

SC062931

Registered provider: Channels and Choices Kent LLP

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and is registered to provide care for up to 4 children who may have social and emotional difficulties. At the time of the inspection, 4 children were living in the home.

The manager has been registered since May 2023.

Inspection dates: 17 and 18 December 2025

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

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

The effectiveness of leaders and managers **outstanding**

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: 11 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none



Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2024	Full	Good
27/02/2024	Full	Good
07/03/2023	Full	Good
22/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children thrive due to the care and support provided by a highly skilled and dedicated staff team. Strong, trusting relationships are formed between children and staff, offering the stability and consistency essential for children's development. Staff demonstrate exceptional levels of nurture, enabling children to make remarkable progress across all areas of their lives from their initial starting points.

All children attend education full time and staff support them to achieve well. One child, who was previously struggling emotionally at school, is now excelling. Staff have helped this child to develop and use different strategies when they are feeling unsettled. This input has helped to improve the child's access to education.

Staff use creative ways to help children explore their identities and cultures. All children have taken part in a DNA testing activity, which has helped them to understand and learn more about their heritage. Staff take children on trips to where they grew up to develop an understanding of their backgrounds. This has been successful at helping children to emotionally develop and form a healthy self-identity.

Children's future planning is at the forefront. Staff have plans to change the basement into a self-contained property for a child who is due to move out of the home. This will allow for continuity of support while this child begins college. For another child whose plan is to return to their family, the home facilitated reflective therapy sessions with the parent and therapy team. This is creating consistency of care for the child.

Children's views, wishes and feelings are treated with the utmost importance by staff at this home. Staff place emphasis on creating an open, warm and inclusive culture where children feel listened to. Children share their views naturally through conversations over meals. Topical and helpful group activities help to create a sense of camaraderie and togetherness.

Children have fun experiences and are encouraged to develop their social skills through clubs such as police cadets, Brownies and scooter lessons. Children also receive support from staff to build skills that enhance their independence. These activities enable children to develop important life skills and boost their confidence.

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

Staff go above and beyond to keep children safe. Staff are confident at using both internal and external safeguarding procedures and reporting systems to ensure there is an effective response to risk. Staff make good use of the strong partnerships they have formed with professionals involved in each child's support network.

Staff possess a thorough understanding of each child's specific vulnerabilities. Staff build trust with children, which enables them to provide effective protection and support. Staff help children to reflect on challenges they experience and to develop greater emotional awareness. As a result of this approach, one child has made progress in naming their feelings and actively seeks support from staff.

Children do not go missing from the home because they have trusting and safe relationships with each other and with staff. There are low levels of incidents within the home because staff are attuned to the needs of the children and know how to de-escalate situations sensitively.

The use of physical intervention is minimal. Staff use this for the least amount of time required and only ever as a last resort. Leaders ensure that any physical intervention is followed by effective and meaningful learning. After an incident, staff check that children are safe and supported, using social stories to help them understand and process their feelings about what has happened.

Children are supported to understand online safety risks. Effective safeguards are in place to monitor online risk. These include daily phone checks and effective parental controls. Children have taken part in interactive activities as a group to help them understand digital risk. This learning is strengthened through open and transparent conversations between children and staff.

Staff are guided by effective safety plans, which ensure that there is a consistent response to risks affecting children. Safety plans are regularly updated following any slight change to a child's behaviour or if there is an indication of increased risk. This approach provides children with a sense of security and increased feelings of safety.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced registered manager, supported by an equally experienced deputy manager. Both have high expectations of what children can achieve and also of the quality of care that staff provide. As a result, the staff team has shared values and aspirations for children. This helps children to maximise their potential and to feel cared for.

The management team has an in-depth understanding of the children's needs and is committed to achieving the best possible outcomes for them. Leaders and managers are powerful advocates for the rights of the children and have high ambitions for children's futures. The registered manager models this approach superbly to the whole team and, as a result, all staff share these values and attributes.

Leaders work diligently to empower the staff team to make decisions in the best interests of the children. Managers have built excellent relationships with children's professional networks. Professionals speak highly of the management team and their



ability to effect change. One social worker said, 'Staff are approachable, friendly and consistent. Children's wishes and feelings remain paramount.'

Staff feel well supported by the whole leadership team. Staff receive regular, reflective supervision that encourages their development. Leaders are attuned to the emotional demands of working in the home and offer staff regular formal and informal support. Leaders foster a culture of openness and mutual support, with staff highlighting the importance of regular check-ins and debriefs. Team meetings happen regularly, where staff are supported to be upskilled in sharing their thoughts on developments for the home.

Leaders use monitoring effectively to develop ambitious improvement plans. Leaders embrace continuous learning and innovation to enhance the quality of care and improve outcomes for children.

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: SC062931

Provision sub-type: Children's home

Registered provider: Channels and Choices Kent LLP

Registered provider address: 3rd Floor, 15 West Street, Brighton BN1 2RL

Responsible individual: Kate Stephenson

Registered manager: Martin Banning

Inspectors

Stephanie McDonald, Social Care Inspector
Mark Newington, Social Care Inspector

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