

# Inspections of residential holiday schemes for disabled children

Interim evaluation schedule and grade descriptors

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This interim evaluation schedule sets out the areas that inspectors will make judgements on when they inspect residential holiday schemes for disabled children.

It should be read alongside the framework 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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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

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## **Introduction**

1. This is an interim evaluation schedule that will apply until 31 March 2014. A permanent inspection framework for residential holiday schemes for disabled children will be introduced in July 2014.
2. This guidance sets out the judgements that inspectors will make and report on when inspecting residential holiday schemes for disabled children. It should 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.

## **How the regulations and national minimum standards inform inspection judgements**

3. The evaluation schedule and the judgements made on inspection are underpinned by the regulations and the national minimum standards, and are intended to test compliance and support improvement.
4. Each national minimum standard has a headline statement of the outcome to be achieved by the residential holiday schemes for disabled children. Providers will normally show they are meeting the headline statement of the outcome by following the standards that are detailed. However, these do not have to be followed exactly if the provider can demonstrate, and the inspector is satisfied, that the outcomes are being met in a different way. The exception is any requirement set out in regulations that must be met.
5. Any failure to meet the regulations or a headline outcome from the national minimum standards will be reported on at inspection. Inspectors report on strengths and weaknesses throughout the report to illustrate how they have arrived at their judgement.
6. Any areas for improvement directly link to the national minimum standards and the outcomes they are intended to achieve (recommendations), or to relevant regulations or legislative requirements (requirements).

## **Making judgements and using the grade descriptors**

7. Inspectors are required to weigh up the evidence in a particular area and to consider it against the descriptors for outstanding, good, adequate and inadequate before making a judgement at inspection. Examples of practice may be used to support more than one judgement.
8. Judgements are not made on a formulaic approach, but on a carefully balanced consideration of the impact on children and young people.

9. The descriptors are hierarchical; an outstanding service must meet the descriptors for an outstanding, good and an adequate service, and a good service should also meet the descriptors for an adequate service.

10. Residential holiday schemes for disabled children must meet the statutory requirements of the regulations, and must take account of the national minimum standards.

11. However, meeting all the requirements will not necessarily result in a judgement of good or outstanding, nor will failure to meet all the requirements in full necessarily result in a judgement of inadequate. The seriousness of any failure and the potential impact on the experiences of children and young people are considered carefully to determine how they should impact on the overall judgement. Inspectors use their professional judgement to assess the impact of any breach against other aspects of the service.

## **Summary of the evaluation schedule criteria for full inspections**

12. The evaluation schedule for inspections is as follows.

- Overall effectiveness
- Experiences of children and young people
- Quality of care
- Safeguarding children and young people
- Leadership and management.

## Overall effectiveness

13. Inspectors consider evidence and judgements from across the evaluation schedule before arriving at the overall effectiveness judgement.

They take into account:

- the effectiveness with which the holiday scheme provides personalised, well planned care, taking full account of the individual needs of each child and young person, and promoting positive experiences for all children and young people who attend the holiday scheme
- the views of the children and young people about the quality of care they receive during the time that they attend the holiday scheme
- the quality of the relationships between staff and young people attending the holiday scheme
- whether children and young people are safe and feel safe during the time that they attend the holiday scheme
- how well leaders and managers know and understand the strengths and weaknesses of the holiday scheme and have taken action to secure improvement and develop the service that they provide.

