

2519592

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in 2019 and is operated by a private provider. It offers care for up to three children who may experience social and emotional difficulties.

At the time of this inspection, three children were living at the home.

The manager registered with Ofsted in February 2025.

Inspection dates: 23 and 24 July 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: 4 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2024	Full	Good
17/10/2023	Full	Requires improvement to be good
28/06/2023	Full	Inadequate
21/02/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspectors spoke to all the children about their experiences of living at the home.

Children moving into the home are welcomed sensitively. Before children move in, managers speak with professionals who know the children well. Staff talk to children about their care plans, which helps them settle in. Two children have moved on from the home in an unplanned way. However, the welfare and well-being of all children were central to this decision-making.

Children speak positively about their experiences of living at the home. They are helped to develop positive relationships with staff, who interact with them in ways that make them feel valued and respected. Children have positive relationships with each other. Staff manage any disputes between children quickly to stop them from escalating.

Managers and staff develop positive relationships with parents and professionals. Professionals said that staff have taken time to get to know children and understand their individual needs. One parent described staff as 'compassionate' and 'caring' and said that they are having a positive influence on the child.

Children's education is valued by staff and managers. Staff encourage children to attend school and succeed academically. One child said, 'I didn't go to school for years before I lived here. Now I've done my exams. I never would have done that without them.' Managers advocate for children who experience difficulties attending school. They work closely with other professionals to ensure that education remains a shared priority.

Children's health needs are understood. All children are registered with local health services, and staff support them in attending routine appointments. When concerns about one child's emotional well-being increased, managers escalated them to the appropriate health services. They advocated for the child to receive specialist support.

Children live in a spacious, comfortable home. They enjoy spending time with staff in communal areas. Children's bedrooms are personalised, providing a safe space for them to spend time.

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

Children say they feel safe at the home. They can identify adults who they can speak to if they have any concerns, and they know how to make a complaint. Staff talk to children about issues that may affect their health and safety, such as substance misuse.

Children have individual risk assessments and plans that are up to date and address their known vulnerabilities. The actions staff should take to manage risks are clearly set out.

Children are encouraged and supported to talk to staff about what will help them when they experience distress. Staff follow these plans, which helps children feel listened to.

Staff manage incidents in the home effectively. When police have been called, this has been necessary to ensure the safety of children and staff. Physical intervention is rarely used. On occasions when children have needed to be held, this has been proportionate to the risks. Managers speak to children following incidents, and actions taken by staff are evaluated.

Staff understand their safeguarding responsibilities and the procedures to follow should concerns arise. When children make allegations, they are treated seriously. Safeguarding professionals are informed. Concerns are investigated thoroughly, and children are informed of the outcome. Staff are spoken to following any incidents or allegations; however, not all documents are signed and dated by the author.

Staff consistently promote positive behaviour. Children have individualised incentive charts that help them understand what is expected of them. Children are praised and rewarded when they do well. Any consequences used are proportionate. Staff talk with children about the impact their behaviour has on them and others.

Children rarely go missing from home. Individual missing-from-home protocols help staff know what action to take if children go missing. Protocols include all information needed by external agencies to assist in locating children.

The effectiveness of leaders and managers: good

The registered manager knows the children well and has high aspirations for them. Staff and external professionals talk about her in high regard. She is supported by an experienced deputy, and together they provide strong leadership in the home.

There have been changes to the staff team since the last inspection. When agency staff are used, managers carry out the necessary checks to ensure that they can safely meet children's needs. New members of staff receive a thorough induction and complete the organisation's mandatory training.

Staff are supported in providing therapeutic care to children. Regular meetings take place between managers and the commissioned therapeutic team. Guidance is shared with staff during regular team meetings. Team meetings are also used to ensure that staff understand their roles and responsibilities. One member of staff said, 'There is a strong sense of teamwork among committed staff, and children often benefit from moments of laughter, learning, and calm.'

Staff receive regular, reflective supervision. Managers recognise the emotional impact of their work, and there is a focus on staff well-being.

Children's views are regularly sought and responded to. Children speak to an independent person who visits the home. They also have access to independent

advocates when necessary. However, children, parents, staff, and professionals did not have the opportunity to share feedback in the regulator's external survey. This limits the regulator's ability to recognise good practices or act on concerns in a timely manner. Staff practice is consistent with the ethos and objectives set out in the home's statement of purpose. However, this document is not reviewed and sent to the external regulator within the time frame specified in the regulation.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	22 August 2025

Recommendations

- The registered person should work in partnership with relevant parties, including the external regulator, to ensure that each child is provided with support (appropriate to their age and understanding) to communicate their views, wishes and feelings. ('Guide to the Children's Homes Regulations, including the quality standards,' page 22, paragraph 4.6)
- The registered person should ensure that children's records are up to date, accurate, and signed and dated by the author of each entry. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.3)

Information about this inspection

Inspectors have 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: 2519592

Provision sub-type: Children's home

Registered provider: Your Chapter Limited

Registered provider address: Hobart House, Oakwater Avenue, Cheadle Royal
Business Park, Cheadle SK8 3SR

Responsible individual: Murtaza Saeed

Registered manager: Emma Davies

Inspector

Anna Belshaw, Social Care Inspector

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