



Regulation 27 notifications



**SUPPORTED  
ACCOMMODATION  
REGULATIONS 2023**

## PART 6: Notifications and complaints

### Notification of a serious event

**27. (1)** If a child dies, the registered person must without delay notify:

- (a) the Chief Inspector of Education, Children's Services and Skills (CIECSS;
  - (b) the accommodating authority;
  - (c) the Secretary of State;
  - (d) the local authority in whose area the premises used as supported accommodation are
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**(2)** If there is **a referral of a person working for the supported accommodation** undertaking pursuant to section 35 of the Safeguarding Vulnerable Groups Act 2006(20), the registered person must without delay notify:

(a) the CIECSS; (b) the accommodating authority; (c) any relevant person not included in subparagraphs (a) and (b).

**(3)** The registered person must notify the CIECSS and any relevant person without delay if

(a) a child is involved in or subject to, or is suspected of being involved in or subject to, **sexual exploitation or child criminal exploitation**;

(b) an incident requiring **police involvement** occurs in relation to a child and the registered person **considers that incident to be serious**;

(c) there is **an allegation of abuse** against the supported accommodation undertaking or a person working for it;

(d) a **child protection enquiry** (i) is instigated, or (ii) concludes (in which case, the notification must include the outcome of the child protection enquiry);

(e) there is an incident involving the **use of a measure of restraint** of a child;

(f) there is **any other incident relating to a child which the registered person considers to be serious**.



**(4)** The registered person must ensure that a notification made under this regulation:

(a) includes details of:

(i) the event concerned;

(ii) any other individuals or organisations who or which have been notified;

(iii) any actions taken by the registered person as a result of the matter;

(b) is made or confirmed in writing.





What do we consider to be serious?

# What do Ofsted consider serious...?

The Oxford English Dictionary defines 'serious' as: '**significant or worrying because of possible danger or risk**; not slight or negligible'.

The line between what is serious, and what is not, can be blurred and is always a matter of judgement. It depends on many factors, including:

- **age of the child**
- **frequency of the incident**
- **injuries sustained**
- **any additional needs the child has,**
- **the context of the home** and so on.



- a child being the victim or perpetrator of a **serious assault**;
- a **serious illness or accident**;
- a **serious incident of self-harm**, or serious concerns over a young person's **missing behaviour**, particularly where the young person is considered to be at grave risk due to age or vulnerability or where they have been missing for a considerable period of time and their whereabouts is unknown.
- Registered persons should also consider the frequency of incidents and judge whether their **cumulative effect** makes notification appropriate even if in isolation each event would not warrant this.
- An event is serious if it has a **significant and direct adverse impact** on the protection, safeguarding or welfare of children and/or adults, or entails significant damage to property



Serious **illness or accident would include matters such as broken bones, when a child loses consciousness** or situations that require admittance to **hospital for more than 24 hours**.

Ofsted have previously received the highest volume of notifications when:

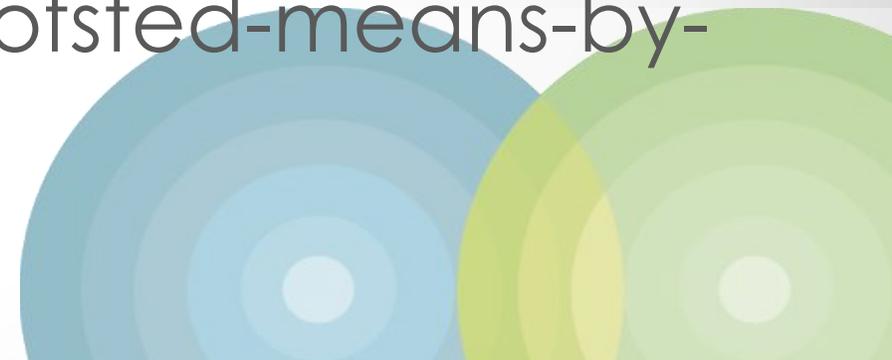
- an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious
- there is any other incident relating to a child which the registered person considers to be serious

Police involvement does not mean police have been informed of an incident.

Involvement implies that they are **actively doing something** concerning the incident, for example making an arrest or taking witness statements.

Ofsted do not need to be notified, for example, that police have been informed that a child has gone missing, even if the police are helping staff look for the child.

<https://www.gov.uk/guidance/what-ofsted-means-by-a-serious-incident>





**What makes for a good account?**

### An inspector needs to know:

- the type of incident and a summary of what happened
- when and where the incident happened
- your contact details and the details for your service and members of staff
- what other organisations have been told
- details of any children involved
- initials and job titles of any staff and people involved
- actions taken by staff and managers at the time and planned prevention measures



# Case recording standards

- Use of initials for children and young people
- Objective
- Short and concise
- Views of young people included in “speechmarks”
- Language that cares
- No assumptions
- Factual
- Non-judgemental
- Question & answer
- Relational and child-centred
- Safeguarding remains paramount throughout
- 



“Tell us any actions you will take to help prevent this type of incident happening again”





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How do you communicate  
with Ofsted?

# How the inspector prepares...

Inspectors look at the information they already have, including:

- previous inspection reports
- completed questionnaires from children, parents and stakeholders
- the home's statement of purpose and children's guide
- any concerns and complaints received
- reg 27 notifications of serious events
- quality assurance reports received under regulation 32 (including monitoring by the registered person of any incident when a child accommodated in the home goes missing or is at risk of, or subject to, child sexual exploitation)
- any changes to registration, including change of registered service manager or the nominated individual
- any enforcement activity within the last inspection year





KEY LINES OF ENQUIRY