

# Conducting inspections of residential holiday schemes for disabled children

Guidance for the inspections of residential holiday schemes for disabled children

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This guidance is designed to assist inspectors from Ofsted when conducting inspections of residential holiday schemes for disabled children. It should be read alongside 'Residential holiday schemes for disabled children: The inspection framework, evaluation schedule and grade descriptors'.



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## Introduction

1. This guidance is designed to assist inspectors from Ofsted when conducting inspections of residential holiday schemes for disabled children (holiday schemes) in England. Holiday scheme providers can use the guidance to see how inspections are conducted.
2. This guidance should be read alongside 'Residential holiday schemes for disabled children: The inspection framework, evaluation schedule and grade descriptors'.<sup>1</sup>
3. This guidance applies to the inspection of all holiday schemes. With this guidance, we want to achieve inspection of the highest quality, balancing consistency with the flexibility to respond to the individual circumstances of each scheme. As such, it is not a set of inflexible rules, but guidance on the procedures normally governing inspection.

## Scheduling and team deployment

4. Inspections of holiday schemes are unannounced.
5. We have a duty to inspect each registered holiday scheme at least once a year.<sup>2</sup>
6. The scheduling of inspections takes account of:
  - legal requirements
  - previous inspection findings
  - complaints and concerns about the scheme
  - notifications
  - monitoring reports provided to Ofsted by 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. The number of inspectors involved will be based on:
  - a risk assessment that will consider previous inspection judgements, notifications and any serious incidents

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<sup>1</sup> *Inspection of residential holiday schemes for disabled children: The inspection framework, evaluation schedule and grade descriptors* (140027), Ofsted, 2013; [www.ofsted.gov.uk/resources/140027](http://www.ofsted.gov.uk/resources/140027).

<sup>2</sup> 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).

- the number of children and young people that attend the scheme
  - the numbers of sites that the scheme operates from during the year
  - whether there has been any significant change to the operation of the scheme or management of the scheme in the last year.
9. 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. If a holiday scheme runs from several different locations during the year, the choice of which site will be inspected is made based on information we hold about the scheme. Our decision will also take account of whether we have inspected the site previously.

## Deferrals

10. Inspections will not normally be deferred. If on arrival we find that there is an absence or unavailability of key staff, this will not constitute a reason for deferral.
11. 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.
12. Decisions about deferrals are agreed by the regulatory inspection manager with national responsibility for holiday schemes.

## Timeframe

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

Day(s)	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

14. Pre-inspection analysis and planning are an important part of all inspections. Inspectors are allocated one day to prepare for an inspection, including a review of the relevant information we already hold about the scheme. This includes:
- previous inspection reports
  - completed questionnaires from children, young people, parents and carers and other interested parties
  - the holiday scheme's 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.
15. In addition, the inspector should always familiarise themselves with relevant background and context information, such as the most recent inspection of

the local authority and review of the Local Safeguarding Children Board where the schemes are situated. Published reports are available on the Ofsted website.

16. If information has been received that indicates potential non-compliance with regulatory requirements, Ofsted may decide to investigate this further 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 how inspectors should report on concerns that have been investigated during an inspection.
17. 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 that 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 37.)
18. 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.
19. The plan for the inspection identifies lines of enquiry and 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**

20. Inspectors must regularly review regulation 29 reports, notifications and regulation 30 reports. This is important regulatory activity. Inspectors must focus on both the content and the quality of the reports.
21. Information from any of these sources may result in:
  - further activity such as speaking to the registered manager and/or responsible individual or other key interested parties
  - rescheduling of inspections based on either identified concerns within reports and/or notifications or based on a failure to submit reports or notifications
  - lines of enquiry for the next inspection about what is happening during any holiday events the scheme holds, including the management of issues and concerns, the quality and effectiveness of leadership oversight concerning the care of children and young people, or the timeliness of notifications to Ofsted and other parties. Any emerging lines of enquiry



must be noted on the scheme's records and inform pre-inspection planning.

22. Where inspectors identify issues that give them cause for concern about the welfare of children and young people, they will always pursue these issues to satisfy themselves that all has been done to help and protect the child and/or young person. If notifications are incomplete, they will always contact the scheme's manager.
23. In all instances where there are concerns about the safety or welfare of a child, there is a minimum expectation that the inspector will contact the scheme's manager so that Ofsted is fully aware of the action being taken by the scheme, the placing authority and others as appropriate, such as the host authority and police, to promote and safeguard the welfare of the child/young person. Managers and staff should take into account the appropriate parts of the statutory guidance outlined in 'Working together to safeguard children'.<sup>3</sup>
24. If the inspector has any concern about the practice of either any placing local authority or the host local authority, this will be managed in line with the published policy 'Management of cross-remit concerns about children's welfare'.<sup>4</sup> The Director of Children's Services will be notified immediately of the concerns. This information will also inform any forthcoming local authority inspection.
25. Inspectors will closely monitor whether Ofsted is informed of the outcome of any child protection enquiry in line with regulations and statutory guidance. When this has not been received promptly, the inspector will contact the registered provider / manager of the scheme. Inspectors will always follow up any failure to notify Ofsted of the outcome.
26. Regulation 29 and 30 reports must be submitted to:  
  
Document Handling Centre Manager  
Ofsted  
PO Box 4317  
Manchester  
M61 0AW.
27. Providers must include their Ofsted unique reference number (URN) and the date on which the visit occurred on the report and submit reports to the Document Handling Manager. Regulation 29 and 30 reports can also be submitted electronically to: [enquiries@ofsted.gov.uk](mailto: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

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<sup>3</sup> *Working together to safeguard children*, DfE, March 2013;

<https://www.gov.uk/government/publications/working-together-to-safeguard-children>.

