

Conducting inspections of residential holiday schemes for disabled children

Interim guidance for the inspections of residential holiday schemes for disabled children

This interim guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of residential holiday schemes for disabled children. It should be read in conjunction with the Interim framework for inspection and the Interim evaluation schedule and grade descriptors for inspections 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 is interim guidance for conducting inspections of residential holiday schemes for disabled children (holiday schemes) that will apply until April 2014. A permanent inspection framework for residential holiday schemes for disabled children will be introduced in April 2014.
2. This interim guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of holiday schemes in England. Providers of holiday schemes can use the guidance to see how inspections are conducted.
3. This guidance should be read in conjunction with the interim framework for the inspection of residential holiday schemes for disabled children and the interim evaluation schedule and grade descriptors for inspections of residential holiday schemes for disabled children.^{1,2}
4. This guidance applies to the inspection of all residential holiday schemes for disabled children.

Scheduling and team deployment

5. Inspections of holiday schemes are unannounced.
6. We have a duty to inspect holiday schemes at least once a year.³ The scheduling of inspections takes account of: legal requirements; previous inspection findings; complaints and concerns about the service; and notifications and monitoring reports provided to Ofsted by children's holiday schemes under Regulations 29, 30 and 32 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013.
7. An inspector will spend a maximum of two days on site.
8. Where a holiday scheme provides for a large number of children and young people, it may be necessary for another inspector to be involved in the inspection. In these cases, the inspector will request additional resources from their line manager, at the beginning of the inspection year.

¹ *Inspection of residential holiday schemes for disabled children: interim framework for inspection of residential holiday schemes for disabled children* (130199), Ofsted, 2013; www.ofsted.gov.uk/resources/130199.

² *Inspections of residential holiday schemes for disabled children: interim evaluation schedule and grade descriptors* (130198), Ofsted, 2013; www.ofsted.gov.uk/resources/130198.

³ Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes and etc) Regulations 2007 (SI 2007/694). As amended by (SI 2011/553).

Timeframe

9. The timeframes for inspections, including preparation, on-site work and the publication of the inspection report, are as follows, in working days.

Day(s)	Full inspection activity
1	Preparation
2–3	Site visit
4	Drafting report
5–8	Inspection evidence and report (toolkit) submitted for quality assurance
13	Report sent to the registered provider for any comments on factual accuracy, within 10 working days of the end of the inspection
18	Provider returns the report within five working days with any comments on factual accuracy
23	The final report will be published on the Ofsted website within 20 working days of the end of the inspection

Pre-inspection activity for full inspections

10. Inspectors are allocated up to one day for preparing for an inspection. Inspectors look at the information that Ofsted already holds about the holiday scheme and identifies initial lines of enquiry. The inspector considers:

- previous inspection reports
- completed questionnaires from children, young people, parents and carers and other stakeholders (holiday schemes previously registered as children’s homes only)
- the holiday scheme statement of purpose
- concerns and complaints received
- notifications of significant events received
- reports of visits undertaken under Regulation 29
- quality assurance reports received under Regulation 30 (including monitoring by the registered person of any incident when a child accommodated at the holiday scheme goes missing)
- any changes to registration, including change of manager received under Regulation 32
- any enforcement activity from within the last inspection year.

11. If information has been received which indicates potential non-compliance with regulatory requirements, Ofsted may decide to investigate compliance issues at inspection. In these cases, the concern is used as part of the lines of enquiry for the inspection. The inspector will outline the concern to the manager, person in charge or providers of the holiday scheme at the beginning of the inspection. Annex B contains guidance on the way inspectors report on concerns that have been investigated during an inspection.
12. The *Request for information at inspection form* (Annex A) must be downloaded by the inspector from the intranet, ready to use at inspection. This form requests specific information about the holiday scheme which is used to inform the inspection. Inspectors must also print the details of the registered person. These details will be compared with the information provided in the completed *Request for information at inspection form*. (Further information about Annex A is included in paragraph 31.)
13. The inspector carries out an analysis of the available evidence and information and records their planning notes within the planning section of the inspection evidence form. The plan for the inspection identifies lines of enquiry, any areas of apparent weakness or significant strength, or areas where further evidence needs to be gathered. The focus of the inspection may change during its course as further evidence emerges.

Regulation 29 reports

14. Regulation 29 requires that the provider must ensure that at least one monitoring visit to the holiday scheme takes place in every 12-month period, at a time when children are being provided with care and accommodation. The regulation also requires that a report on the conduct of the holiday scheme must then be written and a copy supplied to Ofsted.
15. We ask that the provider sends the report to Ofsted before the end of the month that follows the month in which the visit took place. For example, if a visit was conducted in July, the report should be sent to Ofsted before the end of August. Information regarding the management of Regulation 29 reports is included within Annex F.
16. Inspectors must access copies of Regulation 29 reports from providers via the secure SharePoint site and take action where needed. Any emerging lines of enquiry for the next inspection are noted in the provider's specific site and inform pre-inspection planning.
17. All documents should be sent in black ink on white paper.

Regulation 30 reports

18. Regulation 30 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 requires the registered person to report upon the matters set out in Schedule 6 of those regulations at least once in every 12-month period. The reports form part of the provider's quality assurance procedures. Ofsted requests that a copy of the report be sent to Ofsted within 28 days of completion.
19. As part of the pre-inspection activity on the inspection planning day, inspectors check the latest Regulation 30 report and any emerging lines of enquiry are included in the inspection plan.

Gathering the views of children, young people and parents, staff and other interested parties prior to inspection

20. The views of children and young people and their parents and carers, staff and other interested parties – such as placing social workers and independent reviewing officers – inform lines of enquiry for each inspection and are an important part of inspection evidence.
21. Where holiday schemes were previously registered as children's homes questionnaires completed between 1 April and 30 June 2013 are to be used by the inspector to inform their inspection planning.

