff use key work sessions to address issues of bullying with individual young people.

The home has sound policies and procedures in place to address young people who abscond from the home without permission. As a feature of local protocols, staff inform the police after young people have been assessed as being 'missing' for a significant length of time. This practice is known to young people as it features in the home's children's guide. However records indicate that staff's documentation of key information when young people are absent without permission is inconsistent and not in adherence with the home's written guidance.

The home has comprehensive policies and procedures in place that address behavioural management issues. There have been no incidents of young people being restrained by staff since the last inspection. Staff makes use of sanctions and rewards to encourage young people's sustained acceptable behaviour. The home's children's guide contains useful information that details expectations and consequences of young people's behaviour. Staff maintain good records of rewards young people obtain. Where instances of unacceptable behaviour occur, staff make use of the home's sanctions policy. Staff are aware of sanctions that are permissible as these are detailed at the front of the home's sanctions log. Sanctions imposed since the last inspection are fair and appropriate in relation to the noted behaviour. Staff maintain good records of all sanctions imposed and these are monitored via the home's monthly quality assurance visits.

The home's premises provide young people with security and physical safety. Staff adhere to stringent health and safety procedures which are supported by comprehensive written guidance. A designated staff member is responsible for the monitoring of the home's key health and safety procedures and staff document relevant information consistently. General health and safety risk assessments are evident as are fire assessments. The service has sound fire precaution measures in place, staff check fire equipment and emergency provisions such as the home's emergency lighting system on a very regular basis. Staff also ensure that building evacuation procedures are frequent and that outcomes are recorded. Young people's security is further promoted by the home's use of closed circuit television, which views all entry points, the periphery of the entire building and the roof top.

The previous two inspections highlighted staff's inconsistent recording of the home's fridge and freezer temperatures; this is also the case at this inspection. Good food hygiene practices are important to ensure no health risk is posed to young people or staff. This is a repeat requirement.

With regard to the vetting of staff, the service has in place sound recruitment and selection policies in addition to comprehensive equal opportunities policies. This standard was not assessed during the inspection as the provider maintains staff records off site.

Helping children achieve well and enjoy what they do

The provision is good.

Young people receive individual support when needed and staff document this on care plans. Staff provide good illustration of the very specific needs of some of the young people currently resident at the home and how the service was able to creatively meet these needs. For example staff indicate that the service offered one-to-one support to one young person, who had been excluded from school a few weeks prior to taking academic examinations. Staff's keen negotiation with educational professionals and the offer of additional support to the young person satisfied the school's concern for the safety of others. Staff escorted the young person to and from school and devised an individualised lunchtime package that facilitated the young person's appropriate presence at the school. Staff remained alongside with the young person in the examination, again, to satisfy the concerns of school personnel. Staff are clear that without this provision, the young person would have been prohibited from sitting key academic examinations. Staff were able to provide a number of differing scenarios that illustrate the service's ability to meet the individual needs of residents.

Young people's educational achievement is considered a priority of the service. Individual case files have a dedicated section that focuses solely on educational issues, and staff have access to comprehensive policies that promote educational attainment. The staff group work effectively with internal and external educational professionals and files evidence good communication between the two. Files also detail information about young people's educational progress and so, for example, contain academic progress and attendance reports, minutes of personal educational planning meetings and others.

Young people have access to a tutor on site on a weekly basis to assist them with an array of educational and learning support. Staff are experienced in working effectively with young people who are excluded from mainstream school; some current residents do not attend educational or training establishments but receive home tuition services on site. The home is well equipped to meet young people's educational needs; the service provides a computer room and a range of learning and examination reference material. Each young person's bedroom has a desk for the completion of homework; alternatively, the home's 'quiet' room can also be used for this purpose.

Helping children make a positive contribution

The provision is good.

Young people resident at the home have their general needs assessed well and there is good documentation of this on file. In most cases, field social work staff complete comprehensive 'core' assessments or in some case, staff of the borough's residential assessment centre complete young people's assessments. Staff of the home however, do not consistently complete written risk assessments once young people

are in placement at the home. This is important to highlight and help minimise known or potential risks posed to young people's safety.

