

Residential Service Annual Report 2025

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Overview

This report intends to give an overview of Shropshire Councils Residential Service for the year 2025. Shropshire Council's Residential Service operates 6 children's homes, all with their own specific Statement of Purpose as part of an overall strategy aligned with children's services and the local authorities key priorities for Shropshire children. The report will explore key areas for each home.

Vision, Mission and Values

Our Vision: We aspire to ensure all of our children have the opportunity to live in a home that enables them to achieve their full potential.

Our Mission: To provide our children with nurturing and homely environments where they can thrive with people that care.

Our Values:

Pride- We take pride in achievements

Acceptance- We care for others unconditionally.

Resolve- We are committed

Empathy- We show compassion

Nurturing- We create growth through support and challenge

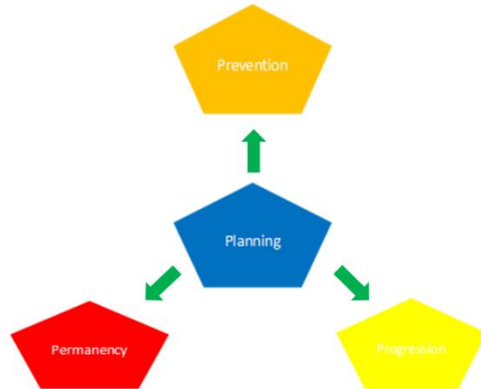
Taking responsibility- We take ownership

Adventurous- We find creative and innovative solutions.

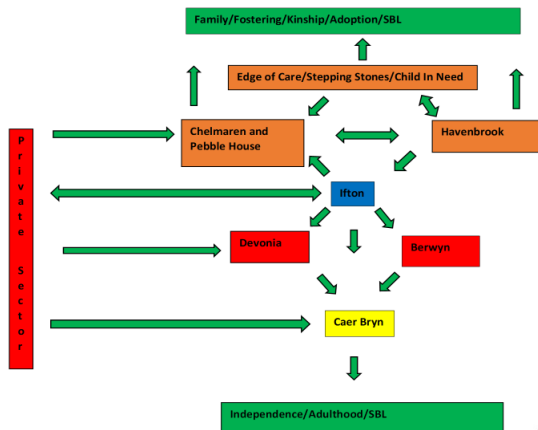
Loyalty- We are genuine and honest.

Our strategy (interdependency framework): Prevention, Planning, Permanency and Progression

The four P's



Interdependency framework



Chelmaren



Statement of Purpose:

Age range: 7-17

Profile:

Short to Medium Term

Children on the edge of care who need intervention to remain living with family.

Children looked after within the residential private sector with a plan to return to living with family or alternative setting outside of residential care.

Support package: Multi-disciplinary team working around the child and family.

Assessment of what needs to change for the child to return to the family home/alternative setting. Clear plan created with the child and family to support the return to family home/alternative setting.

Ofsted Inspection:

Inspection dates: 5 and 6 March 2025

Rating:

Overall experiences and progress of children- **Outstanding**

How well children are helped and protected- **Good**

The effectiveness of leaders and managers- **Good**

Report Feedback:

“The managers and team of carers are excellent advocates for children’s education, understanding how to stimulate children’s enthusiasm for learning. One child is making exceptional progress in a mainstream school after education professionals were considering specialist education.”

“Carers are resourceful in helping children to achieve their ambitions, such as visiting football stadiums and meeting their favourite players. These experiences are inspiring and motivating for children.”

Carers are dynamic advocates for children’s equality, diversity and inclusion. Carers support children to express and be proud of their diversity.

General Overview:

Chelmaren has undertaken a significant change in Statement of Purpose to align with Stepping Stones, working in a multi-disciplinary approach to enable children in stepping down to foster care or re-unify with parents. The two services work closely together, children are supported by stepping stones workers assisting in progressing care plans and a psychologist undertaking consultation with the team to promote individualised therapeutic practice. Ofsted recognised Chelmaren as an Outstanding home for the outcomes they achieve for young people. The home is focussed on further embedding the team around a child approach with help from an educational psychologist to input therapeutic practice.