Deferrals

22. Inspections are not normally deferred. If on arrival it is found that there is an absence or unavailability of key staff this will not constitute a reason for deferral.
23. Deferrals are only made where there is a strong reason for supposing that if the inspection went ahead it might place people at risk or if the ability to gather secure evidence is severely restricted. Such conditions might be:
 - serious weather conditions making access to sites for inspectors, children and young people and staff difficult and/or dangerous
 - a serious incident, where the presence of an inspector would impact adversely on the safety and well-being of children and young people attending the holiday scheme.
24. Decisions about deferrals are agreed with the regional social care senior HMI.

Inspection activity

25. At the start of the inspection the inspector confirms their identity by producing their Ofsted Inspector Authorisation and Identification card and identity badge. It is not necessary to carry paper copies of Disclosure and Barring Service checks.
26. There is a *Request for information at inspection form* (Annex A) which provides specific information for the inspection. Inspectors should present this to the person in charge at the beginning of an inspection and ask them to complete and return the form at a time agreed during the inspection. The completed form informs the inspection findings and may generate lines of enquiry. Question 14 requests the details of individuals who make up the registered person. The inspector compares the details provided in Annex A with the registered person details that they have printed off. If the details are not the same, the inspector will ask for the reasons why. Details of all changes that providers must notify us of are in our guidance *Changes to children's social care services that are registered and/or inspected by Ofsted*.⁴ It is a breach of regulations if we have not been informed about changes to the registered person.⁵ The inspector will make a requirement if there has been such a breach.
27. The inspector outlines the plan for the inspection and confirms this with the manager/senior staff member. If the manager is not available at the holiday scheme at the start of the inspection, the inspector will ask staff and volunteers to inform the manager or Responsible Individual that the inspection is taking place and to make arrangements for feedback at the end of the inspection.
28. At the beginning of the inspection, inspectors ask staff for information about the children and young people attending the holiday scheme.

⁴ *Changes to children's social care services inspected and / or registered by Ofsted* (100253), Ofsted, 2012; www.ofsted.gov.uk/resources/100253.

⁵ Regulation 32, Residential Holiday Schemes for Disabled Children (England) Regulations 2013.

29. Inspection activities on site at the holiday scheme may include:

- listening and talking to children and young people
- observing interactions between staff and children and young people
- observation of key activities such as handovers of information between staff and volunteers
- gathering views from significant people such as parents and carers, partner agencies and stakeholders such as social workers, the police and health services
- reading records about the children and young people who are attending the holiday scheme
- examination of other relevant records, for example, medication records
- inspection of the premises, facilities and health and safety arrangements
- discussions with managers, staff and volunteers.

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

Listening and talking to children and young people

31. The views and experiences of children and young people who attend the holiday scheme are at the centre of the inspection. These provide key evidence in assessing outcomes against the evaluation schedule. Inspectors always meet with children and young people during the inspection unless there are extremely exceptional circumstances.

32. Inspectors must take into account the specific communication needs of the children and young people. For some children and young people, the inspectors may request the assistance of staff or volunteers who know and understand the child or young person's preferred means of communication. In other instances, it may also be appropriate for inspectors to spend time observing children and young people; how they interact with staff and volunteers, and how they respond to the environment that the holiday scheme provides.

33. Inspectors should involve children and young people in inspection activity whenever they can. Opportunities to gather the views and experiences of children and young people may include:

- asking children and young people to show inspectors around the holiday scheme
- having individual conversations
- joining in on- or off-site leisure activities
- preparing snacks or drinks
- spending mealtimes with children and young people.

34. Inspectors demonstrate safe and sensitive practice through:

- telling staff and volunteers where conversations with children and young people are taking place and who is involved
- being sensitive to the fact that some children and young people may not want to be involved in the inspection
- explaining to children and young people that they do not include comments that identify them in the inspection report or in feedback to staff or volunteers working in the holiday scheme
- where appropriate, inspectors must explain to children and young people that information suggesting that they, or another child or young person, are at risk of harm are passed by the inspector to an appropriate person able to take necessary action about that concern.

35. Inspectors assess how well the holiday scheme consults effectively with children and young people. The views of children obtained by the service are taken into account as part of the inspection evidence.

Observation of key activities

36. Inspectors can use the holiday scheme's scheduled activities as opportunities for observing and following lines of enquiry. These activities could include:

- staff /volunteer handover
- the provider's Regulation 29 visits
- staff/volunteer meetings or briefings.

37. Inspectors respect the privacy and confidentiality of children and young people's personal information at all times.

Gathering views from parents, carers and other stakeholders

38. Wherever possible, inspectors consult with parents, carers and other stakeholders to inform the inspection findings. This is usually by telephone during the inspection. This group will include: parents and carers and may include social workers; local police; the placing authority quality assurance officer and local authority designated officer. Inspectors can ask managers or staff for the relevant contact details.
39. Inspectors should always take account of privacy and confidentiality when talking to anyone about the inspection on the telephone. Where a call back is requested, the inspector should always use Ofsted's national number 0300 1231231.

Review of information held on file for children and young people

40. Inspectors examine at least two sets of children and young people's records. This part of the inspection includes discussions with the child or young person concerned and key staff or volunteers who look after them. The aim is to find out how the child or young person is supported and cared for during their stay. Lines of enquiry reflect the evaluation schedule and are likely to include:
- children and young people's access to, and contribution towards, their plan of care while at the holiday scheme
 - designated key members of the holiday scheme's staff and volunteers; discussions may revolve around the staff's and volunteers' understanding of:
 - the plans for the care of each child or young person. This includes any person specific risk assessments, plan to meet the child/ young person's health needs and personal medication management and administration plan
 - the child or young person's needs
 - the holiday scheme's success in helping each child or young person to enjoy the time they spend at the holiday scheme: providing them with stimulating activities which extend their life experiences while maintaining a safe and secure environment which allows them to socialise and make friends
 - an evaluation of how well the holiday scheme reduces the likelihood of, and responds to, any incidents of children or young people going missing
 - consideration of how the holiday scheme contributes to children and young people having a positive experience and whether their individual plan's aims and objectives were met.

