

Inspections of residential family centres

Evaluation schedule and grade descriptors

This evaluation schedule sets out the areas that inspectors will make judgements on when they inspect residential family centres from 1 April 2013.

It should be read alongside the framework for the inspection of residential family centres.

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Introduction

1. This guidance sets out the judgements that inspectors will make and report on when inspecting residential family centres registered by Ofsted under the Care Standards Act 2000.¹

How the regulations and national minimum standards inform inspection judgements

2. The evaluation schedule and the judgements made on inspection are underpinned by the regulations and the national minimum standards and are intended to test compliance and support improvement.
3. Each national minimum standard has a headline statement of the outcome to be achieved by the residential family centre. Providers will normally show they are meeting the headline statement of the outcome by following the standards that are detailed. However, these do not have to be followed exactly if the provider can demonstrate, and the inspector is satisfied, that the outcomes are being met in a different way. The exception to this is that any requirement set out in regulations must be met.
4. Any failure to meet the regulations or a headline outcome from the national minimum standards will be reported on at inspections. Inspectors will report on strengths and weaknesses throughout the report to illustrate how they have arrived at their judgement.
5. Any areas for improvement will directly link to the national minimum standards and the outcomes they are intended to achieve (recommendations), or to relevant regulations or legislative requirements (requirements).

Making judgements and using the grade descriptors

6. Inspectors are required to weigh up the evidence in a particular area and to consider it against the descriptors for outstanding, good, adequate and inadequate before making a judgement at inspection. Examples of practice may be used to support more than one judgement.
7. Judgements are not made on a formulaic approach but on a carefully balanced consideration of the impact that professional practice and the residential experience has on children and their parents.
8. The descriptors are hierarchical; an outstanding service must meet the descriptors for an outstanding, good and an adequate service, and a good

¹ The Care Standards Act 2000; www.legislation.gov.uk/ukpga/2000/14/contents.

service should also generally meet the descriptors for a good and an adequate service.

9. Residential family centres must meet the statutory requirements of the regulations and must take account of the national minimum standards.
10. However, meeting all the requirements will not necessarily result in a judgement of good or outstanding, nor will failure to meet all the requirements in full necessarily result in a judgement of inadequate. The seriousness of any failure and its potential impact on outcomes for children and their parents is considered carefully to determine how it should impact on the overall judgement. Inspectors use their professional judgement to assess the impact of any breach against other aspects of the service.

Summary of the evaluation schedule criteria for inspections

11. The judgements for inspections are:
 - Overall effectiveness
 - Quality of assessment
 - Quality of care, support and guidance
 - Safeguarding children and parents
 - Leadership and management.

Overall effectiveness

12. Inspectors will consider evidence and judgements from all areas during inspection before arriving at the overall effectiveness judgement.

Grade descriptors: Overall effectiveness

Outstanding	<p>The overall effectiveness judgement is likely to be outstanding where the requirements for good are met or exceeded and the following applies:</p> <ul style="list-style-type: none"> ■ the residential family centre is highly effective; commissioners consistently have very positive views of the quality of assessments and there is evidence of impact and positive change in the lives of children ■ children² and parents give consistently positive feedback about the quality of their care, support and guidance in the centre and their relationships with staff
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² Most children in residential family centres are very young; references in this document to children giving feedback, engaging in plans and understanding the content of the report are subject to their age and understanding.

