

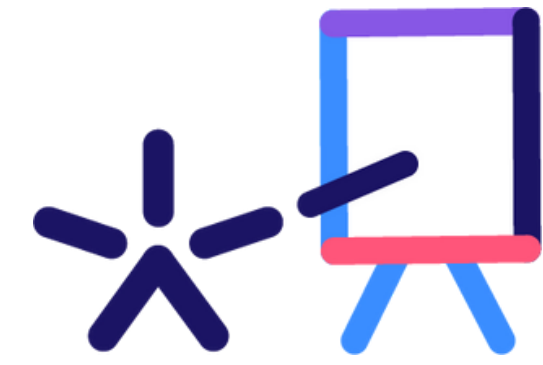
Supported Accommodation Sector Awareness and Provider Preparedness

Provider workshops

Manchester April 24th and London April 26th



Background



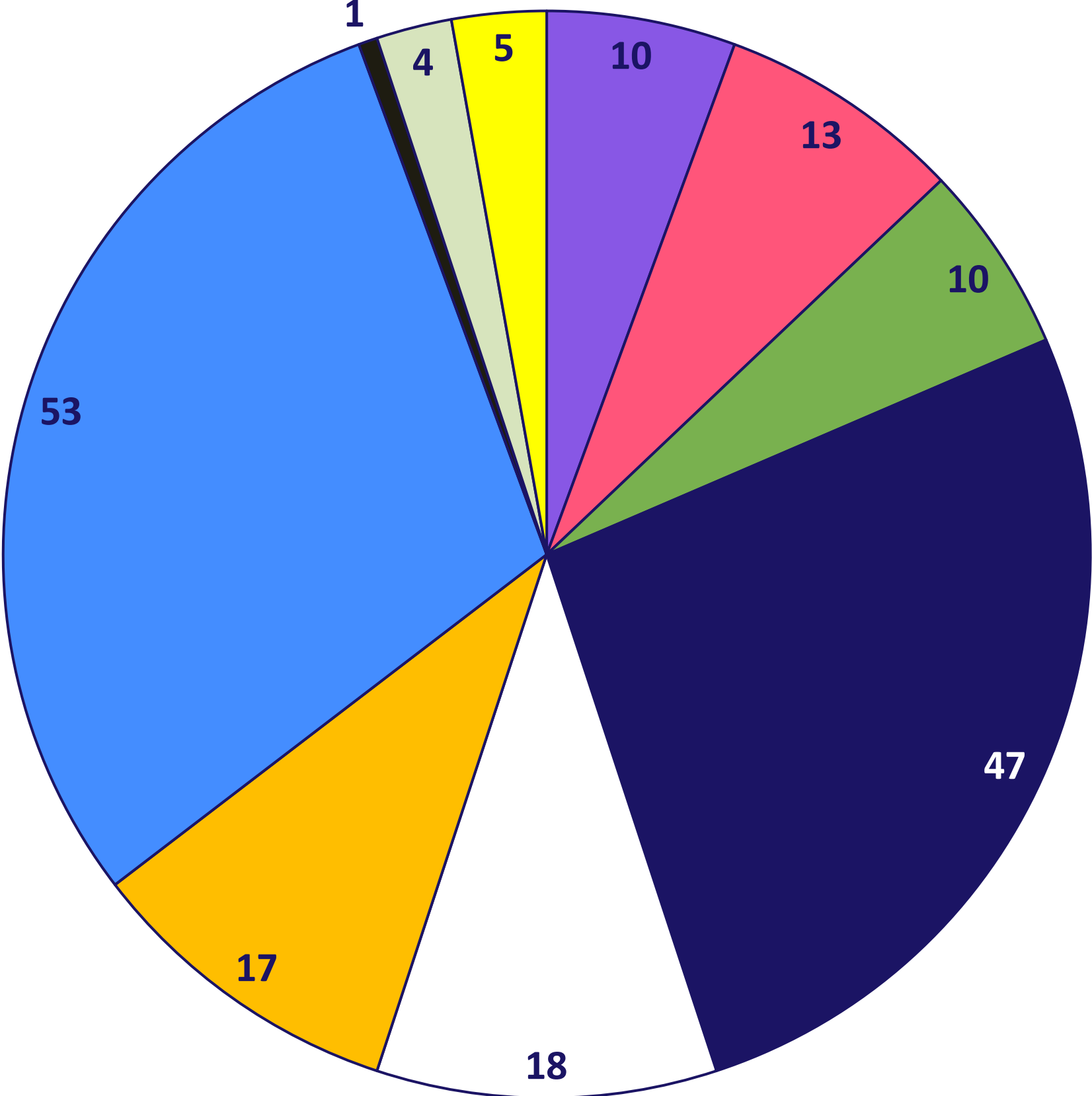
The National Children's Bureau ran two conferences in Manchester and London at the end of April to prepare local authority commissioners and providers of supported accommodation for registration with Ofsted under the new regime.

Our workshops enabled supported accommodation providers to come together in small groups to discuss three different areas of the new regime:

- the registration process
- the leadership and management quality standard
- the support quality standard.