Examination of records, policies and procedures

41. The holiday scheme's statement of purpose is examined by the inspector to confirm that the holiday scheme operates in line with the statement of

purpose and the conditions on their certificate of registration. Additional guidance regarding those holiday schemes that accommodate young people aged 18 years and over is included in Annex C.

42. Other documents are examined where this is a line of enquiry for that individual inspection. Inspectors do not routinely examine all policies and procedures. Where paper or electronic personnel records are maintained at the holiday scheme, the inspector may ask to see those records if they are included within the lines of enquiry for the inspection.
43. Where recruitment records for staff and volunteers are not maintained at the holiday scheme, inspectors look at the holiday scheme list or electronic records that summarise the vetting and recruitment checks. These records could be maintained within checklist or spreadsheet formats. The information available for inspection should comply with schedule 2 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013.
44. Where a provider uses the Disclosure and Barring Service (DBS) update service (which allows them to check the status of an individual's DBS certificate) they should have a system in place which shows how they manage and record details of any re-check they carry out. If any lines of enquiry require additional information, then the inspector may request that a small sample of full personnel records are made available at the inspection visit.

Discussions with the manager, staff and volunteers

45. Individual interviews are held with the manager/person in charge and a number of other staff and volunteers. The number depends on the size of holiday scheme, but includes a sample of any permanent staff and any volunteer staff working in the holiday scheme at the time of inspection.
46. In making plans to interview staff and volunteers, inspectors should be ready to alter arrangements if staff or volunteers have to attend to children and young people's needs.
47. The manager's interview should include the following elements:
 - issues that the inspector wishes to explore with the manager that have arisen from pre-inspection information
 - follow-up on progress in response to previous requirements and recommendations
 - the plans for future development of the holiday scheme
 - the arrangements for supervision and support provided to staff, volunteers and the manager
 - a summary of the needs of the children and young people attending the holiday scheme, including the management of behaviour.
 - any further evidence the manager may wish to highlight with the inspector.

Reviewing recommendations and requirements at inspection

48. Where a recommendation has not been implemented by the next inspection, the inspector should consider carefully whether there is sufficient evidence of a breach of a corresponding regulation which enables a requirement to be set. For example, in a holiday scheme, failure to meet a recommendation under NMS 16 (Notifications of significant events) could indicate that there may be evidence available to demonstrate a breach of regulation which would lead to a requirement being set under Regulation 26(1). This must be considered on a case by case basis, because it is not always appropriate to escalate recommendations in this way.
49. Where a provider has failed to comply with a requirement by the date set, we consider carefully whether it is necessary and appropriate to issue a compliance notice or to take any other statutory enforcement action to achieve compliance with the regulation(s) in question.

The use of restraint and other restrictive physical intervention in residential holiday schemes for disabled children

50. The holiday scheme will have appropriate plans that set out how a holiday scheme will promote the social, emotional, behavioural and cultural needs of the children and young people who attend, from the point that they arrive until they leave the holiday scheme. This planning should take into account the individual circumstances and needs of the children and young people and, where appropriate, should include consideration of appropriate behaviour management approaches that reduce the likelihood of the use of restraint.
51. The law allows staff and volunteers employed at holiday schemes to restrain a child or young person. However, restraint must only be used in very exceptional circumstances in order to prevent actual or likely significant injury to the child or young person concerned or others, or to prevent likely serious damage to property. It must only be used when no alternative method of preventing harm or damage is available. Where a child or young person's needs indicate that restraint is used a risk assessment be undertaken and guidance for staff and volunteers on how to minimise its use and undertake restraint safely must be available within a child/ young person's individual plan.
52. Providers, the manager, staff and volunteers must not use restraint:
- as a punishment
 - to enforce compliance with instructions
 - in response to challenging behaviour which is unlikely to cause injury to persons or serious damage to property.

53. Regulation 15 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 outlines the legal requirements of registered providers and managers on the use of restraint and sets out the circumstances where it may be used. The national minimum standards for holiday schemes for disabled children provide further guidance on the use of restraint which providers and managers should take into account.
54. Inspectors will inform Ofsted's Social Care Compliance team in all cases where staff and/or volunteers at a holiday scheme are using holds that carry unacceptable risk, or are using any other form of restraint that inspectors assess as potentially harmful to children and young people.
55. Inspectors must assess a registered provider and manager's practice against the judgement for safeguarding as outlined in the evaluation schedule. Inspectors must consider the appropriateness of restraint training in terms of its effectiveness, in fulfilling the expectations detailed in the regulations.
56. If we make any referral to the local authority where the scheme is operating following the inappropriate use of restraint, additionally the Ofsted's social care case officer should inform the Children's Rights Director's team.

Restriction of liberty

57. A child or young person's liberty cannot be restricted. Any decision to restrict a child or young person's liberty has to go through due legal process and be directed by the courts. It is a restriction of liberty if the child or young person is not allowed to leave a room, even where there is no physical barrier preventing them from doing so.

Safeguarding concerns

58. If serious issues of concern arise, for example in relation to the failure to follow child protection procedures and/or where a child or young person is discovered to be at immediate risk of harm, the holiday schemes manager or the person in charge is notified as soon as possible, unless this compromises the child/young person's safety. If this is the case inspectors must discuss matters with their line manager and the social care compliance team.

59. Inspectors should always follow *Ofsted safeguarding policy and procedures* and contact the social care compliance team on 0300 123 1231 should they be in need of advice.⁶ Where required, a referral is made to the social care compliance team and the appropriate local authority children's services where the scheme is operating. The inspector must ensure that the matter is dealt with appropriately. If the referral is not handled appropriately this must be escalated. The senior HMI for the region should be informed and action will be taken to monitor that children are made safe.

Recording evidence

60. Throughout the inspection, inspectors maintain a record of their evidence. Electronic evidence is recorded within the holiday scheme for disabled children's evidence form.

