Useful Contacts

Childline: 0800 1111
NSPCC: 0808 800 5000
NYAS: 0808 808 1001
OFSTED: 0300 123 1231

Your Useful Contacts

Registered Care Home Manager:
Social Worker:
Keyworker:
Independent Reviewing Officer:
Children in Care Council:
Advocate/Independent Visitor:

A Young Person’s Guide to
Children’s Homes
Quality Standards

actionforchildren.org.uk
Introduction

Do you know that the law has recently changed to improve the experience of young people living in children’s homes (yes, you!)?

Instead of meeting minimum standards young people can now expect the maximum with the introduction of the Children’s Homes Regulations 2015 and 9 Quality Standards!

These standards and regulations were introduced to ensure that every young person living in children’s homes has a positive experience and fulfil their potential, like their friends.

These changes also mean that children’s homes need to show how they are listening to young people and involving them in the provision of care within their home.

What’s all this got to do with me?

Read on to find out what these changes and the 9 Quality Standards hope to achieve for you!

The 9 Standards.

The Quality and Purpose of Care Standard:
All staff in the home understands the homes aims and what they should do to make sure the care they provide meets your needs.

The Children’s Wishes and feelings Standard:
Your views will be listened to and taken seriously. You will have the opportunity to talk, complain and give feedback. Staff will let you know what action they will take based on what you have said.

The Education and Learning Standard:
You will be supported by staff in the home to make progress in your education and they will help you to overcome any problems you may have with learning.

The Enjoyment and Achievement Standard:
You will be supported by staff to do activities they would like to do.

The Health and Well Being Standard:
You will be supported to be healthy and to make good choices around your health. You will have access to all the medical services you need such as a GP, dentist or counselling.

The Positive Relationships Standard:
You will be helped to develop good relationships with adults and other young people and to understand the kind of behaviour that is needed in everyday life.

The Protection of Children Standard:
Staff keep you safe and help them understand how you can keep yourself safe.

The Leadership and Management Standard:
The home must be managed well and staff should be supported and able to provide the best possible care for you.

The Care Planning Standard:
The home works with you and others to make sure your care is well planned. They make sure that moving in and leaving care is a positive experience for you.
Who is responsible for the standards?

Who are the people in charge of making sure these 9 Quality Standards happen for young people in children’s homes? Who do you need to be looking and listening out for? Read on to get the low down…

**Registered Provider**

These are the people that own the children’s home. Sometimes this can be more than one home and it’s their job to make sure that the 9 Quality Standards are delivered in the homes that they are in charge of.

**Registered Manager**

This is the person who is in charge of the children’s home where young people live. It is their job to work with staff and young people in the home to deliver the 9 Quality Standards and ensure that the home is the best it can possibly be. When you first arrive at the home, they will introduce themselves to you.

**Responsible Individual**

This is the person who has been allocated responsibility to run the children’s home. They must be registered with Ofsted and show them how the home is run and how they make sure young people benefit from the Quality Standards.

**Regulation 44 Visitor**

This is an independent person who you can expect to see at a children’s home every month. It is their job to check that you, staff and the home are okay and let the owner of the home and Ofsted know what they think. They might ask to have a chat with you!

**Advocate**

This is another independent person that a young person can work with to make sure you have a voice and are heard in regard to anything you feel is important to you. It could be an issue relating to the home where you live. Your social worker, keyworker and registered manager can tell you more about how you can get to talk to an advocate.

**Corporate Parent**

Senior people in your local authority take on the role of a corporate parent to make sure that different parts of the council work together to support homes to provide good care for children.

**Care Staff Including Keyworker**

You can expect your keyworker to be there for you on a one to one to make sure you are happy, safe and supported in the home where you live. Together with the other care staff they will be working with you to make sure you fulfil your potential. When you first arrive at the home your keyworker will be introduced to you and they will make sure you know who the other staff members are.

**Ofsted Inspector**

The children’s home will be inspected by OFSTED to see how well the home is working with young people and staff to deliver the 9 Quality Standards. When they inspect, they will spend time with you and want to talk to you so they can get your views on how good the home is. You can ask your social worker, keyworker or registered manager what OFSTED thought of the home the last time they inspected.

**Commissioning Officers**

They are responsible for finding out about different homes and helping social workers and you decide whether it is the right place for you to live.

**Social Worker**

Social workers and local authorities have overall responsibility for making sure that the right plan for your care is available. They will review this with your home and you regularly to make sure your needs are being met. An **Independent Reviewing Officer** (IRO) will also be at these meetings to make sure your views about the plans for you are heard.

**Children in Care Council**

YCICs’s are groups of young people in each local authority who contribute to shaping and influencing the parenting that children in care receive at every level. They give young people a chance to have a say about the things that really matter in their lives.

**Your social worker, key worker or Registered Manager**

Can tell you more about all of these. **Just ask!**