

Registered Service Manager (RSM) Interview and Registration Site Visit - FAQs

Introduction

Developed in partnership with Ofsted, this resource offers answers to a collation of commonly asked questions about the registered service manager (RSM) interview and registration site visit as part of the registration process. If you have a question about the registration process or quality standards that has not been answered here, please email Ofsted directly at eyregulatoryandsocialcare@ofsted.gov.uk.

Q1: How will the registration site visit differ from an inspection?

At a registration visit, the Ofsted inspector is assessing the provider's ability to operate the service they have applied to register, safely and in line with the [Guide to Supported Accommodation Regulations including Quality Standards](#).

The evidence gathered will be used, along with the already submitted information, to inform the decision about registering the service.

There are two main parts to the visit:

- the interviews with the proposed service manager and nominated individual,
- and the tours of the premises

Ofsted inspectors use these activities to assess the fitness of the provider and service manager, the services and premises, and the suitability of the appointed nominated individual. This is crucial in helping Ofsted make their decision on whether to grant or refuse a provider's registration.

An inspection is carried out in line with the [inspection guidance](#) and leads to one of 3 outcomes and a **published inspection report**. At an inspection, inspectors will seek the views of staff and professionals as well as children being supported by the provider, to help them make a judgement about the quality of the service.

Q2: How many settings will be included in the site visit?

At the site visit, Ofsted inspectors will need to see evidence that your premises meet the regulations and standards. The inspector will want to visit a representative sample of your accommodation. If you only have one or two properties, they may want to see them all. If you have applied to register more than one category of accommodation, Ofsted will want to see at least one setting for each category of accommodation you are applying to provide.

Larger providers can expect visits to more premises than smaller providers, and more than one inspector may conduct the visits if properties are located over a large geographical area. The inspector will discuss in advance with you the number of premises that will be visited, although they may choose to see more if they feel it is necessary.

Q3: How will the practicalities of the site visit be organised e.g. dates, times?

Once all your suitability checks have been completed, the inspector will contact you to arrange the visit. The inspector will agree with the provider which premises will be visited and will arrange the interview dates and location. The interviews will usually be carried out at the head office or one of the premises that the inspectors will visit, if appropriate.

The site visit will typically be completed over 1 or 2 days at premises agreed with you in advance, allowing you to make arrangements with any children who may be living there. Sometimes inspectors may ask to see additional premises at the time of the site visit. We know that situations may change between making the arrangements and the day of the visit and you can always contact the inspector if a setting may need to be changed.

Q4: What documents will inspectors want to see during the site visit?

During the visit, inspectors have to see original versions of documentation to confirm the service manager and proposed nominated individuals' identity, as necessary. They will expect to see an original DBS certificate when the applicant is eligible to have one, along with an original or a certified copy of an applicant's birth certificate, and two pieces of evidence (dated within the last 12 months) confirming an applicant's current address.

If you do not have these documents, you should contact the inspector to discuss this before the site visit. Prior to the visit, the inspector will also discuss your policies and procedures with you as set out in [part 5 of the regulations](#), and may want to review these with you during the site visit.

Q5: Who should be present at the site visit?

During the site visit the person applying to be the registered service manager must be present, along with either the proposed nominated individual or point of contact, depending on the type of provider you are. If the applicant is already accommodating children and young people, inspectors will talk to them if they are present (and if they want to speak with inspectors), but this unlikely to be to the extent that this would happen during inspections.

Conversations the inspector has with children during the registration visit will not be pre-arranged. If a child tells the inspector something that gives cause for concern about their safety or welfare, inspectors will follow Ofsted's usual process for addressing safeguarding issues.

Q6: Which areas of a setting will inspectors want to see during the site visit e.g., communal areas, children's bedrooms?

The inspector will want to see inside and outside your properties and the accommodation provided to children including bathrooms, kitchens, bedrooms, and communal spaces. The inspector will also want to see at least one bedroom that is in use. They will arrange with you what areas they want to see prior to your registration visit, so that you can make arrangements with children living there, as necessary.

Q7: How much notice will be given for the site visit and interviews?

The inspector will telephone the provider to agree the time and date for the registration visit. They will confirm the details of the visit in writing, including the premises agreed for visiting and the date and time of the interviews.

Q8: What are the possible outcomes of the site visit and interviews?

Once Ofsted has assessed your application, they will take one of three steps.

1. If Ofsted is satisfied that the service and the proposed service manager meet the registration requirements and agree with your proposed conditions (such as the categories you have applied to offer), they will grant registration. You will receive a notice of decision and your registration certificate.
2. If Ofsted decides to register your service but does not agree with the conditions you have asked for (for example, you have not demonstrated you can offer one of the categories you have applied for), they may decide to remove or propose additional

conditions that need to be agreed before registration is granted. The inspector will discuss the proposed changes with you. If you do not accept the changed conditions, we will write to you with a notice of proposal to change the conditions. You will have the opportunity to tell Ofsted your reasons by following the [appeals](#) process. When agreed, you will receive your registration certificate.

3. If Ofsted is not satisfied that your service or proposed service manager can meet the regulatory requirements for registration, they will issue a notice of proposal to refuse registration of your service and/or your service manager. You will have the opportunity to tell Ofsted why they should not refuse your registration.

Ofsted will aim to tell you if they have granted or refused your application within 7 working days of the visit or receipt of any additional information requested.

More information on the registration process can be found [here](#).

Q9: What are the main themes covered in the service manager interview?

During the interview it is the applicant's opportunity to demonstrate how they meet the requirements of the regulations and guidance. Before the interview the applicant will be sent a fit person's questionnaire which will help them think about the important information they will want to share with the inspector and will help form the basis of the interview. Completion of the fit person questionnaire is voluntary.

Q10: How long will the site visit and interviews take?

The site visit will be completed over 1-2 days. The interviews will be arranged with you and generally last no more than 90 minutes for each applicant.

You will be asked if you need any reasonable adjustments on the day but please do discuss with the inspector before if this is more comfortable.