AMY REDFERN



ABOUT ME

I am an experienced children's social care professional with a strong background in residential childcare, operational management, service development and quality assurance.

Throughout my career, I have worked at both Registered Manager and senior operational level, supporting children's homes to provide safe, consistent and high-quality care. I have experience of opening and developing new services, supporting managers and staff teams, improving practice and preparing homes for regulatory inspection.

I am passionate about ensuring that children receive care which is genuinely centred around their individual needs, experiences and aspirations. I believe strong leadership, positive relationships and effective oversight are fundamental to creating homes where children feel safe, valued and supported to make progress.

I now work independently, specialising in Regulation 44 visits alongside wider consultancy work including investigations, mentoring, quality assurance and service improvement. I enjoy being able to bring an independent perspective while remaining practical and constructive in the support and challenge I provide.

Outside of work, family is incredibly important to me and I enjoy spending time with my partner, our daughter and our pets.

KEY SKILLS

- Regulation 44 independent visits and quality monitoring.
- Quality assurance, auditing and service improvement.
- Safeguarding and regulatory compliance within children's residential care.
- Independent grievance investigations, including evidence review, interviews, findings and investigation reports.
- Mentoring and professional support for Registered Managers.
- Reviewing care planning, risk management and safeguarding practice.
- Providing constructive challenge and practical recommendations for improvement.
- Strong knowledge of the Children's Homes Regulations and Quality Standards.

CAREER HIGHLIGHTS

My career in children's residential care has progressed from direct work with children and young people into management and senior operational leadership. This has given me a strong understanding of residential care from both a frontline and strategic perspective.

As a Service Manager, I held operational oversight of children's homes and supported Registered Managers with safeguarding, regulatory compliance, staff development, quality assurance and service improvement. One of my key achievements was supporting a Registered Manager to lead a home from an Inadequate Ofsted judgement to Good at its next inspection. This involved providing consistent management oversight and professional challenge, strengthening safeguarding and care practice, supporting the development of the staff team and ensuring improvements were embedded and sustained.

I have also been responsible for opening and developing new children's homes, including two solo EBD services for young people aged 8–18. I supported these services through their development, registration and initial operation, with both homes achieving Good at their first Ofsted inspection.

More recently, I established A Redfern Consultancy Ltd, allowing me to use my experience independently across the children's residential sector. My work now includes Regulation 44 independent visits, quality assurance, independent investigations, mentoring and support for Registered Managers, and consultancy with providers requiring additional oversight, development or improvement.

Moving into independent consultancy has allowed me to focus on the areas of social care I value most: safeguarding children, strengthening leadership and practice, and helping services understand not simply whether they are compliant, but what difference the quality of their care is making to the lives and outcomes of the children they support.

Updated: September 26