## Grade descriptors: Overall effectiveness

<b>Outstanding</b>	<p>The overall effectiveness judgement is likely to be outstanding where the requirements for good are met or exceeded and the following applies.</p> <p>The experiences that children and young people have at the holiday scheme are exceptional. The impact that the holiday scheme has had in supporting their enjoyment and widening their experiences is clearly evidenced. Children have exceptional opportunities and experiences to become more independent, make informed choices and enjoy their time at the holiday scheme. Children and young people's needs and views are central to all aspects of how the holiday scheme operates. Children and young people and their parents and carers have consistently positive views about the quality of their care while attending the holiday scheme. They are also positive about the relationships children and young people develop with staff and volunteers during their stay. Leaders and managers routinely make good use of a range of rigorous monitoring activities relating to the quality of care provided. This continually improves the experiences of children and young people during their stay.</p> <p>Leaders and managers are ambitious and energetic for continuous improvement that maximises the benefits of the holiday scheme for children and young people. No breaches of regulation are identified.</p>
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<p><b>Good</b></p>	<p>The overall effectiveness judgement is likely to be good where the requirements of adequate are met or exceeded and the following applies.</p> <p>Children have good opportunities and experiences during their stay at the holiday scheme which enhances their potential to become more independent, make informed choices and enjoy their time at the holiday scheme. Children and young people’s welfare and development, that is their physical, social, emotional and behavioural needs, are met by the services that the holiday scheme provides. This is underpinned by effective, high-quality support from staff and volunteers.</p> <p>Care planning and practice are highly personalised to meet the individual needs of each child and young person. Staff and volunteers of the holiday scheme demonstrate a good understanding of safe working practice. Children and young people, parents and carers and, where appropriate, local authorities, confirm that unsafe situations and behaviour are well managed by staff, and boundaries and expectations for group living are consistently followed. Leadership and management arrangements are strong, and leaders and managers tackle weaknesses effectively and secure improvement.</p>
<p><b>Adequate</b></p>	<p>The overall effectiveness judgement is likely to be adequate where the holiday scheme provides an adequate quality of care and support which provides experiences for children and young people that generally meet their needs and interests.</p> <p>Most children and young people, their parents and carers, and placing authorities have positive views about the quality of the care the holiday scheme provides. Their relationships with staff and volunteers are positive. Children are safe and feel safe. Leaders and managers understand the strengths and weaknesses of the holiday scheme. There are no breaches of regulations or failures to meet national minimum standards that impact negatively on the welfare or safety of children and young people who attend the scheme.</p>
<p><b>Inadequate</b></p>	<p>The judgement is likely to be inadequate if leadership and management are inadequate or if the children’s holiday scheme fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the experiences of children and young people who attend the holiday scheme are inadequate or their welfare is not safeguarded and they are at risk of, or suffer from, abuse or neglect.</p>

## Experiences of children and young people

14. To make their judgement, inspectors evaluate the experiences that children and young people have while attending the scheme. The experiences for children and young people take into account their needs, interests and enjoyment of the time they spend at the holiday scheme. This includes their:

- enjoyment of the time that they spend at the holiday scheme affording the opportunity to develop a positive self-view and to form and sustain friendships.
- access to a wide range of stimulating activities and new experiences.

### Grade descriptors: Experiences of children and young people

<p><b>Outstanding</b></p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, language, religious belief or sexual orientation.</p> <ul style="list-style-type: none"> <li>■ Children and young people do not engage in risk taking behaviours that place them at risk of harm.</li> <li>■ Children and young people thoroughly enjoy their time at the holiday scheme and access a wide range of experiences which enhance their lives and support their well-being, progress and development.</li> </ul>
<p><b>Good</b></p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, language, religious belief or sexual orientation.</p> <ul style="list-style-type: none"> <li>■ Children and young people are able to make friendships during their stay.</li> <li>■ Children and young people, including those who do not communicate verbally, are able to actively participate in all activities provided where they are interested and these meet their needs. Independence is maximised and promoted.</li> <li>■ Children and young people are actively and positively involved in activities in the community.</li> <li>■ Children and young people's participation is good.</li> <li>■ Children and young people have access to a full range of stimulating and appropriate opportunities.</li> <li>■ Children and young people enjoy relationships with their peers and access a wide range of stimulating opportunities that may not otherwise be available to them.</li> </ul>

<p><b>Adequate</b></p>	<p>The judgement is likely to be adequate if the following applies, irrespective of disability, age, ethnicity, faith, gender, gender identity, language, religious belief or sexual orientation.</p> <ul style="list-style-type: none"> <li>■ Children and young people have experiences at the holiday scheme which are positive</li> <li>■ Children and young people’s health, including their emotional, mental and physical health is protected and promoted while at the holiday scheme.</li> <li>■ All children and young people are supported and enabled to share their wishes, views and feelings irrespective of how they communicate.</li> <li>■ Children and young people are confident and secure in their time away from home.</li> <li>■ Children and young people make a positive contribution to the holiday scheme and have some positive engagement with the wider community.</li> <li>■ Children and young people benefit from appropriate contact with family, friends and other people who are important to them during the time that they spend at the holiday scheme.</li> </ul>
<p><b>Inadequate</b></p>	<p>The judgement is likely to be inadequate if the holiday scheme fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the experiences that children and young people have while at the holiday scheme are inadequate or their welfare is not safeguarded.</p>

