

SC040631

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a local authority. The staff care for up to four children who have social and emotional difficulties.

Four children currently live at the home; three children spoke to inspectors during the inspection.

The manager has been registered with Ofsted since September 2023.

Inspection dates: 17 and 18 December 2025

Overall experiences and progress of children and young people, taking into account **good**

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

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

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

Date of last inspection: 20 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2024	Full	Good
06/06/2023	Full	Requires improvement to be good
09/11/2022	Full	Requires improvement to be good
25/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children are settled and have made good progress in managing their emotions since coming to live at the home. Individualised care helps the children to develop positive relationships with staff and these relationships support the children's learning and personal development.

The staff interact well with the children and offer them a wide range of activities and social experiences using connections they have in the community. Children enjoyed a holiday to Devon and were supported to attend a boxing club. Staff write letters to children as a way of recognising individual progress over the period of a month. This is a positive reminder for children about what is going well for them and demonstrates that staff are recognising their achievements.

Children have a sense of belonging with photos around the home of activities and experiences that they have participated in, alongside toys and their possessions in the communal areas throughout the home.

Staff promote children's important relationships. They communicate well with family members to manage arrangements, ensuring that these are in line with children's plans and wishes. This supports children to maintain and develop their sense of identity.

One professional said, 'The whole team, including the management team, have been providing [the child] with an extremely high level of support, guidance and nurture to enable her to make the progress she has made since moving in.'

Children's views and wishes are encouraged; for example, they have been involved in the development of the newly built home that they will be moving into in the future.

The doors to the children's bedrooms are not suited to a family home environment and give an institutional impression. There was a requirement from the previous inspection relating to this issue and it has, therefore, been restated.

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

Staff provide children with consistent boundaries and empathic responses. If the children are showing behaviours indicating distress, staff seek to understand what is wrong and support them to manage their feelings safely. Physical interventions are only used as a last resort and in line with children's individual plans.

Managers and staff have developed strong relationships with police and Youth Justice services. These links have helped to improve the risk management and safety planning for children at risk of exploitation.

The leadership team responds proactively to complaints and allegations. This provides a positive experience for children and ensures that they feel heard and listened to.

Managers always review incidents involving physical interventions, but this does not consistently include timely discussions with the staff involved and sometimes actions identified from manager reviews are not followed through promptly. As a result, there are missed opportunities to maximise learning and ensure effective implementation of plans.

Before new staff take up their posts at the home, managers conduct a robust set of checks to reduce the risk of children coming into contact with unsafe adults.

Managers carry out a range of health and safety checks and assessments to ensure that the home is a safe environment for children. There have been particular concerns about fire risks since the last inspection and managers have sought specialist input and advice to manage these.

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

The home is led by a capable manager, who strives to provide a secure and nurturing environment to children. However, leaders have not fully addressed the requirements from the last inspection and one additional requirement has been made.

The supervision of staff has not been consistent. There is an insufficient focus on reflective practice and professional development for new and existing members of staff to enable them to best meet the needs of the children in their care.

Leaders and managers have monitoring systems in place. However, the quality of care reviews have not been shared with Ofsted within the required timeframe. This requirement has been restated.

The registered manager is ambitious and committed to providing a home where the children can develop and flourish. She ensures that the children have appropriate educational placements and engages positively with professionals to meet their needs.

The staff are motivated, happy in their jobs and feel supported by the manager. They have good relationships with the children and are focused on improving their welfare.

The manager has a detailed understanding of each child and responds to children's individual therapeutic needs through bespoke planning. This means that staff have the right guidance to provide a consistently good standard of care to the children.

Managers and staff work effectively with other professionals, which makes a positive difference to the children's progress. Several external professionals commented positively on the communication and professionalism of the managers and staff. One professional said that staff 'genuinely care' about the children and 'do their best to act in [their] best interests [] despite having to manage some very challenging situations and behaviour'.

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, 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 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; 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)(h)) In particular, the registered person must ensure that there is timely oversight of, and action taken, to address all matters following incidents. In particular, the registered person must ensure that staff have the opportunity to discuss their practice in supervision at a frequency that is aligned with the home's policy.	31 March 2026
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children;	31 March 2026

and use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, the registered person must ensure that children's bedroom doors are not institutional and do not compromise a homely environment. This requirement is restated.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (3) (4)(a)) This requirement is restated.	31 March 2026

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: SC040631

Provision sub-type: Children's home

Registered provider address: Surrey County Council, Woodhatch Place, 11 Cockshot Hill, Reigate RH2 8EF

Responsible individual: Rebecca Hanifan

Registered manager: Lucy Symes

Inspectors

Maria Calway-Kennedy, Social Care Inspector
Jacob Robson, Social Care Inspector

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