

2808730

Registered provider: Here and Now Children's Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated provider. It provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home, and both children were spoken with.

The home's statement of purpose highlights that the staff are trained to apply a specific model of care.

The manager registered with Ofsted in October 2024. The manager is on a period of extended leave. Suitable arrangements are in place to cover the manager's absence.

Inspection date: 5 September 2025

Date of last inspection: 29 April 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Ofsted carried out the inspection following concerns being raised from an anonymous source. Concerns centred on the care of the children and issues associated with how the home was being run. Although the inspection did not substantiate the concerns raised, shortfalls in practice were noted that require action.

Leaders and managers have been challenged around seeking viable solutions to meet both children's needs. However, there is a collective desire to do right by each child. Although there have been several incidents in the home, leaders and managers have ensured that the home is sufficiently staffed to support each child effectively.

Information-sharing with significant people involved in the children's lives has been good. Importantly, the team has communicated its concerns to the children effectively. In doing so, despite ongoing challenges, this has prevented unnecessary anxiety from the children and enabled professionals to plan effectively for both children.

Leaders and managers have not supported staff effectively enough to better manage aspects of the children's behaviour. Worryingly, some of these issues have involved typical teenage behaviours that should have been foreseen and better managed. Consequently, poor planning has resulted in some issues unnecessarily escalating. Additionally, in some instances, staff have unnecessarily called the police to the home to manage the children.

Leaders' and managers' oversight of incidents involving children is inconsistent. Furthermore, in the interim manager's absence, there is a lack of accountability around evaluating staff responses to incidents that involve children. Moreover, Ofsted has not been notified of all significant incidents. Consequently, in these instances, the regulator has not been able to form a view and respond accordingly.

New staff have not had timely access to specific training, noted as being necessary in the home's statement of purpose. This has created an over-reliance on more experienced staff to support children who are in a state of agitation and crisis.

A recommendation that was raised during the previous full inspection will be carried forward.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good

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— 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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a) (2)(a)(b)(c)(e)(h))	15 October 2025
The registered person must— ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a))	15 October 2025
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;	15 October 2025

there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	
---	--

Recommendation

- The registered person should ensure that staff add to the children's written records using language that is meaningful for the children. In particular, the daily logs, daily summaries and the home's key-work records should be helpful to the child, particularly in later years. Additionally, the children's written records should better help them understand how staff are supporting them. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Children's home details

Unique reference number: 2808730

Provision sub-type: Children's home

Registered provider: Here and Now Children's Services Ltd

Responsible individual: Catherine Hodgson

Registered manager: Daniella Sanders

Inspector

Steve Guirey, 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 children looked after, 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 <http://reports.ofsted.gov.uk>.

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 2025