## Quality of care

15. To make their judgement, inspectors evaluate the extent to which:

- children and young people enjoy positive and constructive relationships with staff, volunteers and with each other, and behave appropriately
- the compatibility and matching of children and young people who attend the holiday scheme promotes positive relationships and ensures that children and young people's diverse needs are met each time they attend
- children and young people feel that their views, wishes and feelings are actively sought and that they influence the running of the holiday scheme
- children and young people feel that their views, wishes and feelings are actively sought and that they influence the running of the holiday scheme
- children, young people, parents and carers understand how to make a complaint
- there is a high-quality plan for caring and supporting a child or young person which is focused on their welfare and safety and promotes their ability to get the most from their time at the holiday scheme
- children and young people are cared for in line with their individual plan
- any venue that the holiday scheme uses provides a healthy environment where children and young people are able to access the services and support they need to meet their physical, emotional and psychological health needs
- during their stay children and young people's needs are met by a range of purposeful and enjoyable activities
- any needs relating to the child's cultural background and personal identity (including disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation) are identified and positively addressed in all aspects of their care and support
- any venue that the holiday scheme uses is appropriately located, designed and maintained.

## Grade descriptors: Quality of care

<p><b>Outstanding</b></p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies.</p> <p>Staff and volunteers:</p> <ul style="list-style-type: none"> <li>■ have consistently high aspirations for all children and young people who attend the scheme</li> <li>■ consistently and effectively challenge barriers to the full participation of children and young people during the time that they spend at the holiday scheme</li> <li>■ place the well-being of individual children and young people at the centre of their practice in the holiday scheme, irrespective of the challenges they present; children and young people's achievements are celebrated.</li> <li>■ are proactive and imaginative in finding ways to support children and young people in enjoying every aspect of their time at the holiday scheme</li> <li>■ build exceptionally effective partnerships with external agencies and social work services that they need to link with in order to provide high-quality services for all children and young people who attend the holiday scheme; this includes services such as local health professionals, social work services and local community facilities</li> <li>■ provide exceptional care which adds considerably to children and young people's life experiences during their time at the scheme</li> </ul>
<p><b>Good</b></p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies.</p> <ul style="list-style-type: none"> <li>■ Children and young people feel that staff and volunteers are consistently concerned with their welfare.</li> <li>■ Staff and volunteers use individualised positive behaviour strategies to support children and young people in developing skills in managing conflict and developing positive relationships, irrespective of the barriers that they experience.</li> <li>■ The views and wishes of children and young people have significantly influenced the running of the holiday scheme and the delivery of care.</li> <li>■ The holiday scheme has taken account of and acted upon the lessons learnt from complaints from children and young people, parents and carers.</li> <li>■ The holiday scheme ensures that its contribution to individual plans is tailored to the individual child or young person, focused on clear measurable outcomes, and fully involves children and young people.</li> <li>■ High-quality planning ensures that children and young people's diverse needs are met each time they attend, including, for example, how they can enjoy the company of other children and young people during their stay.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Equality and diversity issues are clearly identified in planning and positively addressed in daily living.</li> <li>■ Staff and volunteers have the skills and abilities to effectively communicate with all the children and young people attending the holiday scheme.</li> <li>■ Children and young people, carers and parents are consistently and centrally involved in the planning and review of their stay.</li> </ul>
<b>Adequate</b>	<p>The judgement is likely to be adequate if the following applies.</p> <ul style="list-style-type: none"> <li>■ Children and young people enjoy sound relationships and interact positively with others during their stay.</li> <li>■ Staff and volunteers set clear, consistent and appropriate boundaries for children and young people and respond appropriately to anti-social behaviour or challenging behaviour</li> <li>■ The views, wishes and feelings of children and young people, parents and carers are taken into account in the running of the holiday scheme. Children, parents and carers know how to complain and feel able to do so.</li> <li>■ Children are cared for in line with their individual plan.</li> <li>■ Staff and volunteers work proactively and positively with parents and carers to promote children and young people having positive experiences and continuity of care during their stay.</li> <li>■ Children and young people have access to the services and support they need to meet their physical, emotional and psychological health needs. The child or young person's individual plan clearly identifies how their health needs are to be met.</li> <li>■ Staff and volunteers support and encourage children and young people to engage in purposeful and enjoyable leisure activities.</li> <li>■ Staff and volunteers support children and young people in accessing a range of activities that meet their needs, aptitudes and interests and promote their development.</li> <li>■ Staff and volunteers are able to identify needs relating to the child's cultural background and personal identity (including disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation).</li> <li>■ Any venue that the holiday scheme uses is appropriately located, designed and maintained</li> </ul>
<b>Inadequate</b>	<p>The judgement is likely to be inadequate if the children's holiday scheme fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the experiences of children and young people are inadequate or their welfare is not safeguarded.</p>

