

2702950

Registered provider: Residential Child Care Community (Town Hall) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a small private provider. It provides care for up to 2 children who may experience social and emotional difficulties.

At the time of this inspection, the home was providing care for 2 children. The inspector spoke with both children.

The home and manager registered with Ofsted in July 2023.

Inspection dates: 11 and 12 February 2026

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
03/10/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved into the home, and two children have moved on to independence. Moves into and out of the home are well planned and child focused. For both children who have moved out, staff worked closely with professionals to ensure that the next provision met each child's individual needs.

Staff actively promote education, ensuring that children continue to engage in learning in a supportive environment. For one child, this has included a bespoke learning programme combining school-based education with tuition delivered in the home. This tailored approach has supported the child to re-engage with education following a period of refusing to attend school.

Children's health needs are well understood by staff. When specific health needs arise, staff seek support from external professionals to ensure that these are addressed effectively. Staff and children have regular consultations with a clinician, and they access therapeutic support that promotes children's emotional wellbeing.

Children's independence is actively promoted, with staff supporting them to develop practical life skills. One child chose not to continue in further education, and staff have helped them access volunteer work. As a result, the child is provided opportunities to build their skills, gain experience and prepare for future employment.

Children's individual identities are respected and actively promoted within the home. Staff create an environment where children feel confident to express their personality and preferences. When children have faced challenges in their relationships with those who are important to them, staff have provided guidance and encouragement. This has helped children to navigate difficulties and sustain meaningful connections.

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

The manager has further developed and improved children's risk assessments, ensuring that they are regularly updated and clearly documented. As a result, staff can identify potential risks and implement effective safeguards that promote children's safety and wellbeing.

Staff are skilled in de-escalation techniques and respond calmly when children display behaviours that challenge the adults who care for them. The team prioritises building trusting and positive relationships with children to support them identifying alternative coping strategies. This approach has led to a reduction in the frequency and intensity of incidents.

Staff hold regular key-work sessions that are responsive to each child's individual needs. The progress of these sessions is reviewed monthly, ensuring that outcomes are monitored and that future work is planned to address emerging needs.

Incidents are responded to appropriately, with staff taking prompt action to safeguard children and reduce risk. Records show that children's immediate safety is prioritised, and that follow-up actions support effective learning from incidents. However, on one occasion, an incident that met the threshold for notification was not reported to the regulator. The manager has recognised this oversight and implemented measures to strengthen monitoring and ensure that all notifiable events are shared with the regulator within the required timescales.

Staff are consistent in updating children's plans when new information is identified. However, alongside adding updated information, staff have not always ensured that outdated content is removed or clearly marked as reviewed. Although this has not impacted the relevant strategies identified in the plans, a review of this area would strengthen the clarity and accuracy of records and reduce the risk of confusion for staff.

The effectiveness of leaders and managers: good

The home is led by a child-focused registered manager, who prioritises positive outcomes for children. Although the manager is also registered at another of the provider's homes, she continues to demonstrate effective oversight and remains present and accessible to both children and staff. The manager is well supported by an experienced deputy, and together, they provide consistent leadership and clear direction to the staff team.

Staff are strong advocates for children and consistently place their needs, wishes and feelings at the centre of their practice. Professionals are positive about the care children receive from staff. One health professional stated, 'Staff have provided excellent care and know the young people really well.' A teacher said, 'The staff's approach feels thoughtful, consistent and genuinely child centred. It's making a tangible difference.'

Staff receive regular, structured supervision that is reflective and focused on practice. Sessions explore children's progress and the impact of staff interventions, and they identify clear areas for professional development. This supports continuous improvement and ensures that staff remain accountable and understand their roles and responsibilities.

Regular team meetings, with input from the home's clinician, promote consistency in staff practice. These sessions provide opportunities for staff to reflect on children's needs, share strategies and review progress.

The manager regularly completes quality of care reviews within required timescales, providing effective oversight of the home's practice and areas for development. However, these reports do not consistently capture the views of children or relevant professionals.

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

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Outdated information should be removed or appropriately updated to ensure that all plans and assessment fully reflect children's current areas of need. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that the regulator is notified of all incidents specified in regulation 40(4)(a)-(e) in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that their review focuses on the quality of the care provided by the home and consistently includes feedback from children and professionals. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

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: 2702950

Provision sub-type: Children's home

Registered provider: Residential Child Care Community (Town Hall) Limited

Registered provider address: 843 Finchley Road, London NW11 8NA

Responsible individual: Clare Harris

Registered manager: Georgina Johnson

Inspector

Carrie Mayes, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026