

2788293

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. The home provides care for up to two children who may experience social and emotional needs.

At the time of the inspection, the home was providing care for two children. Both children were spoken to as part of the inspection.

The home and manager registered with Ofsted in June 2024.

Inspectors were aware during this inspection that serious child protection allegations were being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the setting in response to the allegations were considered alongside other evidence available at the time of the inspection to inform inspectors' judgements.

Inspection dates: 18 and 19 November 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality care and support from a dedicated staff team. Staff understand the importance of building trusting relationships with children and create a welcoming, relaxed environment in which children feel comfortable.

Since the last inspection, four children have moved into the home. Two children left after staff identified that they could not consistently meet the children's needs. The registered manager worked closely with children's social workers and other professionals to ensure that children's moves from the home were managed sensitively and prioritised the children's needs.

Children have faced significant challenges, which have impacted on their ability to engage effectively in education. Staff work closely with schools to identify any barriers to children's engagement and to identify solutions. When children are not in education, staff attempt to implement daily routines and incorporate learning into everyday tasks, such as baking, shopping and animal care. Although children's engagement is not always consistent, staff use incentives to encourage progress and support children's development.

Both children are registered with relevant health services. When one child recently refused to attend a dentist appointment, staff completed work with the child to explore the reasons for this and to educate them on the importance of regular dental check-ups.

Children are encouraged by staff to develop essential independence skills. These include independent travel, keeping their bedrooms tidy, budgeting and self-care. Children are beginning to make positive progress in developing these skills.

Staff understand how important it is for children to maintain relationships with people who are important to them. Staff support children to spend time with their family when it is in the children's best interests. The registered manager provides financial assistance and food vouchers to children's family members when this is identified as a barrier to safe and positive family time.

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

Children say that they feel safe at the home. They can identify trusted adults that they would approach with any concerns or worries.

Staff respond quickly and effectively when children go missing from the home. When incidents occur, staff follow clear procedures to ensure that children return to the home as quickly and safely as possible. The registered manager has good oversight of these incidents. Children engage in work with staff to help them understand the

reasons they go missing and identify any areas of support. As a result, the number of such incidents is beginning to reduce.

Staff help children to take age-appropriate risks as part of developing their awareness of potential concerns in the community. One child expressed anxieties about meeting peers in the community that they no longer wished to associate with. Therefore, staff supported the child to create a safety plan. This plan gave the child clear steps and responses to help them feel confident and safe.

The registered manager develops individual risk management plans for children, which are regularly reviewed and updated. However, these plans do not always include all known information. For one child, important details about bail conditions and known associates were not included. While this information appears in other documents, it does not give staff clear, accessible guidance. The registered manager sought to address this issue on inspection to improve recordings moving forward.

Children currently living at the home know how to make a complaint and feel confident in staff's responses. One child who has now left the home raised a concern about a staff member's behaviour. The manager addressed the concern directly with the staff member and identified actions to improve practice. Although this ensured that the child's views were heard, it is not recorded whether the child was offered support to make a formal complaint. There was also no record of the child being updated about the actions taken, which does identify some inconsistency in staff's responses.

Staff are skilled in de-escalation techniques and physical intervention is rarely needed, with only two incidents recorded. These incidents are well documented and the child involved was spoken to directly about what happened. However, there is no record of the staff involved in the incidents being spoken to. This limits opportunities for reflection and reduces the overall effectiveness of behaviour management oversight.

The effectiveness of leaders and managers: requires improvement to be good

The home is led by an experienced registered manager who is child-focused in her approach. The manager is also registered to manage another home in the organisation, and staff regularly work across both homes. The manager has a good understanding of the strengths of the home and accepts that there are areas for development regarding management oversight.

Staff have access to a range of training, both online and face to face. The registered manager regularly seeks additional training to help staff to meet individual children's needs. She also provides training to staff in team meetings on subjects relating to children living at the home. However, some staff have not completed refresher training in the provider's required mandatory areas. Specifically, some staff had not

refreshed key areas of training in safeguarding and self-injury, as outlined in the home's statement of purpose.

Leaders and managers do not always follow safe recruitment processes when new staff are recruited to work at the home. For one member of staff, no checks were made to explore a seven-month gap in employment. This potentially places children at risk of being cared for by unsuitable staff.

The home has had several changes in its independent person. Reports have been submitted late to the regulator and sometimes lack accurate information or clear independent evaluation. The management team is aware of these shortfalls and has taken steps to make improvements. However, this is yet to be embedded.

Staff benefit from regular supervision, which provides them with the opportunity to reflect on their practice and professional development. The staff team is overwhelmingly positive about the support it receives from the registered manager. Staff have annual appraisals to review their practice. However, these are brief and do not include feedback from children, other staff or professionals.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(h)) Specifically, the registered person must ensure that staff complete all mandatory training within timescales. The registered person must also use an effective monitoring system to identify when refresher training is due.	8 January 2026
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—	8 January 2026

assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) Specifically, the registered person must ensure that the children's individual risk management plans contain all known risks and provide staff with clear, accessible guidance to support risk reduction. The registered person must also ensure that staff provide consistent responses to children when they raise concerns.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(a)(b)(c)(d))	8 January 2026

In particular, the registered person must ensure that gaps in employment are scrutinised and evidence of scrutiny is recorded.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (1)(a)(b) (3)(b)(i)(ii)) Specifically, the registered person must ensure that there are records of discussions with staff members involved in any restraint.	8 January 2026
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether—	8 January 2026

children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (2)(a)(b) (4)(a)(b) (7)(a)(b)(c)(d)(e))	
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Recommendation

- The registered person should include the views of the children and other professionals when completing appraisals with staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 2788293

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

Inspectors

Carrie Mayes, Social Care Inspector
Michelle McGrath, Social Care Inspector

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