## Safeguarding children and young people

16. To make their judgement, inspectors will evaluate the extent to which:

- children and young people are safe and feel safe
- children and young people feel protected and are protected from harm, including neglect, abuse, exploitation, accidents and bullying
- children and young people go missing, and if they do, how quickly they return
- when children go missing, steps are taken to ensure their safety, and staff and volunteers try to understand the triggers for their behaviour
- positive behaviour is promoted, and restraint is only used, if at all, in strict accordance with the legislative framework, including the accurate and clear recording of restraint and the reasons for its use
- staff and volunteers working with children and young people who attend the holiday scheme are carefully selected and vetted, and there is monitoring of such people to help prevent unsuitable people from being recruited and having the opportunity to harm children or place them at risk
- investigations into allegations or suspicion of harm are handled fairly, quickly, and consistently, and in a way that provides effective protection and support for the children, the person making the allegation, and the person who is the subject of the allegation
- each venue that the holiday scheme uses provides a physically safe and appropriately secure environment which takes account of the needs and characteristics of the children and young people

### Grade descriptors: Safeguarding children and young people

<b>Outstanding</b>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies.</p> <ul style="list-style-type: none"> <li>■ Clear risk assessment and management protect children and young people, while enabling them, as appropriate to their age, to take reasonable risks as part of their growth and development.</li> <li>■ Proactive and creative safeguarding practice means that all children, including the most vulnerable children, have a strong sense of safety and well-being.</li> <li>■ Children and young people are not at risk of harm</li> <li>■ The service has highly effective strategies in place to promote and safeguard children and young people's welfare.</li> <li>■ Children and young people feel safe and are well protected from harm.</li> </ul>
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<p><b>Good</b></p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies.</p> <ul style="list-style-type: none"> <li>■ Individual plans clearly identify risks and protective factors for individual children and young people. There are clear plans to address them, and these are regularly monitored and reviewed.</li> <li>■ There is evidence that children and young people do not go missing during their stay at the holiday scheme or, where applicable, appropriate action takes place to support a child or young person's return.</li> <li>■ Staff are skilled at recognising particular vulnerabilities relating to the diverse needs of children and young people, and are proactive in ensuring appropriate action is taken to address them.</li> <li>■ Relationships are made with the police in each area that the scheme operates that, where appropriate, support and promote the safety of children.</li> </ul>
<p><b>Adequate</b></p>	<p>The judgement is likely to be adequate if the following applies.</p> <ul style="list-style-type: none"> <li>■ Children and young people report that they generally feel safe while attending the holiday scheme and during the activities that they take part in.</li> <li>■ Children and young people feel that they can identify an adult they would talk to if they felt unsafe.</li> <li>■ Positive and proactive behaviour management strategies are consistently applied.</li> <li>■ There are robust and effective systems for managing, administering and recording medication. These are known and always followed by all staff and volunteers. They result in children and young people receiving medication which meets their individual needs safely and in line with any medical advice.</li> <li>■ Staff and volunteers are aware of the factors that may trigger children going missing and take action to minimise the risk. The incidences of children missing from the holiday scheme are minimised.</li> <li>■ The holiday scheme has clear practices and agreed arrangements with the local police that support effective action should a child go missing, and ensure that they are protected as far as possible and responded to positively on their return.</li> <li>■ There is no or minimum use of physical restraint. Any use of restraint is to prevent injury to people or serious damage to property; it is for the minimum period and uses the minimum force possible. There is no use of restraint as a punishment or solely to enforce compliance with instructions. Any incident of restraint is sensitively and appropriately followed up in discussion and reflection with the child or young person concerned. All incidents of restraint are accurately and clearly recorded. Any use of restraint is reported to a child's parent or carer immediately.</li> </ul>