<sup>4</sup> [www.ofsted.gov.uk/resources/management-of-cross-remit-concerns-about-childrens-welfare](http://www.ofsted.gov.uk/resources/management-of-cross-remit-concerns-about-childrens-welfare).

operating within the information assurance guidelines of their own organisation.

28. Regulation 29 requires that the registered provider must ensure that at least one monitoring visit to the holiday scheme takes place, at each location where a scheme is operating, in each 12-month period. The visit must occur 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 is written and a copy supplied to Ofsted.
29. Further information regarding the management of regulation 29 and 30 reports is included within Annex F.

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

30. The views of children and young people and their parents, staff and other stakeholders inform lines of enquiry for each inspection and are an important part of inspection evidence.
31. Ofsted will provide each scheme with a set of hard copy questionnaires and request that they are issued to each child, member of staff, parent or interested party at the end of each holiday scheme event.
32. Where the holiday scheme provider or manager has indicated that children and young people use alternative means of communication these will also be supplied.
33. Completed questionnaires will be passed to the inspector for the setting and will be used to inform the planning of the inspection.
34. When there are no completed questionnaires for a holiday scheme, this is likely to inform a line of enquiry for the inspection.

## **Inspection activity and gathering evidence**

### **The start of the inspection**

35. 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.

36. The inspector will always meet with the registered manager/person in charge at the beginning of the inspection to:
- outline the plan for the inspection
  - make arrangements to interview the registered manager (where available and if not will try to speak to the responsible individual) during the course of the inspection
  - outline identified lines of enquiry for the inspection
  - request information as outlined in Annex A and agree when the information will be available.
  - provide the person in charge with the opportunity to share any current information or personal issues relating to any of the children and young people attending the scheme that inspectors need to be aware of; for example, information about recent incidents, activities occurring during the site visit
  - verify that Ofsted holds the correct details for the registered provider and manager and/or responsible individual.
37. Inspectors should present the 'Request for information at inspection' form (Annex A) 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 the registered provider and manager. The inspector checks the details provided in Annex A with the printed registered person details (see paragraph 17). If the details are not the same, the inspector will ask for the reasons why. Details of required notifications are included in the guidance 'Changes to children's social care services that are registered and/or inspected by Ofsted'.<sup>5</sup> It is a breach of regulations if we have not been informed about changes to the registered provider or manager.<sup>6</sup> The inspector will make a requirement if there has been such a breach.
38. 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 registered manager or the responsible individual that the inspection is taking place and to make arrangements for feedback at the end of the inspection.
39. At the beginning of the inspection, inspectors ask staff for information about the children and young people attending the holiday scheme.

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<sup>5</sup> *Changes to children's social care services inspected and / or registered by Ofsted* (100253), Ofsted, 2012; [www.ofsted.gov.uk/resources/100253](http://www.ofsted.gov.uk/resources/100253).

<sup>6</sup> Regulation 32, Residential Holiday Schemes for Disabled Children (England) Regulations 2013.

## Listening and talking to children and young people

40. The views and experiences of children and young people who stay at the holiday scheme are at the heart of the inspection and provide key evidence in assessing outcomes against the evaluation schedule. Inspectors will always try to meet with children and young people during the inspection, although in exceptional circumstances this may not be possible.
41. Schemes should gain the consent of the children and young people before involving them in the inspection.
42. Inspectors will work with schemes to ensure that any child or young person with communication difficulties has access to the necessary support to facilitate her/his full involvement in the inspection.
43. It may be appropriate for inspectors to spend time observing children and young people and how they interact with staff and respond to their environment.

Opportunities to understand the views and experiences of children and young people may include:

- asking children and young people to show inspectors around the premises
  - having individual conversations
  - joining in activities such as computer or console games
  - preparing snacks or drinks
  - spending mealtimes with young people
  - outdoor activities.
44. Inspectors will demonstrate safe and sensitive practice by:
    - telling staff where conversations with 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 will not include comments that will identify them in the inspection report or in feedback to staff working at the holiday scheme without their permission
    - ensuring that staff are aware of any arranged meetings with children and young people and that children and young people may leave the meeting at any time
    - where appropriate, explaining to children and young people that information suggesting that they or another child or young person is at risk of harm will be passed by the inspector to an appropriate person able to take necessary action about that concern.

## Observation of key activities

45. 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.

