

2769240

Registered provider: Welfare First Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately run and provides care up to 2 children who may experience social and emotional difficulties.

At the time of this inspection, 2 children were living at the home. The inspector spoke with both children.

The manager registered with Ofsted in December 2025.

Inspection dates: 11 and 12 August 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 January 2026

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2026	Full	Good
30/10/2024	Full	Good

Summary of findings

Staff provide a nurturing, stable, and supportive environment, enabling and encouraging children to make positive progress. They focus on children's overall well-being.

Staff have a good understanding of the children's individual risks and strategies needed to support them. As a result, they manage significant incidents well and work effectively with professionals and others involved in children's care to identify support services and ensure that safety plans are in place. However, staff use some consequences repeatedly, and these are not always proportionate to the behaviour displayed or restorative in nature.

The staff team are led by an experienced and knowledgeable manager. The manager and staff are committed to supporting children and achieving positive outcomes.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by an experienced team of staff who know them well. Staff provide a stable and supportive environment that helps children make positive progress. Staff place a focus on children's overall well-being. One child's social worker said, 'staff have an excellent understanding of [Name of child] individual needs, which has enabled them to provide effective, personalised care and support'. Children live at this home for a long time, providing them with stability and consistency.

The manager and staff promote children's education. When one child experienced difficulties in their educational setting, the manager worked with the headteacher and social worker to agree an alternative timetable. The staff also provided additional education in the home, supported by educational resources. One child has recently left full-time education, gaining functional skills and BTEC qualifications. They have also been supported to take on voluntary roles to develop employability skills and gain work experience.

Children's moves from the home are well planned and carefully managed. The manager and staff work closely with each child's wider network of professionals and support systems to ensure that appropriate plans are in place when children are ready to move on. Reports are completed by the manager, clearly identifying children's strengths, achievements, and ongoing support needs. This helps to ensure that children receive the right support and guidance when transitioning to their next home or level of independence.

Children's time at the home is recognised and celebrated. Staff mark their achievements and departure with a celebration, and thoughtful memory books are created to capture important experiences and milestones from their time in the home.

Children are supported to develop age-appropriate independence skills. Clear plans are in place to prepare them for adulthood and greater independence. Children are encouraged to develop practical life skills, including budgeting, cooking, travelling independently, and undertaking household chores. This support helps children build confidence and equips them with the skills they will need in the future.

Staff encourage children to take part in positive experiences and activities that reflect their individual interests. Children enjoy a wide range of activities, including fishing, trampolining, nature walks, horse riding, farm visits, theme park visits, and holidays abroad. These experiences help children build confidence and develop their interests and talents. Staff recognise the importance of children's friendships and regularly support them to spend time with friends.

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

Children are supported to develop positive, caring and trusting relationships with staff, particularly their identified key workers. These relationships help children remain safe and secure.

There have been some changes within the staff team, but the level of care provided has not been compromised due to consistency in routine, boundaries and effective communication.

Children know how to make a complaint. There has been one complaint made during this inspection period. Complaints are taken seriously and fully investigated. The manager speaks with those involved and puts arrangements in place to resolve the issue raised. The outcome of complaints is shared with children and this helps to provide reassurance that their views are listened to.

The manager ensures that all staff receive training tailored to the children's needs. As a result, staff have a good understanding of the children's individual needs, vulnerabilities and the strategies required to support them. Risk assessments provide clear guidance to staff on how to prevent incidents and reduce potential harm.

Detailed missing from home plans support staff to respond effectively and make every effort to locate children. Staff maintain contact with children and work closely with relevant professionals and others who may be able to assist in locating them. Following incidents, staff complete direct work with children to help them understand risks, appropriate relationships and ways to keep themselves safe.

Incidents of racism and verbal and physical aggression towards staff have increased during this inspection period. Detailed strategies are in place to help staff de-escalate and manage these incidents, with clear guidance on when to seek additional support. The manager works effectively with the child's network to identify specialist services and is working closely with the placing authority to review the stability of the placement. The

child's social worker said, 'Staff manage challenging situations well and take a multi-agency approach to supporting [name of child].'

Incidents of self-harm are managed well. Staff seek appropriate support to ensure that children receive help and support when needed. There are detailed protocols in place to direct staff in crisis situations. Follow-up work is completed with children sensitively to help them understand the dangers, identify triggers, and find alternative coping mechanisms.

Staff use some consequences repeatedly. These are not always proportionate to the behaviour displayed or restorative in nature. The manager's evaluation of these measures does not consistently consider their effectiveness. As a result, some consequences have little impact in helping children reflect on their behaviour or develop a sense of personal responsibility.

Staff complete regular, meaningful direct work with the children. This helps them understand the consequences of aggressive behaviour, unhealthy relationships and other behaviours that may place them at risk. Children are supported to carry out their own research, with guidance from staff, and develop presentations on identified topics. This helps to promote their understanding of respect, kindness, equality, diversity, culture, religion, prejudice and tolerance, as well as the impact that discrimination and prejudice can have on others.

The effectiveness of leaders and managers: good

The Staff team are led by an experienced and knowledgeable manager. The manager and staff are committed to supporting children and achieving positive outcomes. Staff say that they receive support in their roles and enjoy working at the home and caring for the children.

The manager has a good oversight of care practices. The manager completes daily and weekly task lists and makes good use of the independent visitor report. The responsible individual completes a monthly audit to identify shortfalls and areas for improvement. This layered approach helps the manager understand children's progress and identify actions to address any emerging challenges so that children continue to receive a good quality of care.

Leaders and managers follow safer recruitment processes. This ensures that they are fully assured of a staff member's integrity and character before they work with children.

Induction plans for new staff are comprehensive and ensure that they have the knowledge and essential information to carry out their role effectively. New staff say that they are supported during their induction and feel equipped with all relevant information to help them fulfil their role.

Staff receive regular and supportive supervision. Supervision sessions encourage reflective practice and consider how staff can effectively meet children's needs. The manager provides guidance and support to help staff navigate challenges and develop their practice. Annual appraisals provide opportunities to reflect on performance, recognise achievements and identify goals for the coming year. The manager also uses feedback from children, colleagues and professionals to help evaluate staff performance.

Team meetings are held monthly, and the manager will arrange additional meetings to review risks and emerging issues. Staff attend these meetings regularly. The meetings provide opportunities to reflect on challenges, review support strategies and consider additional safeguarding measures. This promotes consistent practice, collaborative working and staff morale.

The manager and staff have developed good relationships with the children's wider professional network. Professionals say that the manager and staff communicate effectively, keeping them fully updated on the children's challenges and progress. One child's social worker said, 'The manager and staff are proactive in their approach to care, their strength lies in a child-centred approach and a genuine level of care and commitment demonstrated by all staff.'

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 registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(c)) Specifically, the registered person must ensure that any consequences used to address poor behaviour relate to the behaviours displayed and are restorative in nature, helping children recognise the impact of their behaviour on themselves, other children, the staff caring for them, and the wider community. In addition, the registered person should review the effectiveness of any consequences implemented.	23 September 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: 2769240

Provision sub-type: Children's home

Registered provider: Welfare First Ltd

Registered provider address: 31 Kibble Grove, Brierfield, Nelson BB9 5EW

Responsible individual: Kirsty Morrison

Registered manager: Shazia Noreen

Inspector

Renée Sims, Social Care Inspector

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