	<ul style="list-style-type: none"> <li>■ There is a strong, robust and proactive response to any incidence of bullying by all staff and volunteers which is supported by leaders and managers. There is evidence that the incidence of bullying is minimised. Managers and leaders monitor the use and incidence of restraint, and take appropriate action as a result of such monitoring to reduce its use wherever possible.</li> <li>■ There are suitable and safe arrangements in place for escorting children to and from the holiday scheme, including to and from organised activities.</li> <li>■ All staff and volunteers working with children in the holiday scheme are carefully selected and vetted and there is monitoring of such people to help prevent unsuitable people from having the opportunity to harm children.</li> <li>■ Investigations into allegations or suspicions of harm are handled fairly, quickly, and consistently in a way that provides effective protection for children, the person making the allegation, and at the same time, supports the person who is the subject of the allegation.</li> <li>■ Every venue that the scheme uses is physically safe and appropriately secure, taking account of the needs and characteristics of the children and young people that the scheme caters for.</li> </ul>
<p><b>Inadequate</b></p>	<p>The judgement is likely to be inadequate if the children’s holiday scheme fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the experiences of children and young people who attend the scheme are inadequate or their welfare is not safeguarded.</p>

## Leadership and management

17. To make their judgement, inspectors will evaluate the extent to which:
- the holiday scheme is effectively and efficiently led and managed, including the permanent employment of a suitable manager
  - concerns or complaints have arisen since the last inspection, and whether those complaints and concerns have been addressed and resolved
  - the holiday scheme demonstrates a capacity for continuing improvement, based on its track record, performance since its previous inspection, and evidence of the impact of improvements
  - requirements and recommendations from the previous inspection have been addressed
  - the provider meets the aims and objectives in the statement of purpose
  - children, young people and their parents and carers, staff, volunteers and any placing authorities are clear about the aims and objectives of the holiday scheme and what services and facilities it provides
  - the registered person annually monitors the quality of care provided, including consultation with children and young people and their parents about children and young people's safety, welfare and experiences of the holiday scheme.
  - leaders and managers understand the strengths and weaknesses of the holiday scheme and have development plans in place
  - leaders and managers can demonstrate the impact and benefit the holiday scheme has had on children and young people's lives.
  - the holiday scheme is adequately resourced
  - managers ensure that every venue where the holiday scheme operates is maintained to a high standard
  - there is evidence of the financial viability of the provider
  - the holiday scheme employs a sufficient number of staff and volunteers, who are appropriately trained and effectively supervised and supported
  - staff and volunteers receive high-quality training to enhance their individual skills and to keep them up to date with professional and legal developments
  - volunteers are supported and guided to fulfil their roles and provide a high-quality service to children
  - records are clear, up to date and stored securely, and contribute to an understanding of the child or young person's experiences of the holiday scheme.

- all significant events relating to the protection of children and young people who attend the holiday scheme are notified by the registered person to their parents and carers and where when necessary the appropriate authorities; appropriate action is taken following the incident.

## Grade descriptors: Leadership and management

<p><b>Outstanding</b></p>	<p>The judgement is likely to be outstanding if all the requirements for a good judgement are met or exceeded and the following applies.</p> <ul style="list-style-type: none"> <li>■ Leaders and managers consistently communicate high expectations to staff and volunteers about ensuring that a high-quality scheme continually improves the experiences of children and young people who attend.</li> <li>■ Leaders and managers stimulate the enthusiasm of staff and volunteers, channelling their efforts effectively.</li> <li>■ Leaders and managers routinely make good use of a range of rigorous monitoring activities relating to the quality of care provided and improving the experiences for children and young people.</li> <li>■ Leaders and managers use the information about the experiences children and young people have, to secure further development and improvement in the holiday scheme.</li> <li>■ Planning is founded on robust evidence, tackling key areas of weakness systematically, and building on areas of strength.</li> <li>■ Targets for the development of the service are realistic and challenging.</li> </ul>
<p><b>Good</b></p>	<p>The judgement is likely to be good if all the requirements for an adequate judgement are met or exceeded and the following applies.</p> <ul style="list-style-type: none"> <li>■ Staff and volunteers are well supported and guided to fulfill their roles.</li> <li>■ Staff's and volunteers' individual training needs are identified and met.</li> <li>■ Leaders and managers take action to tackle weaknesses and make improvements, and there is evidence of the impact of improvements.</li> <li>■ Leaders and managers keep up to date with new legislation and practice developments, and share these with staff to improve the quality of service.</li> <li>■ Leaders and managers monitor the progress that children and young people make, and their outcomes, and can demonstrate the difference the holiday scheme has made to the children and young people.</li> <li>■ The holiday scheme has a good relationship with the local community and neighbours at each venue that it operates.</li> <li>■ Recommendations from the previous inspection have been acted on.</li> </ul>