	<ul style="list-style-type: none"> ■ leaders and managers routinely make good use of a range of rigorous monitoring activities; they are ambitious and energetic in their drive for continuous improvement ■ there are no breaches of regulations.
Good	<p>The overall effectiveness judgement is likely to be good where the requirements of adequate are met or exceeded and the following applies:</p> <ul style="list-style-type: none"> ■ children, where possible, and parents are actively engaged in plans that are made and they understand what is happening to them ■ recommendations about children’s futures are based on their best interests and comprehensive evidence ■ the care planning, support and guidance are highly personalised to meet the individual needs of each child and parent, and are underpinned by effective, high quality support from staff ■ staff provide consistently high quality care and experiences in a group living environment ■ leadership and management arrangements are strong, and they are effective at tackling weaknesses and securing improvement ■ staff are highly skilled residential family practitioners and their direct work with families and children is based on knowledge and experience of identifying where children are at risk of harm or are being harmed, and helping families to change.
Adequate	<p>The overall effectiveness judgement is likely to be adequate the following applies:</p> <ul style="list-style-type: none"> ■ the residential family centre is effective. Assessments are accurate, detailed and show that there has been a thorough professional analysis of case history, risk and capacity for the parents to protect and promote their children’s welfare ■ assessments focus on the issues identified by the court and make recommendations in the best interests of the child ■ the residential family centre support families effectively through the process of arriving at, and leaving the centre. Parents understand what is expected of them and what support the residential family centre will provide ■ children and parents are safe and feel safe ■ the centre provides consistent care for children; their well-being is at the centre of the service and professional practice ■ most children and parents give positive feedback about the quality of the care, guidance and support they receive at the centre and their relationships with staff ■ leaders and managers understand the strengths and weaknesses of the centre and have development plans in place ■ staff demonstrate a good understanding of safe working practice. Children and parents confirm that challenging behaviours are well managed by staff, and boundaries and expectations about group living are consistently followed

	<ul style="list-style-type: none"> ■ close partnership working with other agencies and professionals, including the police, courts and social workers, helps ensure children and parents are kept safe ■ there are no breaches of regulations or failures to meet national minimum standards that impact negatively on the welfare or safety of children and parents.
Inadequate	The judgement is likely to be inadequate if the residential family centre fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the children and/or parents are unsafe or the children's welfare is not promoted.

Quality of assessment

13. To make this judgement, inspectors will evaluate the quality of the centre's assessments of parenting skills and of parental capacity to change. Inspectors will evaluate the extent to which:
- the child's safety, needs and the promotion of their well-being in accordance with their plan are the explicit focus of the assessment and final report
 - the assessment clearly identifies risks to children and how these should be managed
 - throughout the assessment, parents are enabled to contribute to and challenge the process, the emerging judgements and findings of the assessment
 - the final assessment report is: child-centred, evidence based, robust, clearly expressed and written in non-stigmatising language
 - parents and staff are clear about the distinction between assessment and any support, advice or guidance provided
 - managers and staff have an understanding of approaches to assessment and of the underpinning knowledge concerning child development and models of change
 - the centre has a written plan outlining how they will assess parenting skills and capacity to change while promoting the welfare and safety of the child
 - assessments contribute to robust and effective decision-making and explicitly address the issues required by the court and/or the local authority
 - staff liaise effectively with the child's social worker and other relevant professionals.
 - parents and children of an appropriate age know what surveillance methods are used in the centre and how these relate to their assessment and support
 - the use of surveillance does not intrude unnecessarily on the privacy of parents and children.

Grade descriptors: Quality of assessment

<p>Outstanding</p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ the residential family centre ensures that professionals from all agencies involved have a coherent understanding of the ethos of the centre and the theoretical model that underpins the assessment ■ all aspects of the assessment and operation of the centre are comprehensive and evidence-based ■ feedback from court professionals about quality of assessment and reports is exceptional ■ leaders and managers continually review the effectiveness of the assessment process and adapt it accordingly, improving the quality of the assessments.
<p>Good</p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ parents are proactively engaged at every stage of the assessment ■ the family placement plan is regularly reviewed and updated in line with developments ■ effective liaison with relevant agencies supports identification of the judgements about parenting capacity and risk to the child and others ■ staff have a good knowledge and understanding of child development, attachment theory and models of change ■ staff have a good understanding of approaches to assessment, based on clear theoretical and research based knowledge ■ staff work to a clear theoretical model and reflect on their practice ■ leaders and managers make changes to the assessment process based on views and challenges of parents and other agencies.
<p>Adequate</p>	<p>The judgement is likely to be adequate if the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ assessments are analytical and show a clear understanding of case history, risk and capacity for the parents to protect and promote their children's welfare. They take full account of the placing authority and court requirements and there is a clear account of recommended next steps in the child's best interest ■ the assessment is linked to the overall plan for the child and focuses on the child's needs including their health, safety and emotional and social welfare ■ the assessment includes evidence, where available, of the child's

