

# 2740871

Registered provider: Children To Prosper Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for 1 child aged between 7 and 17 years old who experience social and emotional difficulties. At the time of the inspection there was 1 child was living in the home.

The manager has been in post since February 2026 and has submitted their application to register with Ofsted.

The registered provider has appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

### Inspection dates: 21 and 22 April 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>Good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | Good |
|-------------------------------------------------------------|------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | Outstanding |
|-------------------------------------------|-------------|

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

**Date of last inspection:** 4 June 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 04/06/2025      | Full            | Good                            |
| 12/03/2025      | Full            | Requires improvement to be good |
| 27/02/2024      | Full            | Good                            |

## Summary of findings

Managers and staff have supported the child to make positive progress since they moved in, and they benefit from an increasingly relationship-based approach to their care. The child's day-to-day needs are met, with consistent support from several preferred adults in the staff team. There is a sharp focus on ensuring that the child actively participates in decisions about their life, underpinned by excellent advocacy from managers.

There is a new manager, and they have implemented a range of positive changes, this has had a positive impact on management oversight and directly on the progress the child has made. The home manager is supported by an equally child-centred deputy, together they have shared vision of the high standards they wish to achieve in the staff team and for the progress that the child is able to make.

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Since moving to the home, the child has made positive progress. When they first moved in, they took some time to settle, and staff worked hard to build the foundations of stability for the child. In more recent months the child's progress has been more significant, particularly in relation to their education and emotional regulation.

The child has been able to develop important relationships with preferred adults over time. Although there has been significant staff turnover, the core group of adults have been consistent and instrumental in support the child's progress and sense of stability. The child recently shared I wouldn't be where I am without you, 'you guys are my family'.

There have been some recent changes to the child's education, which enables them to attend a formal setting alongside similar aged peers. Prior to this the child was engaged in tutoring and this was not having the desired impact. Following a complaint by the child, with full support from the management team and an external advocate, the resident local authority offered a more bespoke for them. This helped the child to learn a much bigger lesson about the importance of self-efficacy, and the important place they have in their own success.

All the child's day-to-day health needs are met. Following an assessment, the child was recently diagnosed with underlying neurodevelopmental needs. Since then, staff have engaged the child in positive learning about this. The child has also been supported to engage in better sleep hygiene, improving their readiness and engagement in several areas of their life.

As a result of positive advocacy from the manager, there is now positive work being undertaken to explore one aspect of the child's underlying needs that is not yet fully understood. Whilst there are shared concerns amongst the professional network, there

has not yet been any formal assessments, despite several incidents of concern, both prior to and since the child moved into the home.

The child benefits from a wide range of support from professionals and they have engaged positively with this support. Familiar staff have helped the child to understand the benefits of their engagement and why this may be important. The management team recognise the importance of ensuring the right support is in place for the child, and there is a multi-agency meeting in the near future to review this.

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

There has recently been a change in the home manager, and this change was well managed. The new manager has implemented an increasingly relational and reflective approach to the child's day to day care. The child has so far responded very well to this, and they are becoming increasingly able to manage their underlying emotions and make informed choices about these. This is directly linked to the new approach being taken.

Staff practice is very child-centred and demonstrates high levels of empathy. For example: staff worked together to create a meaningful Mother's Day celebration for the child, including a balloon release and creating a place of memory for this child, in relation to their mother. This was well received by the child and has continued to be a place of solace for them.

Staff used their time effectively with the child and engage them in positive conversations, covering a wide range of topics. The child demonstrates a preference for adult interaction and participates meaningfully in these conversations. This work has helped the child to become more aware of their own underlying needs, and how this can impact on them and others.

Staff respond effectively in response to any missing episodes; there is a clear protocol in place for staff to follow. There is a good level of understanding about the reasons why the child has been missing, and this is linked to their underlying emotional needs and in response to boundaries.

Staff maintain good oversight of the child's online activity and use an advanced monitoring tool, alongside their own professional curiosity. As a result, staff have been able to promptly identify any areas of concern, and these instances have been dealt with effectively in accordance with good safeguarding practices.

The child was recently successful in seeking employment, although could not progress with this due to their age. The response from the staff team helped the child to recognise this, and more focus was placed on their positive job seeking skills, confidence and social interaction. Subsequent checks with the local authority licensing team regarding the potential employer reflected proactive safeguarding practice.

## **The effectiveness of leaders and managers: outstanding**

There has been a change in the management structure since the last inspection, a new home manager has been appointed. The previous home manager provided positive foundations that supported the child to settle, and the new manager has expanded on this, taking an increasingly proactive and child-led approach, which the deputy manager and the wider staff team have welcomed.

The new manager has a clear vision about what they wish to achieve, and this is shared by the deputy manager. Both managers work together very well and are already implementing elements of their plan.

The management team have a comprehensive understanding of their responsibilities and are exceptional advocates for the child. Through this advocacy and child-centred practice, there have been several recent developments which have positively impacted on the child's progress and day-to-day life. For example: supporting the progression of their education and increased multi-agency working with a range of professionals supporting the child.

The management team lead by example and have a strong focus on supporting the child to participate as much as possible in their life and feel confident to express their wishes and feelings. This approach has been enhanced more recently due to the changing management dynamic in the home. Alongside this, the child has consistently benefited from an external advocate, and staff have built a positive working relationship with them.

Staff speak positively about the management team praising the help and support they receive to reflect on their roles, as well as the willingness of managers to provide guidance about their performance and practice. Staff feel that this has improved and become more frequent since the new manager started in their role.

The management team have high standards of expectations for other professionals and their importance in the progress the child makes. There are repeated examples of the management team challenging and escalating proportionality, when they feel the professionals are not carrying out their responsibilities. This highly ambitious approach has directly impacted on ensuring that the child receives the support they require. The progress in this area has been transformative, in contrast to a previous regulatory shortfall identified during the last inspection.

Despite otherwise excellent oversight and monitoring from the management team, there have been frequent concerns about staff performance, leading to three dismissals. Although these decisions have been well considered and balanced, the number of performance concerns is disproportionate when considering the small size of the staff team. Although the management team are planning changes to the recruitment process, the impact of this has yet to materialise. The management team recognise that a higher standard of staffing experience and knowledge may be required.

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

### **Recommendations**

- The registered person should ensure that they maintain good employment practice and any staff recruited into the home, should have the appropriate experience, qualification and skills for the work they undertake. ('Guide to the Children's Home Regulations including the Quality Standards', page 61, paragraph 13.1)

### **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:** 2740871

**Provision sub-type:** Children's home

**Registered provider:** Children To Prosper Limited

**Registered provider address:** 7-8 Portmill Lane, Hitchin SG5 1DJ

**Responsible individual:** post vacant

**Registered manager:** post vacant

## Inspector

Ashley Edwards, Social Care Regulatory Inspector

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