<p><b>Adequate</b></p>	<p>The judgement is likely to be adequate if the following applies.</p> <ul style="list-style-type: none"> <li>■ There is a registered manager in post. If the manager’s post is vacant, urgent action is being taken to recruit for it.</li> <li>■ If a new manager is in post and is not registered, there is an application in progress, received by Ofsted within 28 days of the appointment.</li> <li>■ Any concerns about the holiday scheme arising since the last inspection have been resolved and the holiday scheme has a good track record in relation to taking action regarding any complaints/concerns.</li> <li>■ Requirements from the previous inspection have been acted upon.</li> <li>■ Leaders and managers understand the strengths and weaknesses of the holiday scheme and have development plans in place for the future operation of the scheme.</li> <li>■ The statement of purpose is clear, accessible and comprehensive.</li> <li>■ Children, carers, parents, staff, and the placing authority/ agencies are clear about the aims and objectives of the holiday scheme and what services and facilities it provides.</li> <li>■ The provider meets the aims and objectives in the statement of purpose.</li> <li>■ Leaders and managers model a commitment to meeting the needs of all children and young people, including those relating to disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation.</li> <li>■ There are records of visits under Regulation 30 of the Holiday Schemes for Disabled Children (England) Regulations 2013, and there is evidence that children and young people are consulted during these visits. Reports are returned to Ofsted within the required timescales.</li> <li>■ The holiday scheme is adequately resourced to meet the needs of the children and young people cater for.</li> <li>■ The holiday scheme is well maintained.</li> <li>■ Managers ensure that health and safety requirements are met.</li> <li>■ The holiday scheme employs a sufficient number of staff and volunteers who receive adequate support to enable them to meet the needs of children and young people.</li> <li>■ Staff and volunteers receive sufficient training to enable them to provide good quality, safe care for children and young people.</li> <li>■ Records are clear, up to date and stored securely, and contribute to an understanding of the experiences the child or young person had while at the holiday scheme.</li> <li>■ Leaders and managers have positive relationships with others, including parents and carers, the police, health services, and where appropriate, placing local authorities.</li> </ul>
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	<ul style="list-style-type: none"> <li>■ All significant events relating to the protection of children who attend the holiday scheme are notified to their parents and carers and where appropriate, local authorities, by the registered person. Appropriate action is taken following the incident.</li> </ul>
<b>Inadequate</b>	The judgement is likely to be inadequate if the children’s holiday scheme fails to meet the requirements for an adequate judgement and/or there are failures to comply with requirements. As a result, the experiences of children and young people are inadequate or their welfare is not safeguarded.

## Equality and diversity

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

19. Children and young people’s experiences should not be any poorer as a consequence of disability, age, ethnicity, faith, gender, gender identity, language, religious belief or sexual orientation. In all areas of evaluation, the children’s holiday scheme should demonstrate how it promotes equality of opportunity, overcoming any barriers, inequalities or discrimination.

## Fitness and conditions of registration

20. As well as the areas above, inspectors consider whether:

- the registered persons remain fit for registration
- the children’s holiday scheme is operating in accordance with any conditions placed on its registration
- there are, or have been, complaints or investigations that raise concerns about the fitness of the registered person/s and/or the viability of the children’s holiday scheme continuing to operate.

21. It is the registered provider’s responsibility to have a manager in post, and failure to do so is a breach of regulation.

22. If there is a manager in post but they are not registered with Ofsted, the inspector will ensure that the individual manager is aware that it is an offence not to be registered.

23. Inspectors report on any concerns they identify relating to:

- the registered person's 'fitness'
- a manager who is not registered
- whether the conditions of registration are being met.

The inspector will consult the Compliance, Investigation and Enforcement team as appropriate.

## Complaints

24. 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.

25. If it has not been possible to resolve concerns through these means, a formal complaint can be raised under Ofsted's complaints procedure:

[www.ofsted.gov.uk/resources/130128](http://www.ofsted.gov.uk/resources/130128)