	<p>journey to a safe and nurturing family life and how support is reduced as the placement progresses</p> <ul style="list-style-type: none"> ■ parents are assessed in line with their family placement plan and in a manner consistent with the Framework for the Assessment of Children in Need and their Families³ ■ parents receive on-going and regular feedback about their assessment; they are clear about the assessment process, the parenting capacity which is being assessed and the emerging views of the assessors ■ parents feel able to challenge elements of the assessment process and changes are made as a result ■ parents and children know the contents of the assessment report and can add their views and feedback. There is evidence that they understand the content of the assessment ■ any use of surveillance systems for assessment is detailed in the family placement plan and understood by parents ■ the written assessment includes a chronology and gives an account of how the assessment was completed ■ the assessment report is evidence-based, non-stigmatising and supports robust and effective decision-making ■ staff undertaking assessments are suitably trained and qualified social workers ■ staff liaise with the child's social worker and other relevant professionals. Prior to admission and throughout the assessment relevant information is shared between professionals to enable staff to make an informed risk assessment of all the factors relating to parental capacity and risks to the child ■ all professionals working with the family are able to contribute to the assessment.
<p>Inadequate</p>	<p>The judgement is likely to be inadequate if the residential family centre fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, assessments are not robust and children's welfare and needs are not safeguarded.</p>

Quality of care, support and guidance

14. To make this judgement, inspectors will evaluate the quality of care, support and guidance provided by the residential family centre to all children and parents, including parents who are under 18 years of age. Inspectors will evaluate the extent to which:

- children and parents are welcomed into, and leave, the centre in a planned and appropriate manner

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- children and parents live in a well-designed, comfortable and well-equipped centre, with adequate space and a selection of age-appropriate toys and equipment, in a suitable location where there is access to the necessary facilities for a range of activities
- children and parents enjoy sound relationships with staff based on honesty and respect, and staff support parents to develop skills to sustain constructive relationships
- children and parents have individual support that takes account of their age, religious, cultural and linguistic backgrounds, sexual orientation, gender identity, marital status, disability, or special needs
- children’s and parents’ needs, views, wishes and feelings can influence all aspects of their placement and there is evidence that their feedback influences the practice and care at the centre
- parents are supported to develop skills, emotional resilience and self-esteem that prepare them to care safely for their children and to be responsive to their emotional, social, educational and health needs
- parents and children (subject to their age and understanding) have access to independent support and advice
- children and parents have contact with their family members, including siblings, where this is consistent with the child’s safety and welfare
- any parenting support helps children to develop appropriate and secure attachments to their parent or parents; practice is evidence based and all those delivering the service have knowledge and understanding of attachment theory and of assessing, supporting and guiding children and parents
- staff are suitably trained in the provision of care for children and intervene where necessary to ensure that a child’s needs are being met, including their fundamental emotional needs
- family placement plans are tailor-made for each family and clearly explain what care, support and guidance will be given to help each parent to develop their parenting skills and safely care for their children.

