

SC040642

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a local authority and provides care for up to five children who experience social and emotional difficulties. Five children were living at the home at the time of the inspection.

The manager has been registered with Ofsted since August 2025.

Inspection dates: 9 and 10 September 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 **good**

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

Date of last inspection: 21 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/08/2024	Full	Good
06/09/2023	Full	Good
15/02/2023	Full	Good
27/04/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good quality and individualised care, and most children make good progress from their starting points. Staff understand children's needs and are committed to improving their outcomes. Children and staff have formed good relationships, and this contributes to children's positive experiences of living at the home. Most children say that they are happy, and they are supported by caring staff.

All children are enrolled in education. Managers and staff worked hard to identify appropriate education settings for those children who were not in education prior to arriving at the home. Staff understand the importance of children attending and achieving in education. Therefore, children are appropriately supported to participate in learning. This allows children to achieve academically and improve their social skills by making new friends outside the home.

When children move into and out of the home, planning is thorough and thoughtful. Children have child-centred plans and are appropriately prepared when they are moving to their new homes. Children have various opportunities to meet staff and visit the home before they move in. Careful consideration is given to ensure that children's needs are compatible with each other, and this allows children to live together harmoniously.

Children engage in individual and group activities. They have opportunities to enjoy activities that they have not previously experienced, and this expands their interests. Children speak happily about their memories of their last summer holiday away from the home. Furthermore, individual children's hobbies and talents are encouraged. This allows children to enjoy their day-to-day living and have fun.

Staff understand the importance of family time well, and this is arranged in line with the views of the children, their families and professionals. Staff identify the best types of family contact arrangements and support children accordingly. This allows children to spend quality time with significant people in their lives.

Children's views and wishes are understood and acted on most of the time. Staff advocate for children to ensure that their voices are heard. In one example, a child was supported to write a letter to the Prime Minister, expressing concerns about a lack of education provision for children. The response letter that was received brought lots of joy and pride to the child and staff.

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

When children leave the home without permission, staff follow their individual plans. Staff and the managers look for the missing children and inform the relevant professionals. The registered manager raises any ongoing concerns about children's safety and welfare with the child's network of internal and external professionals. When

managers identify that additional resources may reduce the risk of exploitation and criminalisation, these are provided for the child. Various actions are being taken to safeguard one child, with regular meetings held with the professional network. However, children's records do not always clearly state how the strategies in place to reduce harm, are being reviewed to measure impact and effectiveness.

Staff understand children's vulnerabilities. Most children's risks are identified, understood and addressed by staff. The registered manager ensures that strategies that staff should use to improve children's safety are clearly recorded. This ensures that staff use a consistent approach when addressing individual risks.

Staff report safeguarding concerns and allegations to the registered manager without delay. The relevant professionals and local authority designated officers are informed and consulted with appropriately. The registered manager ensures that safeguarding concerns are investigated, and the outcomes are shared with children in a child-friendly manner. Furthermore, the registered manager ensures that learning is shared with staff after the concerns are raised.

Physical restraint is used only on rare occasions because staff and children have good relationships and so children feel supported during challenging times. The registered manager ensures that children's welfare is checked on and that children understand why staff had to use such measures. The registered manager provides additional support for staff after the use of restraint to reduce the risk of a negative impact on the relationship between the children and staff involved in the incident.

The effectiveness of leaders and managers: good

The registered manager is dedicated and committed to ensuring that children make good progress. Their ambitious vision for the children and the home has been filtered down to the staff. The registered manager has strong relationships with children and staff, who in return respect and trust them. Parents and professionals say that the registered manager is good and communicates well with them.

The registered manager ensures that there is effective joint working with relevant professionals. They advocate for children with passion and proactively challenge decisions made by other professionals when they believe that decisions are not made with children's best interests in mind.

The registered manager ensures that staff receive supervision at agreed intervals. They identify the individual areas of development for staff. Probation reviews for new staff are thorough. The registered manager ensures that additional training and support are provided for staff when needed. This contributes to continuously improved care for children and provides a supportive environment for staff.

Notwithstanding the shortfall in relation to the monitoring of one child's episodes of going missing from home, the registered manager's oversight is good, and they use



comprehensive tools to monitor children's progress. When appropriate, the registered manager shares new research with the staff and invites various specialists to speak at staff meetings.

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

Recommendations

- The registered manager should ensure that staff skills for safeguarding should include being able to identify signs that children may be at risk, and support children in strategies to manage and reduce any risks. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.10)

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: SC040642

Provision sub-type: Children's home

Registered provider: Surrey County Council

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

Responsible individual: Rebecca Hanifan

Registered manager: Lucy Chambers

Inspector

Sonata Brisley, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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