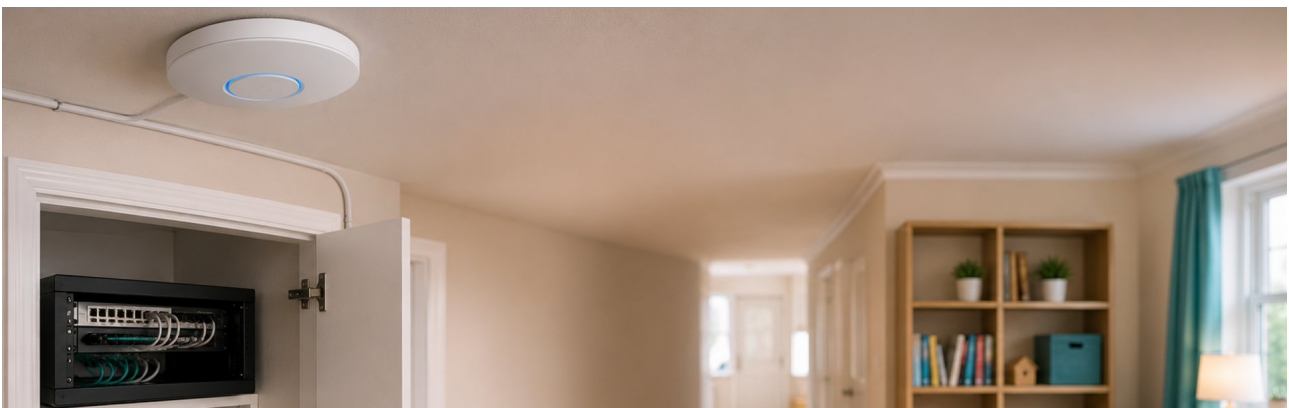


IT for Children's Homes and care homes

Safe Wi-Fi, filtering, phones and everyday IT, from one team. · 2026



QLine IT has looked after children's homes for more than ten years, from single homes to groups with homes across England and Scotland. We are based in Leeds and have been trading for over 25 years.

- Every member of our team holds an enhanced DBS check, including office staff.
- Cyber Essentials Plus, independently assessed every year.
- Listed filtering and monitoring integrator with the UK Safer Internet Centre.
- Commercial partner of Scottish Care.

What homes ask us for

Most requests from the children's homes we support are about Wi-Fi: adding a young person's new phone, TV or games console, changing internet times for school days, holidays and weekends, unblocking an app for one young person, or putting right a connection problem. Phones come next, then everyday office IT such as email, laptops and accounts for new staff. One team, one number to ring.

How it works

1 We set your homes up to one standard

We install and configure the equipment in each home the same way, so an inspection at any of your homes finds the same arrangements.

2 Each young person gets their own Wi-Fi

Their own network, password, filtering and internet times, set to match the placement plan and risk assessment.

3 Your managers make everyday changes

Adding a new phone or console, changing internet times or switching one young person's Wi-Fi off takes a minute in our app.

4 We watch every home

If a home's internet or Wi-Fi drops, our monitoring raises a ticket, usually before anyone has to ring us.

5 Phones are covered too

Young people's phones can be locked down so protection cannot be removed, and a missing phone can be located.

Secure Wi-Fi

A separate, filtered Wi-Fi network for each young person, so the arrangements follow the young person rather than the building.

- Own network, password and device list for each young person
- Different internet times on school days, weekends and holidays
- Block or allow a single app, such as TikTok or YouTube, for one young person
- A curfew for one device, such as a games console
- VPN and proxy apps blocked on every young person's network
- Staff Wi-Fi kept separate, and it cannot be switched off by mistake
- Each home's settings backed up every week



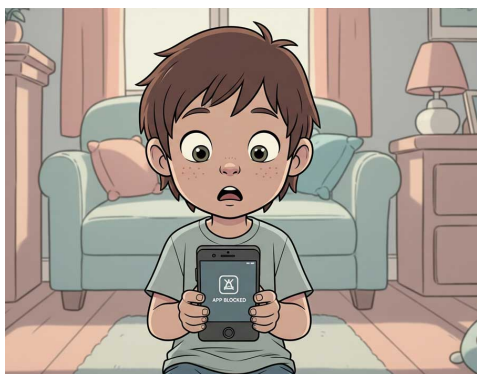
Your managers stay in control

Managers and deputies use our app, on a phone or a computer, for the everyday changes. Each manager sees only their own homes, and every change is recorded: who made it, when, and what it was before. A built-in safety check stops any change that would knock a connected device off the Wi-Fi. Anything bigger, we do for you.

Web filtering and monitoring

Filtering set for each young person, covering every phone, tablet, console and smart TV that uses the home's Wi-Fi, built around the questions Ofsted and the Care Inspectorate ask. We are a listed filtering and monitoring integrator with the UK Safer Internet Centre. If you already have an IT company you are happy with, we can provide filtering and secure Wi-Fi alongside them.

Phones for young people



Phones the home owns, set up and locked down before they arrive:

- Only the apps the placement plan allows
- Cannot be reset, and the protection cannot be removed
- VPNs, hotspots and changing the clock are blocked
- Safe search and restricted YouTube, always on
- Internet curfew at night
- Location always on, so a missing phone can be located

Locating a missing phone. When a home reports a young person missing with a phone we manage, we locate it on request, often within a minute, and log it against a ticket for the missing-from-care record. It is extra information for staff and the police, not a replacement for your procedure.

Everyday IT for the home and the office

Email and accounts

Microsoft 365 email, with encryption for reports to social workers and local authorities. New starters set up and leavers closed off.

Laptops and phones

Laptops, desktops and phones chosen to be cost-effective and lockable, supplied set up and ready.

Shared files

SharePoint sites so each home's records are in one place, with the right staff able to reach them.

Internet and backup

Fibre broadband through ONSIM, and 4G backup so a home stays online if the line goes down.

Care homes and supported living

The same managed Wi-Fi for adult care homes and supported living: separate networks for residents, staff and visitors, a network for each flat where needed, coverage planned for residents' rooms, and monitoring by our team. Care records stay on a network that visitors' phones never touch.

Prices

Service	Price (plus VAT)
Secure Wi-Fi, per home	One-off hardware cost, then £50 a month (£15 on Full IT Support)
Web filtering and monitoring, per home	£50 a month (£15 on Full IT Support)
Phone and tablet management	From £4 per device a month
Locked-down phones for young people	Ask us for a price
Full IT Support	£26 per computer a month (five computers: £130)
No contract	£90 an hour

Talk to the team other children's homes use

Tell us how many homes and devices you have, and we will come back with a fixed monthly price.

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