61. In most circumstances once the summarised evidence has been recorded on this form any duplicate handwritten evidence is destroyed by the inspector. In some circumstances inspectors are required to also keep any handwritten notes they have made during the inspection. This may apply in circumstances where legal action is being considered or a challenge or complaint about the judgement is anticipated. Inspectors need to record all handwritten evidence using black ink so that it can be photocopied or scanned if necessary. All handwritten evidence must be legible and dated.

62. Inspectors must submit all handwritten evidence that has not been summarised or recorded on the evidence form that forms part of the inspection evidence base to the national quality assurance team within five working days of the end of the on-site visit. All inspection records are retained in accordance with Ofsted's published retention policy.⁷

63. Evidence should be clear, evaluative and sufficient for the purpose of supporting the judgements and telling the story of the children and young people's experiences during the time they are accommodated at the holiday scheme. Evidence should not include anything that could identify individual children, young people's family members, staff or volunteers unless necessary for the protection of a child.

64. Inspectors can record direct quotes from children and young people, parents, carers and other stakeholders in evidence to support judgements, although evidence should never use an individual's name or initials unless they are the registered person.

⁶ *Ofsted safeguarding policy and procedures* (100183), Ofsted, 2010; www.ofsted.gov.uk/resources/100183.

⁷ *Handling and retention of inspection evidence* (100122), Ofsted, 2010; www.ofsted.gov.uk/resources/100122.

65. Evidence may be scrutinised for quality assurance and is considered in the event of any complaint, whistleblowing or concerns about performance. It may also be randomly sampled by managers.

Inspection findings

66. Failure to meet regulations and national minimum standards that are identified and addressed during the inspection is reported on in the inspection report. The evaluation schedule for the inspection of residential holiday schemes for disabled children sets out illustrative evidence of an outstanding, good, adequate and inadequate service.⁸ Inspectors use this to formulate their findings and judgements and to prepare verbal feedback to the manager.

Inadequate judgements

67. If inspectors judge the holiday scheme to be inadequate overall this must lead to an urgent case review with the social care compliance team within two days of the inspection to decide the next steps.

68. The review includes decisions about notifying any parents and carers, the local authority where the scheme is operating and, where appropriate, placing authorities. The review also includes whether there is an immediate risk to children and young people which indicates that an emergency closure is necessary.

69. In the most serious cases a case discussion must be held during the inspection or immediately afterwards so that appropriate enforcement action can be taken without delay. In all cases, the inspector must have a discussion with their team manager or the duty manager either during the inspection or as soon as possible afterwards.

70. The inspector must ensure that social care compliance team colleagues have an opportunity to review the inspection evidence in advance of the case review.

71. The case review must consider whether statutory enforcement action is required in relation to the holiday scheme and the registered manager. The case review considers all the enforcement options available and must begin by considering whether the threshold for the highest enforcement option is met.

72. In the case of the most serious failures it is anticipated that we seek to cancel the provider and or manager's registration under the relevant provisions of the Care Standards Act 2000 unless there are specific reasons to justify why this is not the most appropriate way of dealing with the regulatory breaches.

⁸ *Inspections of residential holiday schemes for disabled children: interim evaluation schedule and grade descriptors* (130198), Ofsted, 2013; www.ofsted.gov.uk/resources/130198.

73. In all other cases the case review must consider whether serving a compliance notice is the most appropriate enforcement option to address the regulatory breach/breaches found at the inspection which have led to the inadequate judgement. Any compliance notice must be as specific as possible, setting out the actions that the provider and or manager must take by a certain date to meet the relevant regulations.
74. Every enforcement decision must be based on a consideration of all the enforcement options available and the individual facts and circumstances of the case in question. There must be a documented audit trail of why the chosen enforcement action is the most appropriate to use and why other options have been rejected.
75. Where a holiday scheme is judged inadequate for overall effectiveness at inspection, it will have a further inspection at a time to be determined by a risk assessment of the issues of concern. The first inadequate judgement is an 'amber rating'. If, at the subsequent 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.

Inadequate children's holiday schemes – feedback to placing authorities

76. Wherever children are at immediate risk, inspectors must follow Ofsted's safeguarding policy and procedures.⁹ In addition, whenever a holiday scheme is judged inadequate for overall effectiveness, the inspector must alert the local authority within which the scheme is operating to the concerns that have been identified. Consideration should also be given as to whether any other local authorities who intend to place children and young people at other events or in a scheme operated in their area during the year should be notified.
77. The inspector sends an email to the Director of Children's Services in the authority within which the holiday scheme is operating by the end of the working day following the inspection. The inspector must follow this email up with a telephone call to ensure receipt. Where there are a large number of placing authorities, the inspector should discuss arrangements for contacting them with the duty team manager.
78. The inspector gives feedback to the authority within which the holiday scheme is operating in line with the feedback given to the provider, summarising the key concerns and making clear that this is an indication of the likely inspection judgement but that it is subject to confirmation by Ofsted on publication of the report. The details of the email and any telephone calls must be recorded

⁹ *Ofsted safeguarding policy and procedures* (100183), Ofsted, 2010, www.ofsted.gov.uk/resources/100183.

on the holiday scheme's service history for future reference. We interact in this manner with placing authorities pursuant to HMCI's powers in paragraph 8 of schedule 13 of the Education and Inspections Act 2006 to provide assistance to other public authorities in the exercise of the placing authorities' functions.

Inspection feedback

79. During the inspection, inspectors share emerging findings about the holiday scheme's key strengths and weaknesses. Shortfalls that could have an immediate impact on the safety of children, young people and/or staff and volunteers are brought to the immediate attention of the registered manager, or another senior member of staff on duty.

80. At the end of the inspection the inspector gives verbal feedback on the main findings and provisional judgements to the manager or senior member of staff present. In exceptional circumstances, an inspector may need additional time after the inspection fieldwork to take advice before giving feedback. The date of feedback is counted as the last day of the inspection.

