

Inspection of residential holiday schemes for disabled children

Interim framework for inspection of residential holiday schemes for disabled children

This document sets out the interim framework and guidance for the inspection of residential holiday schemes for disabled children. It should be read alongside the interim evaluation schedule for the inspection of residential holiday schemes for disabled children. These interim guidance documents are only for use until 30 June 2014.



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Introduction

1. This document sets out the framework for Ofsted's inspections of residential holiday schemes for disabled children (holiday schemes). It sets out: how we apply the principles and processes of all our inspections; the statutory basis for inspection; and a summary of the main features of the inspection process.
2. Ofsted's general principles of inspection and regulation are to:
 - support and promote improvement
 - be proportionate
 - focus on the needs and experiences of service users
 - focus on the needs of providers
 - be transparent and consistent
 - be accountable
 - demonstrate value for money.
3. The framework and the inspection judgements are underpinned by the regulations and the national minimum standards. The inspections are intended not only to test compliance, but also to raise standards and drive improvement. This will require a greater focus on the experiences of children and young people who attend holiday schemes and inspectors will evaluate how the holiday scheme contributes to providing these experiences.
4. There is more detailed guidance in *Inspections of holiday schemes for disabled children: evaluation schedule and grade descriptors* and in *Conducting inspections of holiday schemes for disabled children*.^{1,2}
5. This framework and the guidance provided are interim and will be subject to further review and a permanent inspection framework for residential holiday schemes for disabled children will be introduced in July 2014.

¹ *Inspections of residential holiday schemes for disabled children: interim evaluation schedule and grade descriptors* (130198), Ofsted, 2012; www.ofsted.gov.uk/resources/130198.

² *Conducting inspections of residential holiday schemes for disabled children: interim guidance for the inspection of residential holiday schemes for disabled children* (130197), Ofsted, 2013; www.ofsted.gov.uk/resources/130197.

Legal basis for inspection

6. The Education and Inspections Act 2006 details Ofsted's general statutory functions.³ This requires Ofsted to carry out its work in ways that encourage the services it inspects and regulates to:

- improve
- be user-focused
- be efficient and effective in the use of resources.

7. The powers will be used to inspect residential holiday schemes for disabled children registered by Ofsted under the Care Standards Act 2000 and the associated Holiday Schemes for Disabled Children (England) Regulations 2013.

8. The legal basis for the regulation of holiday schemes is set out in the Care Standards Act 2000, Part 2 (Extension of the Application of Part 2 to Holiday Schemes for Disabled Children) (England) Regulations 2013.⁴ It sets out Ofsted's powers to register, inspect and, where necessary, enforce compliance with the Act and relevant regulations. It also defines a holiday scheme.

9. When inspecting holiday schemes, Ofsted gives consideration to knowledge and understanding gained from previous inspections, and:

- the Care Standards Act 2000 as modified by the Care Standards Act 2000, Part 2 (Extension of the Application to Holiday Schemes for Disabled Children) (England) Regulations 2013
- the Holiday Schemes for Disabled Children (England) Regulations 2013⁵
- Holiday Schemes for Disabled Children: national minimum standards.⁶

Frequency of inspection

10. The frequency of inspections is set out in regulations.⁷ Ofsted has a duty to inspect holiday schemes at least once a year.

³ The Education and Inspections Act 2006; <http://www.legislation.gov.uk/ukpga/2006/40/contents>.

⁴ The Care Standards Act 2000; <http://www.legislation.gov.uk/ukpga/2000/14/contents>.

⁵ The Holiday Schemes for Disabled Children (England) Regulations 2013.

⁶ Holiday Schemes for Disabled Children: national minimum standards, Department for Education, 2013; www.legislation.gov.uk/uksi/2013/1394/made.

⁷ Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes, etc.) (Amendment) Regulations S1 2007/694, as amended; www.legislation.gov.uk/uksi/2007/694/contents/made.

11. The timing of any inspection will be influenced by an assessment of:
- the outcomes of previous inspections
 - any current complaints or enforcement action
 - notifications received from a holiday scheme
 - other relevant information received by Ofsted such as Regulation 29 reports
 - the period within which the holiday scheme is operational.
12. An **inspection** is carried out at least once a year. This inspection is conducted against the evaluation schedule and will result in a set of graded judgements. The inspector will normally be on site for up to two days.
13. Ofsted may conduct a further inspection if there is an incident, a complaint or should we have concerns about children and young people's safety, registered persons or staff and volunteers employed at the scheme. The type of inspection will be assessed depending upon the issues and whether a compliance investigation enquiry may be required.

