

2737107

Registered provider: Young Options Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. The home provides care for up to 2 children with social and emotional difficulties. At the time of this inspection, one child was living at the home.

There is no manager in the home, and there has been no registered manager since 8 March 2024.

Inspection dates: 13 and 14 May 2026

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 3 July 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: Following the assurance visit of 15 January 2026, serious and widespread concerns were found. As a result, the provider was issued with a notice of restriction of accommodation, preventing further children from moving into the home, and 3 compliance notices were served under Regulations 12, 27 and 13 of the Children's Homes (England) Regulations 2015.

Following a monitoring visit on 13 March 2026, Compliance notices relating to Regulation 12, the protection of children standard, have now been met. However, compliance notices for Regulations 13 and 27 still require further work before they can be considered met.

On 14 April 2026, the provider was reissued with a notice of restriction of accommodation, preventing further children from moving into the home, and 2 compliance notices regarding Regulation 13, the leadership and management standard and Regulation 27, the appointment of a manager, were served.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/07/2025	Full	Requires improvement to be good

Summary of findings

The child is now benefiting from the support of a more consistent staff team and is forming positive relationships with staff. As a result, the child is making progress and feels safer. This stability is helping them begin to make positive changes. Significant efforts have been made to improve the home's environment, creating a more homely, safe and nurturing atmosphere. However, high staff turnover, leadership changes and the absence of a registered manager have led to inconsistencies in care, routines and boundaries. These issues have affected the overall experiences for the child.

The newly appointed head of operations and deputy manager have made positive developments in recording, reporting, staff training, supervision and oversight. They demonstrate a clear commitment to improving outcomes for children. However, these systems are still new and have not been embedded long enough to evidence sustained improvement.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The home environment has recently been upgraded and now feels more homely and welcoming. A maintenance person is in place, and ongoing work is being monitored effectively by the director and staff team. The child's bedroom has been redecorated in line with their preferences, including new carpeting.

The child is making progress. They are increasingly able to express their feelings and understand their emotions and behaviours, including the impact on others. They enjoy spending time with some staff, including shared activities and cooking. Staff and external professionals report that the child appears more settled and engaged.

Staff are starting to build positive relationships with the child at a pace that respects the child's individual needs and personality. As a result, the child feels more secure and can seek support. When their behaviour changes, staff respond with understanding, provide space and sensitively encourage discussion when the child is ready.

The child is not currently in education. Staff remain focused on supporting the child, particularly following their exclusion from college. They are supporting them to explore their areas of interest to create educational opportunities and help to promote their emotional wellbeing. Feedback from external professionals is positive about how the staff encouraged the child to return to education after being a school refuser for many years. Leaders are proactive in working with the placing authority and education staff to secure education for the child.

How well children and young people are helped and protected: requires improvement to be good

The child says that they feel safe in this home. Leaders and staff understand their safeguarding responsibilities and work more effectively with other professionals. Incidents are managed appropriately, with timely and proportionate action taken to ensure safety.

Staff prioritise the child's wellbeing and are developing a strong understanding of their strengths and vulnerabilities. Support plans are detailed, include the child's views and are mostly reviewed regularly. This enables staff to respond consistently and effectively to changing needs, and the child benefits from the consistent approach.

Staff consistently use de-escalation to support the child; they have a well-defined support plan. As a result, staff understand how to manage the child's behaviours and meet the child's needs effectively.

When safeguarding incidents occur, they are responded to robustly, in a timely manner and well recorded. External agencies are informed and consulted, as necessary.

The child's missing plans are clear. Specific risks to the child are considered, and the staff know how to respond when they go missing. They agree to maintain contact and encourage the child to return home. However, the plans for transportation and support to help the child return home need improvement. Leaders are currently collaborating with the placing authority to strengthen this plan.

Staff understand that taking well-managed risks is an essential part of children's development. They balance well the need to keep children safe with allowing them the dignity of age-appropriate freedoms and responsibilities, such as independent travel and going out with friends, helping them to learn skills to keep themselves safe. Staff engage in open conversations, at a pace that suits the child's needs, about any concerns and adopt an educational approach.

The child's health needs are well met. Staff ensure that health appointments are arranged and attended. They follow guidance from health professionals to provide consistent care. The child is supported to understand their own health needs at a pace that suits them, and staff respond promptly to any emerging concerns. As a result, the child's physical and emotional health are monitored effectively and they receive the support they need.

Safer recruitment processes are effective. Records are well organised, and leaders use a checklist to ensure that all information is verified before staff commence employment. As a result, children are cared for by suitable adults who prioritise their safety and wellbeing.

The effectiveness of leaders and managers requires improvement to be good

Since the last inspection, the home has experienced significant staffing and leadership changes. Management oversight has not always been clear or effective. Although a manager was recruited, they left before completing their registration with Ofsted and there is currently no manager in post. This lack of consistent leadership has unsettled both the child and the staff team.

Staff say that they have felt unsettled by changes in leadership and high use of agency staff; however, they now feel supported by the leadership team through clear guidance, regular team meetings, workshops, training and supervision. This provides opportunities for staff to come together and discuss the child's needs and progress and their own support needs.

Leaders have introduced a supervision tracker, helping to identify gaps in staff support. Over the past 2 months, supervision has been consistently maintained. Records demonstrate good-quality, reflective discussions about staff development, wellbeing, safeguarding and scenario-based learning. Continued monitoring is needed to ensure consistent supervision for all staff.

Team meetings occur weekly while the team is forming, to support staff development and time for reflection and practice-focused discussions. These are well documented, including a review of the actions set at previous meetings to track progress, and new actions/targets are set.

The newly appointed head of operations and deputy manager have implemented positive changes regarding recording, reporting, staff training and supervision and have improved oversight of the home, expressing a commitment to improving outcomes for children. However, these systems and improvements have not been in place long enough to be fully embedded and demonstrate sustained change. Consequently, it is too early to assess the impact of the new leadership arrangements on the outcomes for children. The absence of a registered manager continues to limit the home's overall effectiveness.

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 provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b)) In particular, the registered provider must ensure that the appointed person submits a complete application to register, which includes all the required information and documentation without delay.	25 June 2026

* This requirement is subject to a compliance notice.

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: 2737107

Provision sub-type: Children's home

Registered provider: Young Options Group Ltd

Registered provider address: 128 City Road, London EC1V 2NX

Responsible individual: Gary Wontumi

Registered manager: Post vacant

Inspector

Sharron Dormand, Social Care Inspector

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