81. The feedback should:

- cover the main findings of the inspection against the evaluation schedule, including both strengths and weaknesses
- indicate likely requirements and recommendations with clear reference to the relevant regulation or national minimum standard, providing a clear agenda for improvement
- be balanced and include positive comments as well as highlighting any areas for development
- use the grade descriptors to indicate how the inspector has arrived at her/his judgements
- confirm that the report will be sent to the manager for comments on factual accuracy (see 'Timeframe' at paragraph 12 above)
- confirm that a summary of the report will be sent for the children and young people alongside the final report which the provider is asked to forward to children and their parents either following the inspection or as part of any information sent to families before they attend the scheme.

82. At inspection, inspectors remind providers and managers that any action taken in relation to requirements and recommendations will be considered at the next inspection. Inspectors do not provide a written summary of the inspection or written feedback in advance of the inspection report. Providers may choose to take their own notes at feedback.

Writing the report

83. Inspection report judgements are supported by evidence and clearly demonstrate the quality of the holiday scheme as well as its impact on children and young people's experiences. Recommendations are clear and help the holiday scheme know what they need to do in order to improve.
84. Inspectors are responsible for producing high-quality reports. The inspector should ensure that the report is free of errors – for example, grammar, spelling and punctuation – before submitting the report. Reports should be written in the present tense. However, a specific example of evidence from the inspection should be written in the past tense.
85. Inspectors write their reports with regard to the Guide to Ofsted's house style. In addition, a quality checklist is included within Annex B of this guidance to help authors and readers of Ofsted's reports. The report should be succinct and evaluative. Inspectors should make appropriate professional judgements about the extent of detail required to 'tell the story' of the experience of children and young people staying at the holiday scheme, depending on the complexity of the circumstances.
86. The quality of inspection reports is enhanced when children and young people's feedback is quoted within the report and used to illustrate evaluation about the quality of the holiday scheme. In smaller holiday schemes, the potential to identify children and young people is high and should be taken into account.
87. There is no specified word length for the report or the individual sections. Inspectors use their professional judgement to ensure that the reports are long enough to say what needs to be said and no more. It is likely that reports for holiday schemes with a number of weaknesses, or those found to be outstanding, will require more detailed explanations of the reasons for the judgements.
88. Ofsted publishes reports about holiday schemes on its website. However, published inspection reports do not contain the following:
- any information that identifies an individual child or staff member at the holiday scheme.
89. The reports will only be accessible to the public by Unique Reference Number (URN), by local authority area or by region (for example the North West, the Midlands, etc.).

Child-friendly summaries

90. Inspectors complete a child-friendly summary following every holiday scheme inspection. Where children and young people need an adapted form of summary, the report should be sent to the provider with a request for the document to be adapted into a suitable format. The summary should inform children and young people about the inspection outcomes in clear and simple language.
91. Children and young people can read the summaries themselves but they are also intended for staff in holiday schemes as a vehicle to use in talking to children about the outcomes of the inspection. It would be helpful if inspectors could please make this clear to staff in holiday schemes while on inspection. This is also stated in the letter that is sent out with the inspection report.
92. Where it is known that children and young people at a holiday scheme use symbols (Widgit, Makaton or Picture Communication Symbols) as a method of communication, we still provide a child-friendly summary and we provide an inspection summary supplement in whichever of the above symbol formats the provider has told us they use. Inspection summary supplements use symbols to state the holiday scheme's inspection judgement.
93. It is anticipated that holiday schemes' staff will translate the child-friendly summary for children and young people attending the holiday scheme so they will understand it.
94. Child-friendly summaries:
- include the main findings of the inspection as reflected in the full inspection report
 - reflect both strengths and weaknesses consistently in line with the overall judgement
 - include short paragraphs using evaluative sentences which focus upon the outcomes for children and young people
 - are written in a consistent style, for example 'we found' or 'I found' or 'the inspector found'
 - may include quotes from children and young people.
95. Inspectors make a judgement on how 'personal' to make the summary based on the relationships during the visit with children and young people and their contribution. For example, if during the inspection the children and young people spoke frequently with the inspector and fully engaged in the process, the inspector may consider that a more personal 'letter style' approach is appropriate. Alternatively, inspectors may feel it is more appropriate to write

the summary in the third party and more of a 'report style' if children and young people were less involved.

96. In holiday schemes where the age range is varied, inspectors will use clear and simple language, which will be accessible to all of the children and young people. Inspectors should refer to the *Guide to Ofsted's house style* to maintain consistency across reporting. Summaries should not be more than 350 words in length.

Quality assurance

97. The inspector is responsible for the quality of the report. The inspector checks the completed report carefully before submitting to the lead manager for holiday schemes for sign off for publication.

98. The inspector uses the *Guide to Ofsted's house style* for reference when quality checking their own reports. Inspectors should refer to Annex C of this document. Ofsted's quality assurance processes quality assure:

- inspection reports
- the evidence base underpinning inspection judgements
- inspection fieldwork through a programme of accompanied visits by team managers.

99. Any proposal to change the judgement downwards from the provisional judgement given at verbal feedback during the inspection will be discussed by the appropriate managers. On these rare occasions, the inspector must inform the provider of the revised judgements and give the reasons for the changes before the provider receives the draft report.

100. Ofsted sends an evaluation form to the manager to complete following each inspection. This is used to improve the quality of inspections.

Concerns

101. 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

102. If it has not been possible to resolve concerns through the process detailed in paragraph 101, a formal complaint can be raised under Ofsted's complaints procedure: www.ofsted.gov.uk/resources/130128.
103. Lodging a complaint does not normally delay the publication of the final inspection report.

Annex A. Request for information at inspection¹⁰

Name of residential holiday scheme for disabled children:

The holiday scheme must provide the detail below in relation to any holiday that they have provided at any venue since Ofsted's last inspection.