Notice given for inspection

14. All inspections will be unannounced although Ofsted is mindful of the operating times of any holiday scheme.

Inspectors

15. Holiday schemes are inspected by suitably experienced social care inspectors, and normally by a single inspector.

Inspection

Evaluation schedule for inspections

16. The evaluation schedule is set out in a separate document. It outlines the judgements that inspectors make at the inspection, and the grade descriptors that they use to arrive at their judgements.
17. Inspectors make judgements on:
- overall effectiveness (including areas for development)
 - experiences of children and young people
 - quality of care
 - safeguarding children and young people
 - leadership and management.

18. Equality and diversity are critical aspects across the evaluation schedule, which inspectors will take into account across all judgement areas and report on throughout the inspection.

Making judgements at inspection

19. Inspectors must evaluate all the evidence in a particular area and consider it against the descriptors for outstanding, good, adequate or inadequate before making a judgement. Examples of practice may be used to support more than one judgement. Judgements are made on carefully balanced consideration of the experiences that children and young people have while attending the holiday scheme, and not on a formulaic approach. The descriptors are hierarchical; a good service should also meet the descriptors for an adequate service and so on.

20. Holiday schemes must meet statutory requirements as set out in the regulations, and take account of the national minimum standards. However, failure to meet all the statutory requirements in full does not necessarily result in a judgement of inadequate. The seriousness of the failure and its potential impact on the experience and outcomes for children and young people is considered carefully to determine how it should impact on the overall judgement. Inspectors use their professional judgement to assess the impact of any breach against other aspects of the service provided.

Grading inspection findings

21. Inspectors make judgements against the evaluation schedule using a four-point scale.

Outstanding	a holiday scheme of exceptional quality that significantly exceeds minimum requirements
Good	a holiday scheme of high quality that exceeds minimum requirements
Adequate	a holiday scheme that only meets minimum requirements
Inadequate	a holiday scheme that does not meet minimum requirements

The approach following an overall judgement of inadequate

22. An overall effectiveness judgement of inadequate is made where there are failures to comply with requirements and, as a result, the experiences and outcomes for children and young people are inadequate or their welfare is not safeguarded.

23. Where a holiday scheme is judged inadequate, the inspector sets requirements to achieve compliance with the Care Standards Act 2000 as modified by the Care Standards Act 2000, Part 2 (Extension of the Application to Holiday Schemes for Disabled Children) (England) Regulations 2013 and/or the Holiday Schemes for Disabled Children (England) Regulations 2013. The registered person/s must meet these requirements as set out in the regulations. Inspectors may also make recommendations to help the registered person/s to improve the quality and standards of care further. Recommendations always relate to particular national minimum standards.

24. The inspector, in consultation with their team manager where necessary, is responsible for making the judgement of inadequate.

25. Any judgement of inadequate overall effectiveness at an inspection of a holiday scheme will lead to an urgent case review. In addition, all parents whose child/children attend the holiday scheme during the time of inspection and any Director of Children's Services whose local authority has placed children will be informed of the judgement and reasons for this.

26. The case review considers whether statutory enforcement action is required against the registered provider and/or manager of the holiday scheme and, where there is a registered manager, the registered manager. The case review will consider all the enforcement options available. The Compliance, Investigation and Enforcement handbook has detailed information about the enforcement options available, and the arrangements for following up enforcement activity.⁸

27. The timing and nature of any subsequent inspection and monitoring visits following an inadequate judgement will be determined through the oversight of improvement on a case-by-case basis. This includes considering whether early inspection is necessary to meet statutory requirements or to safeguard and protect the welfare of children and young people.

28. The first inadequate judgement is an 'amber rating'. If at a subsequent second inspection the holiday scheme is judged inadequate for overall effectiveness, this will flag a 'red rating' and the case review must consider cancellation of the provider's registration.

⁸ Compliance, Investigation and Enforcement handbook, Ofsted, 2012; www.ofsted.gov.uk/resources/compliance-investigation-and-enforcement-handbook-childrens-social-care.

Reporting findings at inspections

29. Each inspection is followed by a single report that sets out the inspection findings using text and grades, organised under the headings below.