Grade descriptors: Quality of care, support and guidance

Outstanding	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ staff have consistently high aspirations for all children and parents in the centre ■ staff are highly experienced, skilled, proactive and imaginative in finding ways to care for, support and help parents which dynamically enrich their lives ■ staff build exceptionally effective partnerships with external
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	<p>agencies and social work services and consistently challenge and address any shortfalls in partners delivering effectively, which ensures that children and parents receive the support that they need.</p>
<p>Good</p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ the views and wishes of children and parents significantly influence the running of the centre and the delivery of care, guidance and support ■ parents receive information about the centre prior to admission wherever possible ■ parents are supported in their preferred parenting styles, where this promotes the health and welfare of the child ■ parents are consistently involved in the planning and review of their guidance and support ■ managers and staff have a robust understanding of the impact of the residential experience on children and parents and this is positively used to promote the quality of guidance and support provided ■ staff actively promote children’s and parents’ health, education and, where relevant, their employment.
<p>Adequate</p>	<p>The judgement is likely to be adequate if the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ the needs of children and their families are central to the service and drive every aspect of planning and direct work ■ children and parents are welcomed into, and leave, the centre in a planned and sensitive manner ■ children and parents have access to the services and support they need to meet their social, physical, emotional and health needs ■ equality and diversity needs are identified in care planning and positively addressed in daily living. Staff identify and meet individual needs relating to a child or parent’s cultural background and personal identity (including disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief and sexual orientation) ■ effective parenting support helps children to develop appropriate and secure attachments to their parent or parents ■ parents are supported to develop skills to build and sustain constructive relationships and resolve conflict positively ■ parents enjoy sound relationships with staff which are based on honesty and respect ■ children and parents can raise concerns about their experience of the centre

	<ul style="list-style-type: none"> ■ the views of children and parents are taken into account in the running of the centre ■ staff intervene where necessary to ensure that a child's needs are being met, including their fundamental emotional needs ■ staff manage challenging behaviour well and respond appropriately to anti-social behaviour ■ staff communicate effectively with all the children and parents at the centre.
Inadequate	<p>The judgement is likely to be inadequate if the residential family centre fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, parents and children do not receive the care, support and guidance they need to thrive.</p>

Safeguarding children and parents

15. This judgement focuses on the significance and priority that the staff at the residential family centre give to the safety and welfare of children and parents. In making this judgement, inspectors will evaluate the extent to which:

- children feel safe and are protected from harm, including neglect, abuse, violence, exploitation, accidents and bullying
- parents are protected, as far as possible, from abuse, violence, exploitation, accidents, bullying and self-harm
- the residential family centre prioritises the safety and welfare of children and parents and promotes their physical, mental and emotional health
- the residential family centre operates clear child protection procedures that are up to date and consistent with the policies of the Local Safeguarding Children Board and local adult protection policies and procedures
- the residential family centre complies with its duty to protect parents and children who may be subject to a child protection or child in need plan
- effective risk assessment contributes to the safety, health and well-being of children, parents and staff
- the family placement plan identifies risks to children and sets out the action staff should take if they are concerned about the safety and welfare of a child
- staff recognise when children are at risk of harm or are being harmed and take immediate and appropriate action to protect them in accordance with local child protection procedures
- staff take effective action if the whereabouts of any parent or child is not known
- staff promote positive behaviour by children and parents

- any discrimination or oppressive behaviour is tackled robustly and action is taken to prevent further occurrences
- restraint is only used in exceptional circumstances, in strict accordance with the legislative framework, and includes accurate and clear recording of the restraint and the reasons for its use; restraint is not used as corporal punishment
- the environment at the residential family centre is maintained to a high standard; the centre is physically safe and appropriately secure, taking account of the needs and characteristics of the families using the centre
- staff and volunteers working with families in the residential family centre are carefully selected and vetted, to help prevent unsuitable people from being recruited and having the opportunity to harm children or vulnerable adults or place them at risk of harm
- procedures for dealing with allegations or suspicion of harm follow local authority protocols in a way that provides effective protection and support for the child or vulnerable adult.

Grade descriptors: Safeguarding

<p>Outstanding</p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ proactive child protection practice is central to everything the residential family centre does. This means that all children and parents, including the most vulnerable children and parents, are protected by the way the centre operates ■ systematic risk assessment and risk management improve the protection of children and parents; risk assessments are reviewed and updated in response to changes to the resident group ■ multi-agency communication and collaborative working are highly effective ■ stakeholders consistently report that child protection practice is of an exceptionally high standard.
<p>Good</p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ the residential family centre has strong links with the Local Safeguarding Children Board and the Local Authority Designated Officer and there is regular communication regarding key child protection issues ■ the residential family centre has systematic means in place for monitoring and learning from allegations and the outcomes of child and adult protection investigations, serious case reviews

