

2517184

Registered provider: ROC Family Time Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately operated. It provides care for up to 3 children who may experience social and emotional difficulties.

An acting manager has been in post since October 2025 and has submitted their application to register with Ofsted.

There were 2 children living at the home at the time of the inspection. The inspector spoke with and observed both children during the inspection.

Inspection dates: 2 and 3 December 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2025	Full	Good
18/03/2024	Full	Good
28/03/2023	Full	Good
12/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff build trusting relationships with children. They do this by providing children with a place of safety, which enables them to express themselves openly. As a result, children feel accepted and valued. Staff also support friendships between children by arranging shared time in the home and in the community, increasing children's feelings of inclusion.

Children are helped to develop their sense of identity. Staff do this by offering practical and reflective activities that support children to explore who they are. When children show identity-related needs, staff take time to understand and respond with sensitivity. Children gain confidence because they have safe opportunities to explore and celebrate their individuality.

Children's health needs are well supported. Staff work with other professionals to meet children's physical, emotional and psychological needs. Children have embraced the support available to them, and this is helping them to understand their feelings and experiences.

Careful consideration and support are given to children to help them return to education. Staff identify education provisions that can support each child's emotional needs. They speak up for children when the provision's approach needs adjusting. Children's access to activities during education hours is limited to encourage their attendance. Staff have begun to identify activities and resources children can partake in during these hours to maintain a focus on learning.

Children develop independence skills from an early stage. Staff teach them practical life skills, such as cooking and following routines, that help to prepare them for adulthood. Leaders have reflected on a recent move after a child left due to escalating risks and concerns for their safety. They are focused on further developing staff practice to reduce the likelihood of other children moving earlier than planned.

How well children and young people are helped and protected: good

Staff manage risk well. They do this by following clear risk plans that reflect each child's needs. Staff's behaviour management approach is mostly effective in helping children understand the risks they may face. Staff talk with children about incidents that lead them to the exposure of risk to help children recognise unsafe situations.

Staff respond to children's vulnerabilities effectively. They notice changes in behaviour and respond sensitively so that children feel understood. When children show distress, including self-injurious behaviour, staff adjust their approach to reduce the likelihood of children experiencing further upset.

Missing-from-home incidents are well managed. Staff follow each child's plan and keep in contact with professionals and people important to the child when children are away from the home. Records are clearly written, and children receive a return home interview. This helps them discuss their experiences and informs future planning.

Physical intervention is used proportionately when required to keep them safe. Staff use other approaches first to try and avoid behaviours becoming unsafe and children needing to be held. Staff record any holds in full, capture the child's views and offer children independent advocacy after each incident.

Children experience fair and predictable responses that help them learn from difficult situations. Staff help children manage their behaviour in positive ways through discussions and restorative resolutions. Since the last inspection, staff have improved how they respond to unwanted behaviours by reducing the number of consequences given to children.

The effectiveness of leaders and managers: good

The new manager has had a positive influence on the team. Staff and children have welcomed them and respond well to their leadership. The deputy manager adds to the consistency and support that meets the needs of staff and children.

Leaders monitor practice effectively. The manager has reviewed monitoring systems and adapted processes to better fit the needs of the team. This has improved oversight and supports a clear vision for improvement. Staff have been involved in the development work. Together, they have prioritised certain improvements and have acted on most findings from the last inspection. Leaders are aware that children's records require further development to ensure that the language used reflects the children's care.

The manager carefully assesses the children's needs before they move into the home. They seek further information when needed to ensure that decision-making is thorough. The manager's assessment considers whether staff can meet children's needs and that these needs will not have a detrimental effect on children already living in the home.

The manager has improved links with the local community and external partners. Staff engage with community centres, the local police team, neighbours and other children's homes. Children take part in events such as a fundraising activity, helping them develop social responsibility and connections in the community.

Notifications to the regulator have not always been timely. Leaders have reflected on this and acted to improve the process of notifying Ofsted. However, these improvements have yet to be embedded.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that they make timely notifications to Ofsted and other relevant persons if there is an incident relating to the protection, safeguarding or welfare of a child that the registered person considers to be serious. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that staff record information in a non-stigmatising way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The inspector looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2517184

Provision sub-type: Children's home

Registered provider: ROC Family Time Ltd

Registered provider address: Hope House, Burnhope, Newton Aycliffe, Durham DL5 7ER

Responsible individual: Mary Marsh

Registered manager: Post vacant

Inspector

Vikki Thwaites, Social Care Inspector

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M1 2WD

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