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	

<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>		

Annex B. The content of the inspection report

Brief description of the holiday scheme for disabled children

This is a brief factual description of the holiday scheme and should not include judgements or evaluation. It should describe:

- a brief outline of the aims and objectives of the holiday scheme as described in the statement of purpose
- whether the holiday scheme is privately owned, a charitable organisation or local authority managed
- whether the holiday scheme caters for children and young people with specific needs
- any specific services provided.

Overall effectiveness

This section should be a brief summary of the outcome of the inspection, explaining the main reasons for the overall effectiveness judgement. It should highlight any outstanding practice and state clearly the holiday scheme's strengths. It must include reference to any areas for improvement, but should not list the requirements and recommendations. This section should provide the reader with a clear picture of the quality of the holiday schemes.

The report should not include a description of the inspection process as this is detailed in the relevant frameworks.

Statutory requirements and recommendations

Requirements and recommendations must arise from any weaknesses identified in the report.

Requirements

Requirements must link clearly to regulations. Inspectors must consider the wording of the requirements to ensure that providers are not asked to do something they do not have to do. Inspectors should, wherever possible, use the wording of the regulation. However, the requirement should be sufficiently detailed so that it is clear what is being asked of the provider; this may require more explanation. The wording should be followed by the regulation in the form of: (Regulation xx (x)).

Recommendations

Recommendations, although not enforceable, promote good practice, always relate to a national minimum standard and help the holiday scheme to improve the experiences of children and young people. Any recommendation should be sufficiently detailed so that it is clear what is being asked of the provider.

Requirements and recommendations should start with a verb. Commonly used verbs are: ensure, update, implement, improve, create, devise, keep, maintain and revise. They should follow on from the stem 'the provider must/should'.

Requirements and recommendations should start with a lower case letter as they follow on from a stem in the inspection report. There should be no full stops at the end of the requirement/recommendation except for the final one. This should have a full stop at the end of the wording, but before the regulation or national minimum standard it is related to. The relevant regulation or national minimum standard will be included within brackets.

In all cases where a holiday scheme is judged inadequate, the inspector sets requirements so that the registered person/s (the registered provider and manager) meet the requirements of the Care Standards Act 2000 and the Residential Holiday Schemes for Disabled Children (England) Regulations 2013. They **may also** make recommendations to help the registered person/s to improve the quality and standards of care further.

All sections of the report

Inspectors need to inspect against the full evaluation schedule but it is not necessary to report against each aspect of the evaluation schedule. Text should provide a brief commentary on the key strengths and weaknesses that support the judgement given and, most importantly, tell the unique story of each holiday scheme and the experience of children and young people.

Inspectors do not need to write a section of the report about each area they have evaluated but must include enough in the report to support their judgement and make it clear to the reader. While the evidence confirms that the whole evaluation schedule has been inspected, the report focuses on the key strengths and weaknesses that support the judgements made. Where there are aspects of the evaluation schedule that have not been inspected, this is clearly recorded in the evidence.

Inspectors should evaluate and report on how the steps taken to tackle requirements and recommendations or key issues raised at the last inspection have improved outcomes for children and young people and the organisation of the provision. This should be recorded in the leadership and management section of the report and links to the capacity of the holiday scheme to improve.

Inspectors should not write out previous requirements, recommendations or key issues in full.

- Inspectors analyse and evaluate the practice that they see. The 'experiences' section of the report needs to capture the difference that the holiday scheme is making for the children and young people that attend the holiday scheme. This section should focus on what the children experience, the difference it makes to them and the progress they are making. For example, ensuring that there is a range of purposeful and enjoyable activities available to children and young people.
- The factors that actually help children to progress and enjoy their stay are usually recorded in the 'quality of care' section. This section should have a strong focus on evaluating the actions of staff and volunteers and the practice in the holiday scheme.

There should be references to equality and diversity throughout the whole of the inspection report, not as a standalone section. Equality and diversity issues are an important aspect across the whole evaluation schedule.

General report writing guidance

A well written report:

- contains more evaluation than description
- has judgements that are clearly supported by good evidence
- is clear on the experiences for children and young people
- is unique and captures the character of a particular holiday scheme
- does not provide advice or use advisory language
- states findings in the present tense but may use the past tense to refer to specific pieces of evidence
- has short sentences
- is simple and easy to understand
- does not contain sensitive information about individual children and young people, staff or others
- includes quotes from children, parents, staff and other professionals where appropriate and possible
- follows the *Guide to Ofsted's house style*.

Reports should be written using the 'active voice'. This is likely to make sentences shorter and more easily understood. Some examples are given below.

- Passive voice: 'Good behaviour and a sense of right and wrong are encouraged by the staff and volunteers.'
- Active voice: 'Staff and volunteers encourage good behaviour and a sense of right and wrong.'
- Passive voice: 'A good level of enthusiasm is shown by the children and young people about the activities available.'
- Active voice: 'Children and young people are enthusiastic about the activities available.'

When the report is ready for publication on the web it should not contain any identifying information. Therefore inspectors use references as listed below.

Incorrect references	Correct references
Cherrybrook holiday scheme	the/this holiday scheme
Play Away Holiday scheme Ltd (registered provider)	the registered provider
Jan Green, Registered Manager	the registered manager
Tim Jones, Social Worker	a/the social worker

Reporting on inspections where compliance issues have been investigated

If concerns are investigated at the inspection, the inspector discusses the concern with the provider and reports any non-compliance under the relevant judgement area.

The inspector has a crucial role in taking effective action if a holiday scheme is failing to promote and safeguard children's and young people's welfare and interests. Inspectors must make statutory requirements in order to ensure that holiday schemes make rapid improvements. Inspectors are responsible for monitoring the action that the holiday scheme takes and ensuring that concerns are tackled effectively.

In the inspection report, the inspector does not refer to the concern, or report whether the concern was substantiated. The inspector reports any non-compliance under the relevant judgement area.