Report contents

Service information	Brief contextual information about the service
Overall effectiveness	Grade
Areas for improvement	No grade
Outcomes for children and young people	Grade
Quality of care	Grade
Safeguarding children and young people	Grade
Leadership and management	Grade
About this inspection	Information about the legal basis for the inspection

30. The inspection report is sent to the registered provider for a factual accuracy check within 10 working days of the end of the inspection.

31. The registered provider or representatives must return the full inspection report with any comments on factual accuracy within five working days. The final report will be published on the Ofsted website within 20 working days of the end of the inspection (irrespective of appeals or complaints).

Inspection activity at inspection

32. Inspectors focus their inspection activities on evaluating the experiences for children and young people, and the quality and impact of the holiday scheme in providing positive outcomes.

33. In preparation for inspection, inspectors consider the information that Ofsted has about the service. This includes:

- previous inspection reports
- the holiday scheme's statement of purpose
- concerns and complaints received
- notifications of significant events received in accordance with Regulation 26- notifiable events, 32- Notices of changes and 33 – Death of a registered person
- Regulation 29 ' Visits by registered provider' reports received
- quality assurance reports received under Regulation 30 (including monitoring by the registered person of any incident where a child attending the holiday scheme goes missing)
- any changes to registration, including change of manager, or notification of subsequent offences in relation to the registered provider and manager (Regulation 9)
- the behaviour management policy in place at any venue where the scheme is being run
- any current or recent enforcement activity.

34. Also, when inspectors arrive on site for an inspection, they will request specific information from the registered manager or person in charge (see Annex A).

35. Inspection activities will include:

- listening and talking to children and young people
- observing staff interactions with children and young people
- observing key activities, such as handovers of information between staff
- gathering views from partners and stakeholders, such as parents, carers and social workers
- case file reading
- examining records
- inspecting premises, facilities, and health and safety arrangements
- discussions with managers and staff.

36. The inspection specifically focuses on gathering evidence against the evaluation schedule. The detail of activities undertaken and discussions held may vary depending on the lines of enquiry for each individual inspection.

User and partner views and questionnaires

37. In this context, users are the children and young people who are supported by the holiday scheme, and their parents or carers.

38. Inspectors take account of the extent to which service providers have asked for and acted on the views of children and young people, and their parents or carers in reviewing and improving the holiday scheme. Inspectors also consider the views of those users and partners they speak to during on-site evidence gathering.

39. We use online questionnaires to gather the views of children and young people, parents and families, staff and other interested parties, where applicable, such as placing social workers, Independent Reviewing Officers, and health and police colleagues.

Communication and feedback

40. Inspectors provide regular opportunities for dialogue and feedback during the inspection. Oral feedback about draft findings, including strengths and weaknesses in practice, is given to the registered manager or person in charge at the end of the inspection. Requirements to be set and recommendations to be made are clearly stated.

Confidentiality

41. Ofsted takes all appropriate steps to ensure that information provided to inspectors remains confidential, as required by statute. Although evidence gathered during inspections of holiday schemes is not subject to disclosure under the Freedom of Information Act 2000, any personal data it contains may still be disclosed to relevant individuals under the Data Protection Act 1998. Ofsted may also be required to disclose the evidence to other bodies (for example, the Disclosure and Barring Service) under other legislation, and may disclose evidence on a discretionary basis (for example, to the registered person or to provide assistance to another public authority).

42. Where Ofsted considers that any information provided indicates the likelihood of harm, we pass the necessary information to the local authority children's services for action.

Quality assurance

43. Quality assurance is the action that we take to ensure that an inspection is of the quality needed and expected by users, providers and Ofsted. We will ensure that

inspectors are suitably experienced in the areas they are inspecting and that team managers assuring the quality of work are suitably experienced and skilled to undertake this type of work.

44. The inspector has responsibility for ensuring that all the evidence gathered is robust, reliable and secure.

45. Ofsted asks the manager of the holiday scheme to complete a short evaluation form following each inspection, which is used to improve the quality of inspections.

46. For national consistency, some inspections include a team manager whose role is to quality assure the inspection process. During these visits, the visiting team manager speaks to the inspector, managers and other staff, and, where possible, service users. S/he always seeks the views of staff at the holiday scheme on the conduct of the inspection and samples the way that evidence is being gathered and used.

47. All inspection reports are subject to quality assurance procedures. These may result in changes to provisional judgements.