Key outcomes for children:

Child A - 11 Years Old

Previous placement: Family Home, serious concerns regarding domestic violence, physical abuse and substance use.

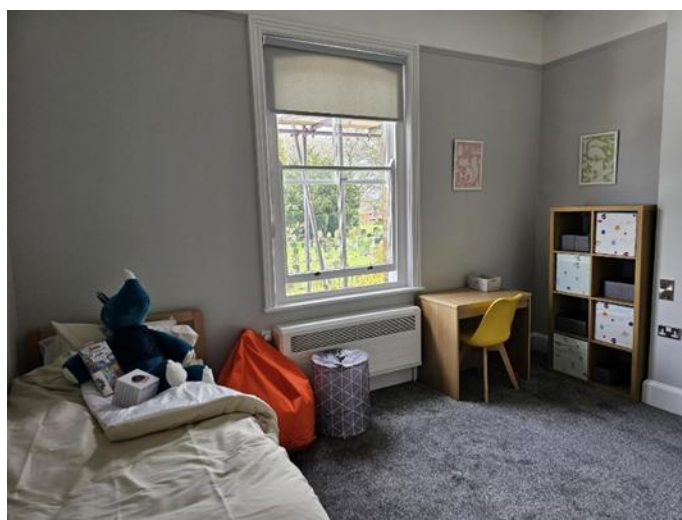
Step down process: Moved to Havenbrook for immediate short break with sibling. No Foster carers came forwards to look after the siblings. Moved to Chelmaren with a clear transition plan between the homes. Chelmaren assessed needs and supported change, giving opportunity to explore Foster Care again. Child A moved to live with a foster carer whom he had a strong established relationship with.

Time at Chelmaren: 1 year 2 months

What is happening now: Child A has transitioned to a foster family.

Outcomes: Child A is safe from abuse. Child A will return to a family environment, Child A’s needs and trauma linked behaviour are reduced, Child A has had opportunity to develop permanent relationships with people who care.

Pebble House



Statement of Purpose:

Age range: 5-12

Profile:

Short to Medium Term

Children on the edge of care who need intervention to remain living with family.

Children looked after within the residential private sector with a plan to return to living with family or alternative setting outside of residential care.

Support package: Multi-disciplinary team working around the child and family.

Assessment of what needs to change for the child to return to the family home/alternative setting. Clear plan created with the child and family to support the return to family home/alternative setting.

Ofsted Rating:

Inspection dates: 21 and 22 May 2025

Rating:

Overall experiences and progress of children- **Outstanding**

How well children are helped and protected- **Outstanding**

The effectiveness of leaders and managers- **Outstanding**

Report Feedback:

“Children living in this home make exceptional progress from their starting points and have positive day-to-day experiences. Children receive care from extremely committed staff who are child centred and value the open and honest relationships they build with children.”

“Staff undertake high-quality, individualised and purposeful work with children.”

“Managers are committed to ensuring children receive the highest standards of individualised care, not just for now but in the future.”

General Overview:

A business case was agreed in October 2023 to expand the Residential Service further and bolster it's provision for younger children as part of an early intervention/prevention strategy. Pebble House looks after children aged 5-12, aligning with Stepping Stones, working in a multi-disciplinary approach to enable children in stepping down to foster care or re-unify with parents. Pebble House was registered by Ofsted in October 2024. Within it's first Ofsted inspection Pebble House achieved Outstanding in all areas. The home has maintained a consistent staff team, where innovative and creative practice has been highlighted as a strength in all external scrutiny. Pebble House is currently looking after two siblings who are now ready for foster care awaiting the right home to come forwards, and another child with a reunification plan back to family home.

Key outcomes for children:

Child B and C – 6 and 13 years old

Previous placement: Foster care, serious safeguarding concerns relating to violence and intra-familial sexual behaviour.

Step down process: Moved as siblings to Pebble House to ensure the children could be kept together.

Time at Pebble House: Ongoing

What is happening now: The children are living at Pebble House, a range of professionals have worked with the children to help assess and address needs.

Outcomes: Home has given opportunity for the siblings to stay together in their home county and complete necessary work needed for a future in foster care. The children are ready for Foster Care. The children have achieved significant outcomes in education, speech and language and key developmental milestones.