Attendees were supplied with conversation prompts to support them in evaluating their confidence and reflecting on what support they may need in each of these three areas going forward.

Number of supported accommodation providers who attended the provider workshops



- West Midlands
- Yorkshire and Humber
- East Midlands
- North West
- South East
- East of England
- London
- South West
- North East



Registration

Providers told us they felt confident about...

Providers told us they had started to process the regulations, the accompanying guide, and the Ofsted guidance, looking in depth at the quality standards.

Certain providers were able to organise working/planning groups who had identified specific areas that would need to be addressed and devised action plans to do this.

Providers reflected that there had been extensive discussion about who would take key roles such as the registered service manager or nominated individual, particularly in larger organisations, ahead of the registration process.

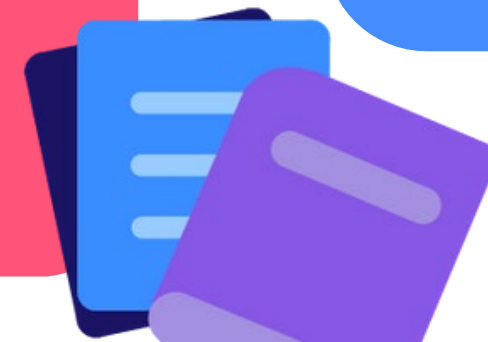
Policies were a key area for many providers in the run-up to registration and we discussed that providers were reviewing their existing policies and amending where needed. Some providers were using a RAG (or traffic light) system for this purpose

Providers told us it was important they had support with...

Providers described that role mapping would support them to better define the registered service manager role, the scope of their responsibility, and how this is shared with other roles such as the nominated person.

Certain providers sought clarification on the qualifications, skills, and experience that specific roles and staff members would need.

Others reflected that a checklist of the information needed for registration would be helpful as this would enable them to complete a thorough self-audit before starting the registration process.



Quality Standard: Leadership and Management



Some providers discussed feeling confident about their leadership and management structure, but others reflected on the need for more support in relation to roles and responsibilities.

Certain providers highlighted their recruitment processes and how this brings in the right skills, qualifications, and knowledge.



Providers felt confident about...

Providers reflected that they had some policies and procedures in place within this area, and that they would be reviewing these before the registration process.

Providers suggested that they would value support with developing policies such as a workforce plan and statement of purpose.

Providers wanted support with...

Providers reflected that specific training and support for the registered service manager, such as a handbook or peer- support groups, would be helpful.

Providers discussed how they would prepare staff for the registration and inspection process, and that being able to access training on the quality standards for staff members would support the service in meeting this quality standard.



Quality Standard: Support

Positives



Providers reflected that they had robust placement and support plans that were the basis for their work in supporting young people.



Many providers highlighted that supporting young people to transition to independence was a priority in their service and shared ideas about how they manage this, for example independence and moving on booklets and 'passports'.



Providers felt generally very positive about the relationships young people had with staff in settings and highlighted that this was key to good outcomes.



Certain providers discussed having accessible resources tailored to young people already in their service, such as welcome packs and information about the local area.

Challenges



Trauma-informed practice was highlighted as a priority. Providers described that they would like support with training their staff in this area. Similarly, many providers reflected that sourcing therapeutic services for young people was challenging.



Certain providers felt that a clear framework for support plans and quality of support reviews would enable them to meet this requirement more effectively.



There was much discussion of how to navigate and understand what constitutes support and when this becomes care, particularly when the needs of young people are likely to fluctuate, for example in a crisis or while transitioning to independence.



Providers indicated that support with how to make policies and documents accessible and helpful to young people would be valuable.

Key themes

Co-production with young people



This was an important area of discussion and demonstrated the commitment of supported accommodation providers to centre the voice of young people in their service and ensure that co-production was continually prioritised.

Providers reflected that it was challenging to evidence that the young person's voice, had been included, for example in their policies. Providers were able to share their tips on how to develop accessible versions of information that young people will find useful, for example, a welcome pack.

Policies and documentation

Most providers discussed the policies and documentation needed for successful registration and the areas of this that they felt they need further support with.

Providers were able to share their planning for how they will ensure their policies are tailored to their service and the young people who live in their settings while meeting all the requirements outlined in the regulations.

Working with local authorities

Many providers described the importance of working with the local authority. Providers reflected that not having detailed information about young people from local authorities can make it difficult to provide the best possible support.

Providers also wanted support on multiagency working with local authorities to ensure the young person's social worker and other relevant professionals are aware of the direct work happening in the accommodation, to ensure joined-up support.

Roles, workforce, and qualifications



Providers reflected on the challenges of the supported accommodation workforce. This included how to attract and retain high-quality staff to work in settings, reliance on agency staff, and how to balance this with the right training for staff members to meet the specific standards such as the protection standard.

Providers discussed the registered service manager (RSM) role in detail and how this is structured in settings of different sizes, or across several regions or geographical areas. Providers sought to understand the various roles, such as registered person, listed in guidance documents and share their learning with each other.