QLine IT ®

Together with PC Repair Leeds

The
IT SOLUTION
for Children's Homes

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Experienced IT support for children's homes

At QLine IT, we specialise in providing bespoke IT support for children's homes across the UK. With extensive experience in this highly regulated sector, our services are designed to meet the specific compliance requirements of OFSTED and the Scottish Care Inspectorate.

We currently support over 130 homes operated by 14 different children's home providers across the United Kingdom, making us one of the most experienced IT support companies in this field.

We understand the significant responsibility involved in caring for young people and the critical need for robust, compliant systems. All QLine IT staff undergo specialist training to ensure a strong understanding of safeguarding practices and data protection. Our solutions are built to protect sensitive data, maintain confidentiality, and support your organisation in meeting its legal and regulatory obligations with confidence.

How can QLINE IT support your young people

Internet / Telecoms

Internet Filtering

Wi-Fi installation

Encrypted emails

Mobile device management

GDPR Compliance & Security

IT Asset Management

Internet & telecoms

For over 12 years, QLine IT has maintained a trusted partnership with ONSIM, a leading provider of internet and telecommunications services. Through this relationship, we supply fibre broadband, 5G SIMs, landline numbers, and VoIP handsets fully integrated into a seamless communications platform.

ONSIM's advanced system ensures that all incoming calls ring across multiple devices simultaneously, while outbound mobile calls display the home's landline number. This provides a consistent and professional experience for both staff and external contacts.

In the event of any connectivity or telecom issues, your staff can contact QLine IT directly. As ONSIM's frontline support partner, we provide rapid, accountable assistance—delivering a level of responsiveness that far exceeds what is typically expected from national providers.

ONSIM will invoice you directly, but the approximate monthly costs are as follows:

Fibre Internet	£45.00
Landline	£10.00
Mobile	£10.00

Prices subject to VAT

Internet filtering

At QLine IT, we take pride in delivering one of the most advanced internet filtering systems specifically designed for children's homes. Each young person can be assigned their own details (unique Wi-Fi SSID), with customised content filtering aligned to their individual safeguarding requirements.

For example, access to social media or content related to drugs or violence can be restricted for some individuals, while others may have broader permissions. Time-based browsing controls can also be implemented. All settings are managed easily by home staff via a secure, user-friendly management app.

Additional safeguards include individual device level (MAC Address) filtering to prevent unauthorised device access and a base layer of default, home-wide restrictions to support overall online safety.

This service is available for £30.00 per home, per month, with a minimum 12-month term.

Wi-Fi installation

Once your internet connection is in place, ensuring full Wi-Fi coverage across the home is essential. This requires the installation of dedicated Wi-Fi access points typically two to three per property to avoid coverage blackspots and ensure a stable, secure connection throughout.
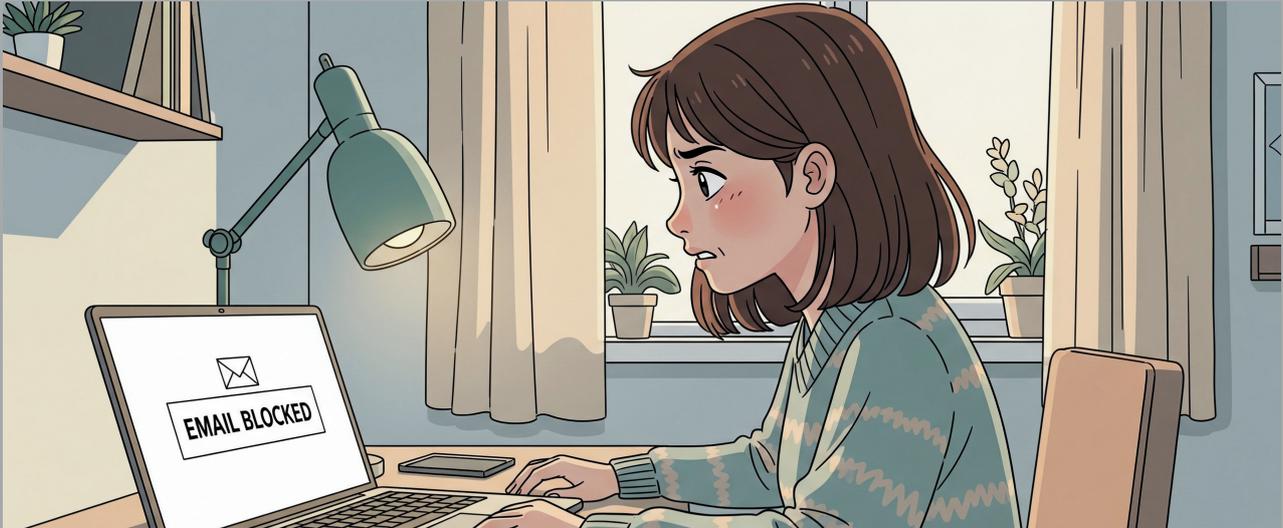
QLine IT supplies and configures Ubiquiti access points, a highly regarded brand in commercial environments. Each unit is professionally mounted to a ceiling or wall and connected via CAT6 low-smoke (purple) Ethernet cabling to a central gateway, in accordance with current fire safety regulations.

We offer qualified engineers to complete the installation, with travel charges applicable from our base in Leeds. Alternatively, we can work in partnership with your local electrician, providing detailed guidance and technical support to ensure a compliant and effective setup.

Engineer Charges below ;	
£28.00	per hour travelling (round trip from Leeds to Client site back to Leeds)
£0.45	per mile (round trip)
£60.00	per hour onsite.