	<p>and research; the learning has a direct impact on the development of the centre and its practice</p> <ul style="list-style-type: none"> ■ strong and proactive relationships with the police, social workers, the courts and adult and child protection services support and promote the safety of children and parents.
<p>Adequate</p>	<p>The judgement is likely to be adequate if the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ children’s welfare is paramount; children are protected from harm and kept safe by the way the residential family centre operates ■ care plans clearly identify the impact of any abuse or neglect and actions required to keep children safe; these are regularly monitored and reviewed ■ adults report that they feel safe at the centre and are protected as far as possible from accident, abuse, violence and self-harm ■ staff recognise the particular vulnerabilities and diverse needs of children and parents, and take appropriate action to address them ■ all staff and volunteers working at the centre are carefully selected and vetted; monitoring is in place to help prevent unsuitable people from having the opportunity to harm children or vulnerable adults ■ procedures for dealing with allegations or suspicion of harm follow local authority protocols in a way that provides effective protection and support for the child or vulnerable adult ■ the centre has clear procedures and agreed arrangements with the local police and child and adult protection services which include the actions to be taken where an adult or child is missing ■ the centre has clear procedures, and agreed arrangements with the local police and child and adult protection services which result in investigations being handled in a fair, consistent and timely way ■ the environment is physically safe and appropriately secure, taking account of the needs and characteristics of the children and parents using the centre ■ the centre is appropriately maintained and meets health and safety requirements. ■ arrangements for dealing with medication are safe and effective.
<p>Inadequate</p>	<p>The judgement is likely to be inadequate if the residential family centre fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result children and parents’ welfare is not safeguarded.</p>

Leadership and management

16. The focus of this judgement is on the leadership and management of the service and the impact and difference that it makes to the experiences of children and their parents. In making their judgement, inspectors will evaluate the extent to which:
- the residential family centre is effectively and efficiently managed, including the permanent employment of a suitably qualified and experienced registered manager
 - parents, children, courts, commissioners and staff are clear about the aims and objectives of the residential family centre, the help that is available, the services and facilities it provides, and the arrangements for and purpose of supervision and assessment
 - leaders and managers deliver the service in line with the aims and objectives in the Statement of Purpose
 - leaders and managers actively and regularly monitor and understand the impact of the quality of assessment and the importance of care, support and guidance
 - leaders and managers understand the strengths and weaknesses of the residential family centre and have improvement and development plans in place that are informed by feedback from children and parents
 - leaders and managers demonstrate capacity for, and have evidence of, continuous improvement, based on the needs of the children and parents using the service; the quality of the assessments they undertake; the care, guidance and support they provide; and the centre's performance since its previous inspection
 - leaders and managers learn from research-based practice; placement breakdowns; professional feedback; relationships with the courts and placing authorities; and complaints and allegations; and they use this learning to develop effective, professional learning and development plans
 - leaders and managers are committed to meeting the needs of all children and parents, including those relating to disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation
 - the residential family centre employs and retains appropriately skilled, qualified, vetted and experienced staff and promotes their professional development by providing training and supervision
 - managers and staff are suitably trained in data protection and in the use of any surveillance methods used in the centre
 - managers and staff work in partnership with other agencies to deliver the best possible outcomes for children and parents; there is access to specialist therapeutic support where this is required

- all significant events relating to the protection of children and parents accommodated at the residential family centre are notified to the appropriate authorities, and appropriate action is taken following the incident
- records are clear, up to date and stored securely, and contribute to assessment reports
- there is evidence of the financial viability of the provider
- parents and children understand how to make a complaint
- concerns or complaints have been well managed since the last inspection, and any complaints and concerns have been addressed and resolved
- requirements and recommendations from the previous inspection have been met.