The inspector raises requirements where there is a breach of regulation. If a higher level of enforcement is required inspectors consult with the social care compliance team.

Annex C. Inspecting a holiday scheme where young adults are accommodated

This part of the guidance outlines Ofsted's inspection and regulatory powers in relation to a holiday scheme that may accommodate a young adult. A young adult is an individual aged 18 years and over.

Power to inspect a holiday scheme accommodating young adults

The duty on Ofsted to inspect holiday schemes falls under section 31 of the Care Standards Act 2000.

Interviewing young adults

Ofsted can discuss the operation of the holiday scheme with any young adult residing at the holiday scheme.

Inspection of records relating to young adults

Ofsted should, wherever possible and appropriate, ask a young adult's permission to view their records. Ofsted may, where necessary, access the records using regulatory powers under s31(3)(b) of the Care Standards Act 2000. However, the adult's right to make decisions will be respected and this power is only used in exceptional circumstances.

Disclosure and Barring Service checks on young adults attending the holiday scheme

A provider is not required to conduct a Disclosure and Barring Service Disclosure and Barring Service (DBS) check on a young adult accommodated during the operation of the holiday scheme. However, the provider must identify any potential impact on the children and young people staying at the holiday scheme. A young adult accommodated at the holiday scheme refers to an attendee participating in the holiday scheme who is 18 years or over.

This exception does not apply to **a volunteer, a member of staff or other person working during the duration of the holiday scheme.**

Taking action where young adults accommodated at the holiday scheme have identified impact on resident young people

Ofsted may take action or impose conditions to address any impact that adults accommodated at a holiday scheme are having on other children and young people.

Inspecting children’s holiday schemes where there is no manager in post

If there is no manager in charge of the holiday scheme and no application in progress, the inspector should raise a requirement under regulation 6 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 (Appointment of manager). The inspector should consider how long the post has been vacant or the manager has been in post without applying for registration; evaluate how this is affecting the welfare of any children and young people who may use the scheme and the management of the holiday scheme; and take this into account in making their judgements. This may lead to an overall judgement of inadequate.

Wherever a holiday scheme does not have a registered manager in post, regardless of their inspection judgements, the inspector should convene a case review to consider whether immediate action is required, including restriction of accommodation and notification to parents, carers or placing authorities, and/or imposing an additional condition on the holiday scheme’s registration.

Annex D. Managing Regulation 29 reports

Submitting Regulation 29 reports to Ofsted

All children's holiday schemes are required to submit a Regulation 29 report. Where the registered provider is an individual, but is not in day-to-day charge of the children's holiday scheme, he should visit the holiday scheme in accordance with this regulation.

Where the registered provider is an organisation or a partnership, the holiday scheme shall be visited in accordance with this regulation by the responsible individual; or another of the directors; or partners, or other persons responsible for the management of the organisation or partnership

Reports must be submitted to:

Document Handling Centre Manager
Ofsted
National Business Unit
PO Box 4317
Manchester
M61 0AW.

On the report providers must include Ofsted's unique reference number (URN) and the date on which the visit occurred.

Regulation 29 reports can also be submitted electronically to:
enquiries@ofsted.gov.uk.

Reports received in this way will be processed; however, information transmitted by email is not by secure link. Providers should remain aware of the associated risks while operating within the information assurance guidelines of their own organisation.

The management of Regulation 29 reports

Ofsted reviews the content of Regulation 29 reports to inform the next inspection and uses the information to decide if we need to take any other action.

The Regulation 29 report will be securely stored within the service-specific folder for 12 months.

Gaps in Regulation 30 visit reporting

The onus is on providers to submit their Regulation 30 reports to Ofsted. Inspectors will use their judgement to decide what action maybe required should a provider fail to submit Regulation 30 reports.

Failure to submit any Regulation 30 report will be noted in the lines of enquiry for the next inspection. Findings in this area are likely to impact on the judgement for leadership and management.

Annex E. The implications of the Equality Act 2010

The Equality Act 2010 (the Act) came into effect on 1 October 2010. This Act contains provisions that restrict the circumstances in which potential employees can be asked questions about disability or their health during the recruitment process for work. The Act makes it unlawful for an employer to ask a potential employee questions about their health or disability before they are offered employment, whether on a conditional or unconditional basis.

While there are a number of exemptions to the provisions in the Act, it is likely that providers of disabled children's holiday schemes will need to comply with the Act when employing staff and volunteers. If a provider believes that an exemption applies to them, they will need to take their own legal advice on the matter.

Social care providers must comply with **both** the Equality Act and the remit-specific regulations that require them to employ people who are fit, including staff being physically and mentally fit for the work. In order to comply with both laws, this means in practice that providers may give conditional offers of employment to potential employees and volunteers after the recruitment process, subject to appropriate medical and health checks.

Inspectors should continue to check that providers have a rigorous recruitment and vetting process in place, including ensuring that their employees and volunteers are mentally and physically fit before they commence work.

It is important to note that the Equality Act does not impact on our registration work. Ofsted is not a potential employer of applicants to provide or manage a children's holiday scheme. Therefore, we are not prohibited from making enquiries about the health of applicants for registration, in order to satisfy ourselves that they are fit to be registered.

Annex F. Management of notifications

All notifications are received and provisionally categorised by the relevant regulation by the National Business Unit (NBU). This is based on the categorisation from the provider. The NBU scans the notification and sends this with an email containing details of their provisional categorisation to the inspection management support team based at Piccadilly Gate. The NBU identifies from the category of notification identified by the provider those notifications that need to be fast-tracked to the social care duty team manager. Notifications for death of a child or young person and instigation and outcome of a child protection enquiry are always fast tracked.