Conduct during the inspection

48. Inspectors must uphold the highest professional standards in their work, and ensure that everyone they encounter during inspections is treated fairly and with respect. The code of conduct requires inspectors to:

- evaluate objectively, be impartial and inspect without fear or favour
- evaluate the holiday scheme in line with frameworks, national standards or requirements
- base all evaluations on clear and robust evidence
- have no connection with the provider that could undermine their objectivity
- report honestly and clearly, ensuring that judgements are fair and reliable
- carry out their work with integrity, treating all those they meet with courtesy, respect and sensitivity
- endeavour to minimise the stress on those involved in the inspection
- act in the best interests and well-being of service users, maintain purposeful and productive dialogue with those being inspected, and communicate judgements clearly and frankly
- respect the confidentiality of information, particularly about individuals and their work
- respond appropriately to reasonable requests
- take prompt and appropriate action on any safeguarding or health and safety issues.

Expectations of providers

49. For inspection and regulation to be productive and beneficial, inspectors and providers must establish and maintain a professional working environment based on courtesy and professional behaviour. Inspectors are expected to uphold the code of conduct, but Ofsted also expects providers to:

- be courteous and professional
- apply their own codes of conduct in their dealings with inspectors
- allow inspectors to conduct their visit in an open and honest way
- allow inspectors to evaluate the provision objectively against the standards/framework
- provide evidence that will enable the inspector to report honestly, fairly and reliably about their provision
- work with inspectors to minimise disruption, stress and bureaucracy
- ensure the health and safety of inspectors while on their premises
- maintain a purposeful dialogue with the inspector or the inspection team
- draw any concerns about the inspection to the attention of inspectors promptly and in a suitable manner
- respect that inspectors need to observe practice and talk to staff and users without the presence of a manager or registered person.

Concerns

50. The great majority of Ofsted's work is carried out smoothly and without incident. If concerns arise during an inspection, these should be raised with the inspector as soon as possible during the inspection visit. This provides an opportunity to resolve the matter before the inspection is completed. Any concerns about the factual accuracy of the findings in the report can be raised after the inspection and will be considered as part of the quality assurance process.

Complaints

51. If it has not been possible to resolve concerns through the process detailed in paragraph 50, a formal complaint can be raised under Ofsted's complaints procedure: www.ofsted.gov.uk/resources/130128.

52. Lodging a complaint does not normally delay the publication of the final inspection report.

More information

53. We hope that you find this document useful in helping you to prepare for your inspection. If you have any queries about your inspection, please discuss them with your lead inspector when they contact you.

54. If you have any other general queries about the inspections of residential holiday schemes for disabled children, please contact Martin Davis on 0300 123 1231 or socialcare@ofsted.gov.uk.

Annex A. Request for information at an inspection⁹

Name of Holiday scheme's home:

Signature/name of person completing the form:

Date:

	Information required since last inspection	Number/Date
1	Number of complaints from children and young people	
2	Number of children making the complaints numbered in question 1	
3	Number of complaints from others and number of children and young people involved	
4	Number of allegations made against staff or volunteers, and number of children and people involved	
5	Number of referrals to children and young people's social care teams	
6	Number of times when children went missing and the number of children and young people involved	
7	Number of incidents of restraint	
8	Number of children involved in these incidents	
9	Number of staff and volunteers employed by the scheme	
10	Number of staff and volunteers employed to work at this holiday scheme event	
11	Number of staff at the holiday scheme who have a first aid qualification	
12	Number of sanctions given since the last inspection	
13	Qualifications and experience of the staff and volunteers working at the venue being inspected.	
	Please list training supplied to staff and volunteers working at the venue being inspected	

⁹ Information required since the last inspection.

<p>14. For organisations and partnerships: Names of the current directors, secretary and other officers of the organisation or names of current partners of the company (please attach details to this form as applicable).</p>		
<p>15. Please provide a list of all parents, carers and placing authorities of children and young people currently attending any holiday scheme that the holiday scheme is running</p>		
16	Number of children and young people attending a holiday event the holiday scheme is running at the time of inspection	
	Dates of checks for the venue being inspected	
17	Date of health and safety risk assessment	
18	Date of fire risk assessment	
19	Date and time of last fire drill	
20	Date of protocol for this holiday scheme with the local police force regarding missing children	
21	Date of child protection policy and procedure for this holiday scheme	
<p>Please provide contact details for parents, carers, and children and young people's social workers:</p>		