

2684355

Registered provider: Within Reach Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private social care provider and offers care for up to 2 children with emotional or social needs. There are 2 children currently living in the home, who were seen and spoken with by the inspector. One of the children lived at the home during the last inspection. One child has left the home since the last inspection.

The manager has changed since the last inspection. The new manager, who took over in December 2025, has submitted an application to Ofsted to be registered.

Inspection date: 4 March 2026

Date of last inspection: 9 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children are settled and making progress. One child, who has lived in the home for 3 years, continues to experience stability, and has the responsibility of caring for their hamster. Another child moved into the home a little over 2 months ago. The move was supported and focused on the needs of the child, taking into account contextual risks. Staff help both children to build trusting relationships and enjoy meaningful experiences.

A serious incident led to managers making the difficult decision that one child had to immediately move out. Leaders and managers supported staff to reflect on the incident and identified learning. This included review of decisions made during the incident in respect of how the other child was supported. Staff and the children received well-considered, specialist emotional support following the incident. Additionally, multi-agency reflection has strengthened practice.

There have been no physical restraints involving the children currently living in the home since the last inspection. Restraint for the child who moved out were proportionate and necessary. Staff understand children's risks and respond appropriately. There have been 2 missing incidences, and staff are guided by effective plans on how to respond. Children benefit from one-to-one discussions to help them share their feelings and understand risks, while maintaining appropriate levels of freedom. Where children are not in school, staff support them to keep structure and engage in tutoring.

Staff receive training and supervisions and now feel more confident and supported in their decision-making. Previous concerns about decisions being undermined have reduced. The culture in the home is improving, with clearer responsibility, structures and succession planning. The new manager has had a positive impact. Staff understand the direction of change, and visible improvements have made the home feel more homely and less institutional.

The manager's focus on reducing unnecessary restrictions is supporting an inclusive culture. However, these improvements are still in the initial stages, and window restrictors remain in place without relevant assessments. Recording and monitoring systems are strengthening. However, plans do not always contain objectives that are specific, measurable and achievable to support consistency in care and oversight.

The home has a commissioned a therapeutic and behavioural specialist, who is involved with one child living in the home. They provide direct therapeutic support to the child and complete informative reports that track the child's needs and progress.

All previous requirements have been met, except Regulation 12, which is restated as sustained improvement is still required. A new recommendation has been made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Requires improvement to be good
13/11/2024	Full	Good
12/09/2023	Full	Outstanding
31/01/2023	Full	Good

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— manage relationships between children to prevent them from harming each other; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(iv)(e)) This requirement is restated.	22 May 2026

Recommendation

- The registered person should ensure that they review the use of locks and alarms to ensure their use is necessary and proportionate. Additionally, ensure that plans fully capture the rationale for any restrictions, along with actions to regularly review their need and support safe removal. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 2684355

Provision sub-type: Children's home

Registered provider: Within Reach Services Limited

Registered provider address: C/O Hazlewoods LLP, Windsor House, Bayshell Road, Cheltenham GL50 3AT

Responsible individual: Trevor Ridgewell

Registered manager: Faye Hughes

Inspector

Ashley Arkless, Social Care Inspector

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Piccadilly Gate
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