



Regulation 32 with effective auditing training

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themes for today

- Legislation & the framework
- Ofsted and why this is an important document
- How effective auditing safeguarding informs the Reg 32
- SCCIF
- Feedback
- Planning



Your expectations

- What do you need from the morning?



What is an audit all about?

- An audit is about compliance
- The Reg 32 is about quality



Why have an audit

- To identify areas for improvement
- Identify and build on good practice
- Provide assurance and evidence
- Show safeguarding is a priority



How to conduct an audit

- What do you need to know?
- Use the Quality Standards
- Check against Regulations and Schedules
- Be systematic



Key points in Reg 32

1. Focus on the quality of support provide
2. Generate a report at least every six months: from point of getting registered
3. Consider feedback and evidence from all settings
4. Decide what each review should focus on
5. Use of multi-agency audits
6. Involve young people in the review process
7. Identify areas of strength and weakness
8. Develop an action plan



How an audit will inform the Reg 32

- The Reg 32 requires information from partners
- The Reg 32 is about the quality of care, how will you evidence this?
- The audit process provides a structure to test policies in practice and where this can be seen in the development of your service.



Working together to safeguard children

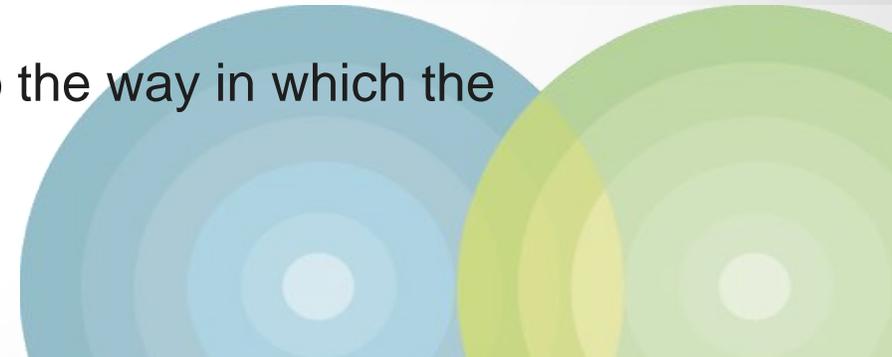
- Chapter 2 references the safeguarding partners annual report that can be informed by audit

how multi-agency training will be commissioned, delivered, and monitored for impact, and how they will undertake any multi-agency and inter-agency audits



Regulation 32 -

- (1) The registered person must maintain a system for monitoring and improving the quality of support provided by the supported accommodation undertaking by completing a review (“a quality of support review”) at least once every six months, which must take into account—
 - (a) the views of children, including any feedback and complaints received;
 - (b) feedback from individual children on the impact the supported accommodation has had on the child’s life, especially regarding how well prepared the child felt for transition into supported accommodation and how well prepared the child feels for transition out of supported accommodation;
 - (c) feedback from each child’s accommodating authority, staff and any relevant persons;
 - (d) any relevant research and developments in relation to the way in which the needs of children are best met.



- (2) After completing a quality of support review, the registered person must produce a written report setting out the actions the registered person intends to take as a result of that quality of support review.
- (3) The registered person must provide a copy of the review report to the Chief Inspector of Education, Children's Services and Skills (CIECSS) within 28 days beginning with the day on which the report is completed, and make a copy of it available on request to each child's accommodating authority.



Quality Standards

- leadership and management standard,
- the protection standard,
- accommodation standard
- the support standard.



Principles for children

1. I feel safe and secure where I live and in my wider environment.
2. My voice is respected, heard and advocated for, so I can influence the support I receive.
3. I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.
4. I have my own space that I feel proud of and live in a comfortable, well maintained, and stable accommodation.
5. I receive high-quality, tailored support that sustains my health and wellbeing.
6. I have strong, trusting, and meaningful relationships within my support system and can rely on the adults around me.
7. I feel supported to learn and apply skills for independent adult living.
8. I feel positive about my future and opportunities as a result of the support I receive.



In groups

- What do you think quality looks like in supported accommodation?
- What information do you have that would inform a Reg 32 report?
- Where do you store this?



Social care common inspection framework (SCCIF) Supported Accommodation 2024

To focus on the things that matter most to children's lives

To be consistent in our expectations of providers

To prioritise our work where improvement is needed most



Outcome 1

- Consistently strong service delivery leads to typically positive experiences and progress for children. Where improvements are needed, leaders and managers take timely and effective action.
- The next inspection will be within approximately 3 years.



Outcome 2

- Inconsistent quality of service delivery adversely affects some children's experiences, and this may limit their progress. Leaders and managers must make improvements.
- The next inspection will be within approximately 18 months.



Outcome 3

- Serious or widespread weaknesses lead to significant concerns about the experiences and progress of children. Leaders and managers must take urgent action to address failings.
- The next inspection will be within approximately 6 months



In groups

- How will use of effective audits avoid Outcome 3?
- How could you use Regulation 32 to evidence this?



Key elements to note

- lines of enquiry, what will the inspector want to look at?
- any areas of apparent weakness or significant strength
- areas where further evidence needs to be gathered



Preparation for inspection (SCCIF)

- the provider's statement of purpose, guide Regulation 32 reports and other documents provided at registration
- any concerns and complaints received
- serious incident notifications Regulation 27
- any changes to registration, including change of manager or the nominated individual
- any post-registration enforcement activity
- point-in-time questionnaire responses



The report

- It does not have to cover every aspect of the Quality Standards, the registered person can use their judgement on the key issues that period
- Use data to evidence your report from audit



Example Data

| staff | Young people |
|--|--|
| Number of FTE employed against establishment | Placements including planned and unplanned endings |
| Use of agency | Missing episodes Regulation 27 Notifications |
| Training matrix | Education and Employment status |
| Conduct and disciplinary | Health including registration with GP/Dentist |
| Allegations/complaints | Contact with PA |
| Personal development | Positive relationships |



What does your document contain?

- Focus on the experience of the young person. What is your evidence? What action are you taking where an aim is not achieved
- Draw together all your sources information on how the home performing. Do you collect/collate information systematically e.g. notifications, achievements or awards
- Demonstrate the evidence used for the practice decisions regarding each young person
- Show your own reflection, analysis and evaluation
- Don't try and cover everything that has happened in the last 6 months but show a focused understanding - can be useful to focus on quality standards
- Make a plan based on the analysis of the period



Audit each standard against the regulation

- The protection standard

This standard provides a set of requirements. Are you able to show you are meeting these? Eg

Regulation 5 (2) (f) (i) requires that staff are familiar and act in accordance with child protection policies

Your audit should include

The policy is up to date; staff had read and signed; supervision covers any areas for development.

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Triangulation

- The audit will show if the service is compliant with, The Supported Accommodation (England) Regulations 2023,
- The Children Act 2004 legislation and
- Working Together to Safeguard Children 2023
- The quality review under Regulation 32 is the opportunity to show the quality of service but must be backed with evidence from audit.



Important potential themes

- Recruitment and retention
- Sickness
- Outcomes/ progress – **Lets discuss how to map this**
- Agency staff sample files
- Environmental
- Heath and safety
- Fire safety
- Medication



Outcomes/ progress – how do you evidence?

- Children's experiences
- Key works sessions
- Advocacy
- House meetings
- All stakeholders' feedback
- Staff feedback- appraisals & supervisions



Planning the Regulation 32 process

- What's your vision for the young people?
- Involving others and gaining feedback as an ongoing process
- Having times when you can get the young peoples views
- Not a report to compile just before deadline- this takes the whole 6 months