Prices subject to VAT

Secure emails

QLine IT supplies and supports fully encrypted email systems tailored for the unique needs of children's homes. We utilise Microsoft 365 Business Exchange, which includes built-in encryption features, to ensure that all communication is protected by default, without compromising usability for your staff.

In a children's home setting, emails often contain highly sensitive information about young people, ranging from safeguarding concerns to care plans and incident reports. When sending data to social workers, local authorities, or external professionals, encryption is essential to ensure that this information remains confidential and secure.

Our easy to use encrypted email service offers end-to-end protection, enabling you to meet GDPR requirements and safeguard obligations while maintaining professional communication standards. We also provide staff training and ongoing technical support to make sure that your team is confident and compliant when handling sensitive correspondence.

Mobile device monitoring

Mobile Device Management (MDM) allows QLine IT to help children's homes maintain full control over mobile devices used by both staff and young people. With MDM, we can restrict access to apps, websites, and settings to ensure devices are used safely and appropriately.

Enhanced Safeguarding and Oversight

Our MDM solution supports safeguarding by enabling real-time location tracking of mobile devices. This provides peace of mind for staff, managers, and local authorities, particularly during off-site visits or unsupervised time. If a device is lost or stolen, it can be remotely locked or wiped to prevent unauthorised access.

Policy Enforcement and Usage Monitoring

MDM also helps enforce your organisation's IT policies. Devices can be pre-configured to meet your standards, preventing the installation of unauthorised apps and ensuring that security settings remain intact. This keeps your mobile environment secure, compliant, and easy to manage.
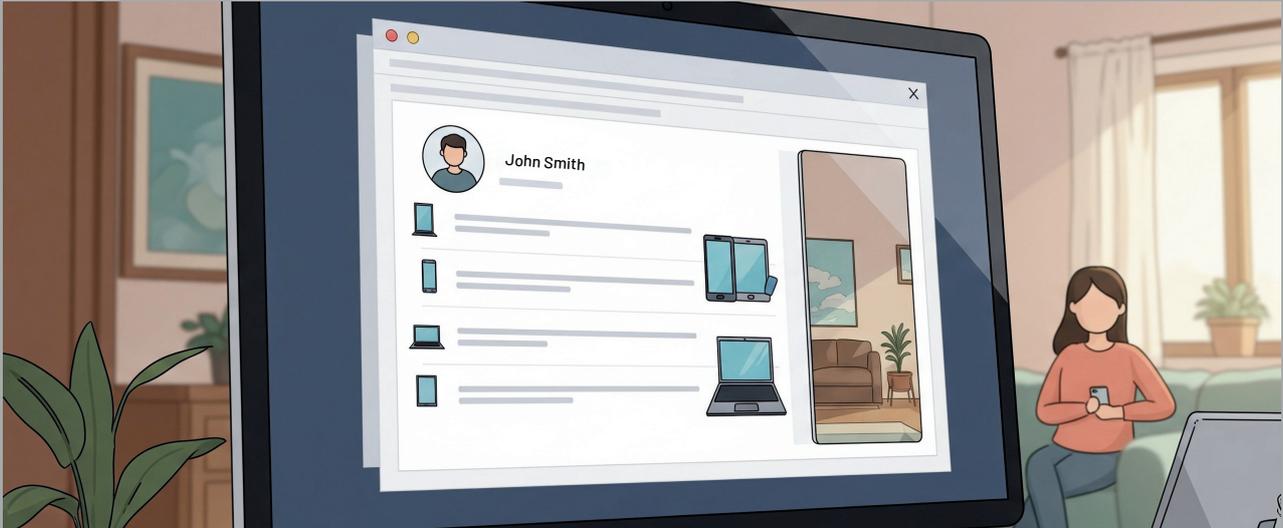
Data security & compliance as standard (GDPR)

At QLine IT, safeguarding your organisation's data is our highest priority. We ensure all computers and mobile devices are fully encrypted, Wi-Fi networks are securely configured, and decommissioned hard drives are professionally destroyed with certification provided.

To further protect your systems, we implement robust security policies, including disabling USB data transfers and utilising geofencing to restrict email access based on location. These measures help to minimise the risk of data breaches and unauthorised access.

All QLine IT staff undergo annual enhanced DBS checks and receive continuous training in data protection and client confidentiality. This ensures the highest level of discretion, particularly important when working with multiple providers within the same sector.

IT asset management

Comprehensive IT Asset Management

QLine IT supplies a full range of IT equipment tailored for children's homes, including laptops, desktops, monitors, and mobile devices. All hardware is carefully selected to meet the demands of a busy care environment, with a focus on reliability, security, and ease of use.

Real-Time Inventory Tracking

We offer a real-time IT asset management system that provides clear visibility of all equipment across your organisation. This includes device type, user assignment, location, warranty status, and software versions—helping you stay on top of compliance, maintenance, and procurement planning.

Improved Accountability and Efficiency

Accurate asset tracking reduces the risk of lost or unaccounted-for equipment and ensures that each device is monitored and managed throughout its lifecycle. Whether you're running one home or several, our system simplifies IT oversight, improves accountability, and supports regulatory audits with minimal administrative effort.

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Together with PC Repair Leeds

Partner with us

For your children's homes

Your business is important to us and is never taken for granted.

Our IT support contract is priced from £23.00 + VAT per computer, per month, with a minimum of five devices. This fixed-rate model includes all labour and remote support, allowing you to plan and manage your IT expenditure with confidence over 12 months.

The contract renews annually and is designed to grow with your organisation—additional computers are added at the same flat rate, ensuring predictable costs as your needs expand.

Compared to our ad-hoc support rate of £80.00 + VAT per hour, the contract provides significant savings and peace of mind for organisations requiring regular, dependable IT support.

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