Young people's needs and development are reviewed regularly and their progress is monitored well. Files evidence monthly summary reports that highlight placement progress and any changing needs. Staff make use of the home's newly devised running log that charts young people's significant daily activities. This forms the basis of staff's monthly summary reports that specifically highlights young people's progress and placement issues. Statutory looked after children reviews also focuses on the home's provision of care and placement progress.

Staff encourage young people to maintain contact with family members and friends while in placement at the home. Young people's files evidence their key social contacts and highlight any individual that poses a risk to the young person. The home welcomes young people's visitors to the home and this ethos is apparent in literature young people receive. The home has a designated 'quiet' room which can be used for private meetings with young people's significant others. Young people also receive funding to ensure credit is available on their mobile phones. Staff encourage young people's family and friends to participate in events organised by the home; recently a young person's birthday party and barbeque have been held on the home's premises.

Staff encourage young people to make decisions about the running of the home. Residents are invited to attend weekly 'Community meetings' where they have the opportunity to share their views and opinions about the home's services. These meetings are largely managed by the residents and are consistently held and reported upon. Managers of the home are responsible for following up on issues raised. Recent discussions have included issues of bullying, cleaning chores, room searches and substance misuse. Young people's key work sessions are another forum for them to share their opinions and participate in the decision making process. These are formally held every six weeks and young people are aware that they can meet with staff of the home on an ad hoc basis whenever they wish. Staff encourage young people to make decisions regarding the décor of their bedrooms, meal choices, daily planning and group activities.

Achieving economic wellbeing

The provision is satisfactory.

Young people resident at the home generally enjoy homely accommodation, which is adequately furnished, well maintained with good facilities. However, the home's carpeting in the reception area is worn and dirty in appearance. This is not conducive to a pleasant domestic environment.

Organisation

The organisation is satisfactory.

Young people and other interested parties are aware of the aims and objectives of the home as this is well illustrated in the home's statement of purpose document. The document is compliant with the requirements of the regulations. Since the last inspection, the provider has made available a newly revised children's guide for the home. Young people receive this document together with a welcome pack and a range of toiletries upon admission to the home to help ease and personalise the experience. The new children's guide is a creative, colourful document, with literature and graphics that are relevant to young people new to the home. Key information about the home's functioning, expectations, rules and general running is well explained in age appropriate language. The children's guide can also be accessed in community languages other than English and in other forms of communication.

Young people receive the care and services they need from experienced staff. The staff group of the home is well established, some having worked at the home for several years. The local authority encourages and provides opportunities for all members of staff to study health and social care NVQ at level 3. Staff confirm that most have achieved this award, while others are in the process of completion or are enrolled and are due to start the training. Staff generally share a good working relationship with the young people and as a group they work effectively and cohesively to meet young people's needs. Individual staff members are assigned specific duties that they are responsible for, these include monitoring young people's medication regimes, assisting young people with daily chores and monitoring the home's health and safety procedures.

The registered manager is an experienced child care professional and the home also has a deputy in place. Care staff indicate that support and supervision via line managers is good. The home's staffing ratios are sufficient to meet young people's needs; staff numbers can be increased to meet young people's specific needs for one to one support if this is required. The provider has recently employed the services of an independent consultant to assist with improvement and service development at the home.

The promotion of equality and diversity is good. The service operates within clear equal opportunities policies and staff pay good attention to the gender, religious, ethnic, cultural and language needs of young people. This is well documented in young people's case files. The staff group is diverse in terms of gender and ethnic composition and the home's premises and literature display positive images that reflect multi-cultural society. Young people have access to information in differing community languages and modes of communication other than the written word.