Havenbrook



Statement of Purpose:

Age range: 7-17

Profile:

Short breaks and Immediate Short Breaks

Children who are struggling to cope with living in the family home where having breaks away from the family home can facilitate work to be done with families and the child; preventing escalation to care proceedings.

Children that need an immediate safe place to stay whilst the local authority intervenes to make safe arrangements for them at home or in alternative arrangements (up to 17 days).

Support package: Skilled workers address needs of the child in the home through a clear placement plan. Social work teams create a clear plan with the family to address any difficulties in the child living at home.

Ofsted Rating:

Inspection dates: 28 and 29 January 2025

Rating:

Overall experiences and progress of children: **Good**

How well children are helped and protected: **Good**

The effectiveness of leaders and managers: **Good**

Report Feedback:

“The home’s nurturing ethos supports the children to make excellent progress in many areas of their lives and develop lifelong skills and interests that build their self-esteem and sense of identity.”

“Children’s views are central to the running of the home. Carers consult the children in all aspects of their care and support the children to take increasing control of decisions that affect them.”

“Children grow in confidence and self-esteem. Some develop skills that increase their independence. Others are able to communicate their needs or socialise with other children with whom they can share interests, hobbies and enjoy social time.”

General Overview:

Havenbrook continues to offer short breaks to children on the edge of care as part of the service early intervention/prevention strategy. Havenbrook also provides children with an immediate short break which allows the local authority the option to plan around a child when options are limited due to short notice changes. The home continues to place emphasis on providing clarity of purpose and a targeted intervention plan in place for children which supports them to maintain safety and stability. A new Registered Manager has brought forwards ideas which has strengthened the culture in this area.

Key outcomes for children:

Child D– 9 Years Old

Previous placement: Child D lives at home with his mum, step father and brother.

Support process: Child D began having short breaks as part of the plan to keep him safe and address concerns in his family home. There were concerns about parents leaving the children for long lengths of time to travel to other parts of the country, not meeting the children’s basic care needs and lack of appropriate supervision in the community. The support plan helps to ensure Child D can remain living at home, as well as giving a safe space for professionals to ensure intervention work can be completed.

Outcomes: Child D is able to live at home with support, rather than becoming looked after and needing to be looked after in care.

Devonia



Statement of Purpose:

Age range: 12-17

Profile:

Looked after children with complex needs that mean they need to continue to be looked after in residential care and external local authority options are limited.

Children who have experienced or are likely to experience multiple home breakdowns due to escalating risks.

Support package: Skilled workers look after the children in a small group environment to deliver stability through an individualised care package.

Ofsted Rating:

Inspection dates: 16 and 17 October 2024

Rating:

Overall experiences and progress of children: **Good**

How well children are helped and protected: **Good**

The effectiveness of leaders and managers: **Requires Improvement**

Report Feedback:

“The child’s education attendance improved significantly. This is because staff provided a consistent and stable environment where the child felt more certain about their daily routines.”

“The interim management team worked hard to implement routines, boundaries and clear expectations with the child. This contributed towards the child feeling increasingly safe and secure.”

“Staff say they feel supported and enjoy working in the home. They feel that the

approach of the interim management team has had a positive impact on their practice and the progress of the child living in the home.”

General Overview:

Devonia went through a number of challenges in 2024. Following a Safeguarding disclosure from a young person, Ofsted increased oversight of the home which resulted in a number of issues in practice being identified. The service quickly took action to resolve improvement areas and implement change. Within 12 weeks all areas of concern were addressed and the home was rated Good with Ofsted within its Ofsted inspection. Following a child moving on from the home in October 2024, Devonia became non-operational whilst the service works hard build staffing levels to ensure it can begin to look after children again in a safe and planned way.

Berwyn



Statement of Purpose:

Age range: 12-17

Profile:

Looked after children with complex needs that mean they need to continue to be looked after in residential care and external local authority options are limited.

Children who have experienced or are likely to experience multiple home breakdowns due to escalating risks.

Support package: Skilled workers look after the children in a small group environment to deliver stability through an individualised care package.

