

2731541

Registered provider: 360 Children's Residential Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It can provide care for up to 2 children who may have social or emotional difficulties or learning disabilities.

At the time of inspection, one child was living in the home.

The manager was registered at the time the home opened in July 2023.

Inspection dates: 2 and 3 June 2026

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: 24 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection:

During an inspection on 1 December 2025, concerns were identified in relation to the leadership and management of the home and the care provided to the child living there at that time. On the 9 December 2025, a compliance notice was issued under Regulation 13 'The leadership and management standard'. On 13 January 2026, a visit took place to determine the progress that leaders and managers had made to address the concerns

outlined in the compliance notice. The inspector identified that some progress had been made. However, further work was required to ensure that the provider met the regulatory requirements. On 16 January 2026, a further compliance notice was issued under Regulation 13. On 11 February 2026, a visit took place to determine the progress made. No children were living at the home at this time, and leaders and managers had made sufficient progress to address the concerns raised.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2025	Full	Good
30/07/2024	Full	Requires improvement to be good
22/11/2023	Full	Requires improvement to be good

Summary of findings

This child lives in a nurturing home where they feel safe and well cared for. They experienced a carefully planned move into the home, with a staff team that was well prepared for their arrival. The team has remained stable and the child has developed strong and trusting relationships with them.

Since the last inspection, concerns were identified for the safety of children previously living in the home. This resulted in close monitoring and compliance notices being issued. No children lived in the home for a short period while changes were made and improvements were embedded.

Inspection judgements

Overall experiences and progress of children and young people: good

The child has close relationships with the team around them. The child was seen to go to members of the team to talk about how they are feeling. The team are invested in the child and provide caring and nurturing responses to them.

Staff gathered detailed information about the child before they moved in. Time was spent speaking to the child's previous carers, teachers and social worker. This has helped the team to understand the child and the impact of their past experiences.

The team have developed clear boundaries and routines for the child. This helps the child to know what to expect. The team takes a nurturing approach when they have made mistakes or have not understood something fully. Staff apologise when they do something the child has not anticipated. Conversations regularly take place with the child, and they are given time to talk and express their feelings. Staff are curious about what the child says and does, and this is reflected in how the team manages trickier incidents.

The child is attending school and is supported by staff to engage with their education. The clear communication between staff and school is important to this child. The child asks for information to be shared by asking staff to contact their teacher.

There is a clear plan in place about how to develop the child's independence, although this work is not yet embedded. The main focus has been to develop close relationships to help the child settle. The manager has challenged the local authority about aspects of their care planning which are lacking. However, this has not yet had a demonstrable impact.

Staff support the child to spend time with their family in a safe way. Good planning and understanding of the child's history has meant that the team members were well-prepared to support the child before and after time with their relatives.

The child has fun spending time going on walks by the canal, playing in the park and enjoying day trips out. Memories are captured in photos and stored online for the child to access at any time.

The home provides a safe environment and there is a feel of a family home. A door sensor has been added to one door. This was due to the child leaving the home in the early hours on one occasion without staff knowledge. The child has not been informed about the door sensor, and their views have not been sought on the matter. This has also not been formally agreed by the Placing Local Authority. A risk assessment is in place with plans to regularly review this and remove it if there are no further concerns about the child leaving.

Window restrictors are on the top floor windows. This is to prevent the child from climbing out as they have previously attempted to when upset.

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

The child is showing and telling other professionals that they feel safe. For example, the child is more settled in school. They tell teachers about how they talk to staff, which indicates they are feeling safe. The child has also reportedly said that they did not need to speak to their social worker (when offered) because the team of staff are '...my safe people'.

Staff understand the risks to the child and their vulnerabilities. The nurturing care staff provide helps the child to feel safe. The child regularly seeks reassurances from staff. It is evident that the team provides nurturing responses to the child and therefore the reassurance the child needs.

There have been very few serious incidents. On one occasion, the child left the home in the early hours of the morning without staff knowing. The child was found safe and well. Conversations took place with the child to help them to understand the risks around this. The least restrictive options were considered to prevent this from happening again. Staff now try to have 'chats' with the child before bedtime. This enables the child to discuss their worries before bedtime and appears to help the child to settle.

Safeguarding scenarios have been used with the team to help them understand how to keep children safe. Reflection on regulation, guidance and serious case reviews is also facilitated to help develop staff practice.

Concerns about staff practice are considered and reported to appropriate professionals in a timely way. However, there has been some delay in gaining outcomes when information is shared. This means that full responses cannot be given to the child about the concerns they have raised.

There has been one physical intervention since this child has moved in. This was necessary to keep the child safe. The recording of this incident is highly detailed, and

staff practice is clear. Conversations took place with the child and staff afterwards and the child engaged well with this. The manager provides deliberate oversight, consistently weighing alternative approaches for the team.

Positive behaviour is rewarded and staff work hard to maintain clear expectations. The child is encouraged to repair items or write a letter to say sorry as appropriate. The child is involved in developing some of the boundaries and rules. The child helped to create a contract about their internet use. The rules created also apply to the staff, for example not to have devices at the dinner table.

Close working relationships exist between staff and external professionals to support the child. The manager has made appropriate challenges to ensure a joined-up approach. She has questioned decisions that have upset the child. As these have been recent, it is not possible to know whether these challenges have led to any changes for the child.

The effectiveness of leaders and managers: good

The home is run by an experienced and reflective manager. Leaders and managers have actioned learning from the previous inspections. Additional work and learning about children moving into the home has led to a better experience for this child. Leaders and managers considered the skillset of the staff team, which led to greater clarity about the care they could provide. The needs of this child were considered in line with the skills of the staff team. The child has experienced a stable staff team and therefore more consistent care.

When incidents have happened, the focus is not solely on what might be going on for the child but on the learning for the team. Leaders and managers look at points when staff could have intervened at a different point or how they could change what they were doing to have a different outcome.

Staff report feeling well supported and enjoying their roles. Supervision takes place regularly and staff have time to reflect as a team on their practice.

Children's records generally give clear guidance to the team. At times, the language used does not describe what the child is doing, for example 'dysregulated' and 'red mist'. This is not meaningful to the child should the child access their records.

Leaders and managers have sought limited feedback from external professionals and family. This does not help to drive improvements. However, the feedback gathered during the inspection from professionals and one parent was overwhelmingly positive. They described experiencing good communication and joint working. In addition, they described how the team of staff know the child well and have good relationships with the child.

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 may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d)) In particular, this relates to the registered person ensuring that door sensors are only be used when necessary to protect a child. The use of the sensor should be regularly reviewed with plans in place to reduce or remove them. In addition, consideration should be given as to how the children are informed about any use of door sensors.	31 July 2026

Recommendations

- The registered person should work in close partnership with all those who play a role in protecting and caring for the child. This includes escalating concerns in a timely way and ensuring that outcomes and actions continue to be followed up. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.3)
- The registered person should ensure that children's records are 'living documents' and that staff are recording information in a way that is meaningful to children. Language used around the children and about the children should be clear and meaningful to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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: 2731541

Provision sub-type: Children's home

Registered provider: 360 Children's Residential Services Limited

Registered provider address: 4 Minster court, Tuscam Way, Camberley, Surrey GU15 3YY

Responsible individual: Richard Ellis-Tole

Registered manager: Melanie Powell

Inspector:

Nickie Doney, Social Care Inspector

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