The home's monthly monitoring visits and subsequent reports are conducted consistently. Monitoring visit reports are fairly detailed in content and focus on key areas of the home's functioning in accordance with the regulations. The previous

inspection noted delayed responses to recommendations made as a result of monitoring visits. This remains the case, as a number of issues highlighted for improvement appear consecutively in recent monitoring reports. Young people do not benefit from delays in resolving identified weaknesses of the home's functioning. This is therefore a repeat requirement.

What must be done to secure future improvement?

Statutory Requirements

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
16	ensure that staff and young people have access to the home's current complaints procedure on site and that received complaints and how they are resolved are fully documented (Regulation 24)	01/09/2009
19	ensure that staff document comprehensive and accurate information in the home's 'missing person's' log (Regulation 16)	01/09/2009
2	ensure that staff consistently document young people's risk assessments (Regulation 11)	01/09/2009
24	ensure that all parts of the home, especially the reception area carpet are kept clean and well maintained. (Regulation 31)	01/09/2009
33	ensure that the quality of care provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports. (Regulation 34)	01/09/2009
26	ensure that staff consistently record daily fridge and freezer temperatures. (Regulation 23)	01/09/2009

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the care standards Act 2005 and the Children’s Home Regulations 2001 made under that ACT

OFSTED ACTION PLAN JUNE 2009

Statutory Requirements

HARINGEY PARK CHILDREN’S HOME

Regulations	ACTION REQUIRED	ACTION TAKEN	BY WHOM	DATE COMPLETED
Regulations 24 Standard 16	1. Ensure that staff and young people have access to the home’s current complaints procedure on site and that received complaints and how they are resolved are fully documented.	The Manager will ensure that the young people and staff will have access to the homes complaints procedure. All complaints made by the young people will be fully investigated. Feedback will be given back to the young person, either written or verbal or both of the out comes or progress made. The monitoring of systems will be done by the manager.	The manager	06/07/09
Regulation 16. Standard 19	2. Ensure that staff document comprehensive and accurate information in the home’s missing person’s log)		Haringey Park Management team	06/07/09
(Regulation 11)	3. Ensure that staff consistently	All young people risk	Manager	30/06/09

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the care standards Act 2005 and the Children’s Home Regulations 2001 made under that ACT

Standard 2	document young people’s risk assessments	assessments will be updated according to new developments of risk identified.	Deputy	
(Regulation 31) Standard 24 (Regulation 34).	4. Ensure all parts of the home, especially the reception area carpet are kept clean and well maintained.	This is currently in progress. Carpet is being laid in the front entrance.	Manager	06/07/09
Standard 33 (Regulation 34).	5. Ensure that the quality of care provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports.	The manager will monitor the homes quality of care by means of the reg 34 audit within the home. Staff will also be encouraged to address monitor quality care and use staff meetings to suggest improvements to current systems.	Manager Deputy	
(Regulation 23). Standard 26	6. Ensure that staff consistently record daily fridge and freezer temperatures.	The safer Food better Business documentation has been introduced to support the monitoring of the food hygiene system within the kitchen. All recording of food temperature will be recorded in this log book.	Manager Deputy	08/07/09

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the care standards Act 2005 and the Children’s Home Regulations 2001 made under that ACT

<p>Notice of requirement to Improve.</p>	<p>Action to be taken and by whom</p>			
<p>1. Ensure that staff and young people have access to the home’s current complaints procedure on site and that received complaints and how they are resolved are fully documented</p> <p>2. Ensure that staff document comprehensive and accurate information in the home’s missing person’s log)</p> <p>3. Ensure that staff consistently document young people’s risk assessments</p> <p>4. Ensure all parts of the home, especially the reception area carpet are kept clean and well maintained.</p> <p>5. Ensure that the quality of care</p>	<p>All Actions 1-6 to be completed by the 01/09/2009</p> <p>The Manager will ensure that all Notice of requirements to improve will be completed by the 01/09/2009.</p>			<p>Page 99</p>

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the care standards Act 2005 and the Children's Home Regulations 2001 made under that ACT

<p>provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports</p> <p>6. Ensure that staff consistently record daily fridge and freezer temperatures</p>				
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