All fast-tracked notifications are actioned by one of the social care duty managers in each region on the day the notification is received; this manager is responsible for the oversight of the fast-track process. The duty manager should liaise with the team manager responsible for holiday schemes and ensure that they record actions appropriately on the service files. This risk assessment model is to ensure that any safeguarding concerns are identified and responded to immediately and that any emerging issues that should influence the scheduling of an inspection are identified and acted on. The duty manager in each region decides on the appropriate next steps:

- where the notification suggests that children and young people may be at risk of harm, the duty manager **ensures** that an inspector who has undertaken holiday scheme inspections is identified to take immediate action
- where the notification, on further reading, does not require urgent action, the duty manager ensures that an email is sent to the allocated inspector to review and to inform inspection planning; this will be at the earliest opportunity either by the allocated inspector or through the team manager responsible for holiday schemes in order to cover extended absence including inspections, sickness or annual leave.

Urgent action

Where urgent action is required, this may be carried out by either the duty manager or the allocated inspector or another inspector identified by the manager depending on availability.

Where a child accommodated in the holiday scheme has died while attending the scheme, either the lead manager responsible for holiday schemes or the allocated inspector will always ensure that all relevant parties have been informed by the provider, as outlined in Regulation 26, schedule 5.

Unless the child or young person has died from natural causes or was known to have a life-limiting illness and abuse or neglect is not suspected, then the inspector must establish what, if any, action the relevant local and placing authority and the police have taken. There should be an immediate review between the inspector, the social

care compliance team and relevant managers to establish next steps. Senior managers should be informed of any deaths of looked after children.¹¹

Where a notification suggests that a child or young person attending the holiday scheme is at risk of harm, immediate action must be taken. Any notification may contain information that suggests that children and young people are at risk of harm. The reason for the notification is an indicator of the nature of the concern, but not an absolute, and all notifications should be reviewed with a focus on safeguarding issues.

In all instances where there are safeguarding concerns, there is a minimum expectation that the inspector will contact the holiday scheme so that Ofsted is fully aware of the action being taken by the holiday scheme, the placing authority and others such as the host authority and police, where appropriate, to promote and safeguard the welfare of the child/young person.

Where the inspector identifies safeguarding concerns, they ensure that the holiday scheme has notified the local authority designated officer for the area in which the holiday scheme is held and the relevant local authorities, to ensure that appropriate steps are being taken to protect the child or young person. Where there are any concerns that this has not happened then the inspector will ensure that relevant parties are informed. They also take the inaction of the holiday scheme into account at any subsequent inspection.

Where there are significant safeguarding concerns that remain outstanding after the initial contact with the holiday scheme, this must be recorded as a compliance, investigation and enforcement case so that all the subsequent action taken is recorded in one place and can inform any potential enforcement action.

In some instances, it will be necessary to undertake an early inspection either because of the serious nature of the individual notification or because of a build-up of a pattern of concerns. This could mean that the holiday scheme has more than one inspection in a year. The reason for the decision and the timescale for the inspection must be recorded on file in the service history and in the inspection planning section of the evidence form.

If the inspector has any concern about the practice of either a placing local authority or the local authority in which the scheme is operating, this is managed in line with the published policy *Management of cross-remit concerns about children's welfare*.¹² The Director of Children's Services is notified of the concerns so that they can review the situation. This information also informs any forthcoming local authority inspection.

¹¹ Usually: regional social care senior HMI; regional director, social care; national director, social care, and HMCI.

¹² *Management of cross-remit concerns about children's welfare* (110147), Ofsted, 2012; www.ofsted.gov.uk/resources/110147.

Inspectors always monitor closely whether Ofsted is informed of the outcome of any child protection enquiry in line with regulations. Where this has not been received within a reasonable timescale, the inspector will contact the holiday scheme. Inspectors will follow up any failure to notify Ofsted of the outcome.

In all instances

Inspectors should always prioritise assessing notifications and this should be completed within a maximum of seven days. Line managers must ensure that all notifications are processed when there are periods of absence, including sickness and annual leave, or where service inspections are programmed and inspectors are inspecting for more than one consecutive week.

For all notifications the inspector must ensure that there is a chronology on the service history which includes for each notification:

- the correct category of schedule 5; a brief summary of the reason for the notification; details of the action taken by the provider in response to the incident; and the action taken by Ofsted in response to the notification, including details of any contact with the provider.

Inspectors will always investigate and record on the service history the reason for any delayed notification. Where investigation of delayed notifications identifies concern, the inspector must assess and record the action Ofsted is required to take. Where required the inspector will trigger a case review.

The inspector reviews the action taken by the holiday scheme and where there are concerns that this is inappropriate or lacking rigour they will either contact the holiday scheme for further clarity or consider bringing an inspection forward.

Inspectors always review notifications as part of an emerging picture of the children's holiday scheme and not see notifications in isolation. Where notifications suggest a growing picture of concern, this will be taken into account in inspection scheduling and planning, and will usually result in an early inspection.

Where notifications are incomplete or unclear, then inspectors must contact the holiday scheme for clarification.

Managing notifications and inspection judgements

In all instances, the quality of notifications and the management of the concerns and issues in the notifications will inform the lines of enquiry for the next inspection. It is expected that notifications are timely and of good quality. Where this is not the case, this will inform inspection judgements. It is also expected that the holiday scheme will take a proactive role in challenging local authorities to meet their responsibilities. Where this is not the case and the holiday scheme does not manage concerns and

issues between inspections, this will impact on the inspection judgements and in particular impact on leadership and management.

Management information and management oversight

The team manager with responsibility for holiday schemes routinely checks performance information in relation to individual holiday schemes. This will clearly identify for each holiday scheme the date and number of referrals categorised by schedule 5 on a six-month rolling programme. This enables patterns to be identified and inform individual discussions with inspectors about holiday schemes where there may be cause for concern and where inspections may need to be re-scheduled or urgent action considered.

Team managers will also receive reports identifying where notifications have been received but the action taken has not been recorded. This information must be passed to the lead manager for holiday schemes.

Team managers routinely sample recording and action around notification as part of the ongoing assessment of the quality of inspectors' work. Any concerns noted must be discussed with the lead manager responsible for holiday schemes.