

SC476083

Registered provider: Radical Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to 2 children who may experience social and emotional difficulties.

The new manager has been in post since March 2026 and has submitted an application to register with Ofsted.

One child was living in the home at the time of this inspection, and one child has moved into and out of the home since the last inspection. Both children spoke with the inspector.

Inspection dates: 17 and 18 June 2026

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

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

inadequate

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 4 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2025	Full	Good
21/05/2024	Full	Requires improvement to be good
24/05/2023	Full	Inadequate
28/06/2022	Full	Requires improvement to be good

Summary of findings

While children make some progress in this home, shortfalls in relation to how they are helped and protected, and in the leadership and management of the home, have lessened this progress and effected their overall experiences.

Children's behaviour and risks are not always consistently responded to by staff. This has resulted in potentially avoidable harm being experienced by children. The manager does not have effective oversight of children's experiences and staff practice. This results in her not identifying patterns of children's behaviour and staff shortfalls. This has affected children's overall progress and experiences in the home.

Children are happy living at the home and have good relationships with staff. They say that they feel supported when they are upset and worried. Children benefit living in a home that is homely, family orientated and personalised to their specific likes and interests.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Staff are committed to developing good relationships with children and offer opportunities for them to socialise with peers and family through individual and group activities. Children say that staff feel like family, and one child celebrated their birthday with their family in the home.

Staff encourage children to develop skills and engage in enjoyable activities that enhance their independence, which helps to prepare children for adulthood. This has included staff helping children to save up money to contribute towards additional activities on a holiday. This helps children to understand the value of money and have new experiences.

Staff help children to make progress in their education. One child has achieved several GCSEs and is attending further education. When education is a challenge for children, the manager works closely with education professionals to encourage engagement and attendance. Children who are not attending school have alternative educational activities to encourage learning and help prepare them to return to school.

Some staff are not confident or consistent in their approach and responses to children's needs and behaviours. This can leave children feeling confused and dysregulated due to differing responses, resulting in escalations in behaviours. This contributed to the decision for one child to move on from the home when managers felt that staff were no longer able to keep them safe.

Children moving to the home have positive experiences and the needs of all children are considered. When one child moved on, they were supported in understanding this decision. Staff have provided them with ongoing support, which has helped the child to settle.

How well children and young people are helped and protected: requires improvement to be good

Children are helped by staff to understand online risks and exploitation concerns. This helps children to be open in discussing concerns, which has enabled staff to respond and report risks to professionals. However, when risks do not reduce, staff do not take action to consider alternative strategies to manage these risks for children.

Staff help children to receive medical attention when they self-harm and support them emotionally. Staff work with professionals to understand these risks and develop clear strategies in how to reduce self-injurious behaviours. However, managers do not fully consider advice received to proactively reduce harm by removing potentially unsafe items in the home. As a result, some incidents that have occurred could potentially have been avoided.

Children are supported by staff to have relationships with their families and peers. However, some risks from adults and others are not fully considered by the manager or understood by staff. This has left staff not knowing how to ensure that children are protected, resulting in children being exposed to inappropriate conversations and behaviours.

Staff respond effectively when children go missing from the home, searching for children and informing professionals. When children return, they are supported emotionally by staff to ensure they are safe. However, managers do not always review incidents, resulting in children's experiences and the risks they may face not being fully understood.

The effectiveness of leaders and managers: inadequate

The manager does not have effective oversight of staff practice, including their responses to children when risk or harm have occurred. There are inconsistencies in the quality of the manager's reviews of significant incidents and, at times, no oversight. Furthermore, staff and children are not always spoken to following incidents of physical intervention. As a result of these shortfalls, there are missed opportunities to recognise when children's plans are not being followed. This has impacted on learning opportunities that could help to improve staff practice and the safety and quality of care being provided to children.

Staff do not always feel supported in their roles by managers. The quality and consistency of team meetings and staff supervision sessions vary. When staff have raised concerns about staff practice and conduct with children, actions have not been consistently followed up by the manager, meaning that concerns have gone

unaddressed. Some staff have not received supervision for several months. This impacts on the quality of care experienced by children and staff's morale due to not feeling listened to and valued.

Managers' support for newly employed staff is not in line with the home's induction plans. Mandatory training, supervision and lone working agreements are not adhered to or adequately reviewed. This has resulted in children have experienced care that did not adequately protect them as staff did not have experience, knowledge and skills specific to children's needs.

Leaders and managers, as well as the home's therapeutic practitioner, have positive working relationships with external professionals, which help children to access services that are tailored to their individualised needs. When children's care planning is not in line their wishes or needs, the manager strongly advocates on behalf of the children. She also explains outcomes to children so that they understand why certain decisions have been made.

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, The 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(iii)(iv)(vi)(b)(d)) In particular, leaders and managers must ensure that staff are equipped with the skills to keep children safe, follow children's plans in order to do this, and that these plans include strategies to manage all known risks to children.	28 August 2026

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; 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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and 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)(b)(c)(e)(f)(g)(ii)(h))	28 August 2026
The care planning standard is that children— receive effectively planned care in or through the children's home; and In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to—	28 August 2026

manage and review the placement of each child in the home; and that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(b)(ii)(c))	
The registered person must— ensure that each employee completes an appropriate induction; The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a) (4)(b))	28 August 2026

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: SC476083

Provision sub-type: Children's home

Registered provider: Radical Services Limited

Registered provider address: 2 The Calls, Leeds LS2 7JU

Responsible individual: Helen Sansom

Registered manager: Nicola Donaldson

Inspector

Amey Henry, Social Care Inspector

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