

SC038961

Registered provider: Leicester City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a local authority. It is registered to provide care for up to 10 children who may have social and emotional difficulties.

The manager registered with Ofsted in June 2024.

At the time of the inspection, 6 children were living at the home, and their views were sought.

Inspection dates: 10 and 11 March 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 26 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2024	Full	Outstanding
13/03/2024	Full	Outstanding
08/03/2023	Full	Outstanding
03/08/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children's progress is exceptional, considering their starting points when moving here. Children are supported to understand their individual life experiences and to make and sustain positive changes in their lives. One child said that the progress they have made living here has been 'massive' and they attribute that to the staff and the consistent support that has been provided. The child said, 'staff have never given up on me and really helped me'.

A real strength is collaborative working with the multi-agency network which is reflected in the volume of positive feedback shared. The manager has fostered excellent relationships with partner agencies. External professionals commend the manager and staff on exceptional, individualised care provided to each child. One professional said, 'all the staff, frontline, support staff or higher management are all doing their jobs because they want to support children, they go over and above'. Another professional said, 'they want the best for the children, they are fighters and nothing gets past them, they push hard for their children, which I love'.

Children all attend some form of education and staff support each child, some of whom have been out of education for a considerable period, to re-engage with their chosen education provision. Staff actively support the children to attend and make good progress with their education. Staff advocate strongly for the children and ensure that their individual plans encourage their ongoing participation and progress. Staff have developed strong relationships with educational partners which supports the excellent progress that children are making. One professional said, 'staff always without question prioritise education, that is brilliant, it's right at the top of their agenda, from hours of the children moving in, they are keen to get moving with education'.

Children are helped to explore their culture and identity. For example, children are supported to attend church and the mosque. Staff support children's choices. When a child wanted to attend their chosen place of worship, a member of staff changed their working pattern to support the child to attend, make a network of friends, and learn how to use public transport confidently. This means that the child now regularly attends their chosen place of worship independently.

Children's relationships with family members are prioritised. Children's voices are central to decision-making. Staff build trust with parents which enables children to spend meaningful time with those people who matter to them. Staff support children to develop networks with extended family members where this is appropriate and safe. One family member said, 'there is nothing more they could do, they do everything'.

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

Children are safer because staff have a deep understanding of the risks they may face. Assessments of risk are regularly reviewed within a multi-agency network, ensuring they remain current and are effectively shared with all staff. Involvement in care planning from the outset enables staff to develop a detailed understanding of each child's vulnerabilities and protective factors. As a result, staff respond to safeguarding incidents confidently and consistently.

Staff demonstrate a strong understanding of each child's individual experiences, risks and needs. For example, one child moved into the home, presenting with significant vulnerabilities including being missing from care, criminal exploitation and substance misuse. Staff worked tirelessly to build a meaningful understanding of the child and their lived experiences. Through consistent guidance and support from staff, the child has developed effective coping strategies to manage risk in a safer way. Staff have also been effective in encouraging the child to engage with external professionals and specialist services. This collaborative approach has strengthened the child's understanding of risks, supporting them to embed positive changes in their life.

Staff focus on children's emotional welfare. Children receive immediate help and support to manage their feelings safely and external professionals are regularly included in these plans. Staff use effective de-escalation techniques alongside their strong relationships with each child if they are becoming overwhelmed with emotions. As a result, children receive swift and coordinated responses from staff and the wider network to keep them safe.

Staff use physical restraint as a last resort to keep the child and others safe. The least restrictive measure is always used. Every incident is reviewed by the manager and reflection and consistent debrief discussions inform staff practice. The child is always spoken to following an incident. Staff use a restorative approach with the child after an incident, which enables relationships to thrive.

The effectiveness of leaders and managers: outstanding

The manager is committed to providing a home where children can flourish. She is constantly striving to ensure that the quality-of-care provided to each child continues to improve. The manager has excellent support from an equally committed responsible individual and deputy team managers. The leadership team work cohesively, and this contributes to a positive culture. As a result, staff retention is high. One professional said, 'the home is very well led, they have longstanding staff members who work really well together'.

Staff say that they are very happy in their jobs and feel exceptionally well supported by the leadership team, both personally and professionally. The manager ensures that staff receive individualised support which is achieved by regular reflective supervision sessions and team meetings and also with ad-hoc personal check-ins with each staff member. This means that staff feel valued and are confident to provide a high level of care to

each child. One staff member said, 'the support we receive is a massive thing and makes me want to stay, [managers] are really supportive to everyone and do what they can to make things work for us, they are fantastic'.

Leaders and managers work directly with children. This allows them to develop strong relationships with each child and to offer support and guidance to staff during periods of instability, if this is required. This practice offers excellent role modelling to the workforce.

The manager has detailed oversight of the care provided to each child. She reviews every document, every incident and all staff recordings. This ensures that the manager understands what is happening and is able ensure that children's progress and safety is prioritised.

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: SC038961

Provision sub-type: Children's home

Registered provider address: Leicester City Council, City Hall, 115 Charles Street, Leicester LE1 1FZ

Responsible individual: Michael Evans

Registered manager: Michelle Woodrup

Inspector

Caroline Coop, Social Care Inspector

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