Grade descriptors: Leadership and management

<p>Outstanding</p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ leaders and managers provide a clear strategic direction based on a vision which takes into account the views and needs of all those involved in the life of the centre ■ leaders and managers routinely and rigorously monitor and evaluate the quality of assessment, care, guidance and support provided. This leads to significant improvements in service provision, or, exceptionally high standards have been maintained over a number of years.
<p>Good</p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ leaders and managers demonstrate a capacity for continuing improvement based on the residential family centre's track record and performance since its previous inspection ■ leaders and managers conduct a thorough and insightful review of the service at least annually and use the results to actively drive continuous improvement. They take prompt action to tackle weaknesses and make improvements ■ leaders and managers keep up to date with new legislation, research and practice developments in the sector, and share these with staff to improve the quality of service and to inform training ■ leaders and managers consistently communicate high expectations to staff about sustaining improvement ■ leaders and managers stimulate the enthusiasm of staff and channel their efforts effectively

	<ul style="list-style-type: none"> ■ staff receive relevant training to enable them to provide high quality assessments of parenting skills and to meet the needs of children and parents in the centre ■ planning is founded on robust evidence tackling key areas of weakness systematically, and building on areas of strength.
<p>Adequate</p>	<p>The judgement is likely to be adequate if the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation:</p> <ul style="list-style-type: none"> ■ the statement of purpose is clear, accessible and comprehensive; leaders and managers deliver the service in line with the aims and objectives in the Statement of Purpose ■ leaders and managers understand the strengths and weaknesses of the centre and have development plans in place ■ leaders and managers model a commitment to respecting the needs of all children and parents, including those relating to disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation ■ leaders and managers have positive relationships with other agencies, including the police, health services and commissioners ■ the centre is adequately resourced and employs a sufficient number of staff who receive adequate support to enable them to meet the needs of children and parents accommodated ■ if a new manager is in post and is not registered, there is an application in progress, received by Ofsted, within 28 days of the appointment ■ staff receive regular quality supervision and up to date relevant training. Their appraisals include parents' views and are associated with improvement of staff performance ■ staff receive sufficient training to enable them to provide satisfactory assessment of parenting skills. Their training also means they provide safe and knowledgeable care, guidance and support to children and parents ■ parents, staff and the commissioners are clear about the aims and objectives of the assessment, care, support and guidance that will be provided ■ records are clear, up to date and stored securely, and contribute to the assessment, care, support and guidance provided ■ all significant events relating to the protection of children and parents accommodated in the centre are notified to the appropriate authorities by the registered person. Appropriate action is taken following the incident ■ there are records of regular visits under Regulation 25 of the Residential Family Centres Regulations 2012, and there is evidence that these include an assessment of the balance of privacy and supervision of families at the centre. Reports are returned to Ofsted within the required timescales ■ any decision about new placements takes into account the needs of current children and parents and their compatibility with the

	<p>family being considered</p> <ul style="list-style-type: none"> ■ parents influence and contribute to the development of the service ■ complaints are welcomed as an opportunity to learn and develop the service; parents feel able to complain, even about difficult issues ■ any concerns about the centre arising since the last inspection have been resolved and the centre has a good track record in relation to taking action regarding any complaints or concerns ■ requirements and recommendations from the previous inspection have been acted upon.
Inadequate	<p>The judgement is likely to be inadequate if the residential family centre fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result children's and parents' welfare is not safeguarded.</p>

Equality and diversity

17. Equality and diversity is a critical aspect across the evaluation schedule, which inspectors take into account across all judgement areas and report on throughout the inspection report.
18. The quality of assessments and the level of care, support and guidance children and parents receive should not be any poorer as a consequence of disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief or sexual orientation. In all areas of the evaluation schedule, the residential family centre should be able to demonstrate how they promote equality of opportunity, overcoming barriers, inequalities or discrimination.

Complaints

19. The great majority of Ofsted's work is carried out smoothly and without incident. If concerns arise during an inspection, these should be raised with the inspector as soon as possible during the inspection visit. This provides an opportunity to resolve the matter before the inspection is completed. Any concerns about the factual accuracy of the findings in the report can be raised after the inspection and will be considered as part of the quality assurance process.
20. If it has not been possible to resolve concerns through these means, a formal complaint can be raised under Ofsted's complaints procedure: www.ofsted.gov.uk/resources/130128.