Ofsted Inspection:

11 and 12 March 2025

Rating:

Overall experiences and progress of children: **Outstanding**

How well children are helped and protected: **Outstanding**

The effectiveness of leaders and managers: **Outstanding**

Report Feedback:

“Children living in this home make exceptional progress from their starting points and have positive day-to-day experiences. They receive care from extremely committed staff who are child centred.”

“Staff and professionals work collaboratively to help children to be open and talk about their experiences. Children are regularly encouraged to express their feelings and wishes through a variety of methods such as informal conversations, monthly newsletters, one-to-one sessions and debriefs.”

“Managers are highly ambitious for children and the quality of care that they receive. They strive to ensure continuous improvements to children’s care, which helps support children to make exceptional progress.”

General Overview:

Berwyn continues to provide a small, homely environment for children with more complex needs. There has been a change in the children living in the home, with children moving on to more independent accommodation. There has also been changes in management of the home. Despite periods of change, the home has maintained excellence in its practice, highlighted through all external scrutiny. Trauma linked behaviour of the children living there has reduced considerably, one has a plan to step down to foster care and the other a reunification plan back to home, this is exceptional for both children given concerns for them previously.

Key outcomes for a child at Berwyn:

Child E - 12 years old

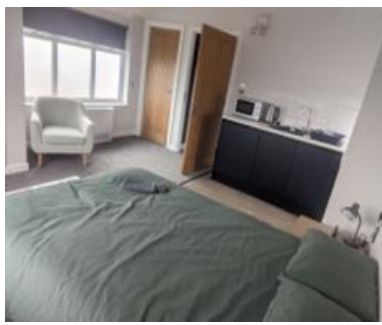
Previous placement: Chelmaren

Step down process: It became apparent that Chelmaren was a difficult environment for Child E to live in due to her individual needs and that she required a longer term home to give enough time to help her. A transition plan between the homes helped Child E to build relationships and experience a positive move. Since living in the home risks for Child E have reduced considerably, allowing professionals to consider a reunification plan home and begin work towards this.

Time at Berwyn: 9 months

Outcomes: Child E feels safe, happy and secure in a place she can call home. A plan is in place to help her return to live with family.

Caer Bryn



Statement of Purpose:

Age range: 16-17

Profile:

Children with a plan towards independence who need additional support to achieve this. Children living out of the county who would benefit from re-integration within the local community before independence.

Support package: Specialist environment designed to support independence skills. Team of skilled workers to assist and support children to build independence skills through an individualised placement plan.

Ofsted Inspection:

10 and 11 September 2024

Rating:

Overall experiences and progress of children: **Good**

How well children are helped and protected: **Good**

The effectiveness of leaders and managers: **Good**

Report feedback:

“Children receive individualised care. Staff understand the children’s needs and the support they require to progress in all areas of their development.”

“Children develop their independence with support from staff. This includes practical skills, such as cooking, budgeting and keeping their bedrooms clean. Children learn how to live safely in the community.”

“When children share concerns, staff support them to explore their views and come to resolutions safely.”

General Overview:

Caer Bryn was registered by Ofsted in January 2024, within its first inspection in September it was rated Good in all areas. Caer Bryn has looked after a number of young people, supporting them on their journey to more independent living. Children have left the home prepared for work, education and adulthood. The home experienced some change in management due to maternity leave, this was supported internally and led to continuity of quality of care which was recognised by Ofsted.

Key outcomes for a child at Caer Bryn:

Child I - 18 years old

Previous placement: high-cost placement, 1:1 staffing, reporting high risks and unlikely to cope with independence.

Step down process: Moved to Caer Bryn. Reduced support over time; managing medication, supervision levels, unsupervised time with friends. Engaged in key independence skills; cooking, laundry, budgeting. Education promoted.

Time at Caer Bryn: 1 year 3 months

What is happening now: Child I moved from Caer Bryn to the supported accommodation attached to the home with continuing support from the team within established relationships. Child I was able to explore his independence from a safe a secure base with support when faced with any challenges. Child I celebrated his 18th birthday with the Caer Bryn team and was supported to undertake qualifications for employment. Child I moved on to live with his dad.

Outcomes: Child I is better prepared for independent living and has an understanding of how to keep himself safe. Child I is able to live with his family, attend work and has he has a support network around him.