## Gathering views from parents, carers and other interested parties

46. Wherever possible, inspectors seek the views of parents, carers and other interested parties to inform the inspection findings. This is usually by telephone during the inspection. Interested parties may include social workers, local police, the placing authority quality assurance officer, and the local authority designated officer (LADO). Inspectors can ask managers or staff for the relevant contact details.
47. Inspectors must take full account of the need to protect privacy and confidentiality when discussing the inspection on the telephone. When a return call is requested, the inspector should use Ofsted's national number, 0300 123 1231.

## Review of information held on file for children and young people

48. Inspectors examine at least two sets of children and young people's records. This part of the inspection should incorporate discussions with the child or young person concerned and with key staff or volunteers who look after them. The lines of enquiry should reflect the evaluation schedule.

## Examination of records, policies and procedures

49. The inspector will evaluate the extent to which the scheme operates in line with its 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.
50. 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 relevant to the lines of enquiry for the inspection.
51. 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 may 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.

52. 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 that shows how they manage and record details of any repeat check. 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**

53. Individual interviews are held with the registered 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.
54. 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.
55. 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.

### **Making recommendations and requirements**

56. Recommendations and requirements must focus on improving the care, experiences and progress of children and young people. Holiday schemes must meet the statutory requirements of the regulations and, where they do not, inspectors will clearly identify what they must do. This will take the form of 'requirements'.

57. The Department for Education also publishes national minimum standards<sup>7</sup> and statutory guidance.<sup>8</sup> This guidance illustrates how the regulations should be interpreted and translated in practice. Where providers do not take account of the national minimum standards or relevant statutory guidance, this may indicate a failure to comply with the regulations. Where a provider fails to comply with regulations, a requirement must be imposed. The impact of any failure on the experiences and progress of children and young people will be taken into account in arriving at the final inspection judgements. Inspectors will refer to the national minimum standards or statutory guidance to make recommendations about how providers can improve their practice.
58. Requirements must always be made where there is regulatory breach that impacts on the welfare, safety and quality of care for children and young people.
59. In making a recommendation, inspectors should refer to the relevant national minimum standard or statutory guidance. They should always provide sufficient detail to ensure that the registered person is clear about what they need to do. Inspectors may also make recommendations in relation to other relevant statutory guidance such as *Working together 2013* and statutory guidance for children who go missing.<sup>9</sup>
60. When imposing a requirement, inspectors should ensure that there is sufficient evidence to support the regulatory breach. They must clearly link the evidence to the regulation in question and triangulate the evidence to support making a requirement. This evidence must be sufficiently detailed to support further enforcement action.
61. The requirement should refer to the specific regulation that is not met, and include sufficient detail to ensure that the registered provider and manager is clear about the nature of the breach of regulation and a date by which the provider should be compliant.
62. Where a recommendation has not been addressed by the time of the next inspection, the inspector should consider carefully how this affects the progress and experience of children and young people. Where the holiday scheme has not acted on recommendations made at an inspection, this should influence the judgement about the effectiveness of leaders and managers.

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<sup>7</sup> Made under section 23 of the Care Standards Act 2000. Ofsted is required to take such standards into account when making decisions under the Care Standards Act 2000; [www.legislation.gov.uk/ukpga/2000/14/contents](http://www.legislation.gov.uk/ukpga/2000/14/contents).

<sup>8</sup> Made under section 7 of the Local Authority Social Services Act 1970; [www.legislation.gov.uk/ukpga/1970/42/contents](http://www.legislation.gov.uk/ukpga/1970/42/contents).

<sup>9</sup> *Working together to safeguard children*, DfE, March 2013; [www.gov.uk/government/publications/working-together-to-safeguard-children](http://www.gov.uk/government/publications/working-together-to-safeguard-children). *Statutory guidance on children who run away and go missing from home or care*, DCSF (now DfE), 2009; [www.education.gov.uk/publications/standard/Childrenandfamilies/Page9/DCSF-00670-2009](http://www.education.gov.uk/publications/standard/Childrenandfamilies/Page9/DCSF-00670-2009).

63. Where a provider has failed to comply with a requirement by the required date, Ofsted will consider carefully whether it is appropriate to take any enforcement action to address the breach in question and the associated risks to children and young people resident at the holiday scheme. Such action may include, but is not limited to, issuing a compliance notice.

## **Recording evidence**

64. Evidence should be clear, evaluative and sufficient for the purpose of the supporting judgements and telling the story of the experience and care of children and young people attending the holiday scheme. Evidence should not include anything that could identify individual staff, individual children, young people or family members except where this is necessary for the protection of a child or to ensure that the evidence is sufficiently transparent to support further action. In these instances, inspectors can use initials of staff and children.
65. Inspectors can record direct quotes from children and young people, parents and interested parties in evidence to support judgements. Quotes must be placed in the context of triangulated evidence.
66. Inspectors must analyse the information they gather on inspection and determine, using their professional judgement, the impact of their analysis on the progress, care and experiences of children and young people.
67. The record should clearly indicate the source of the evidence (e.g. observation, record, interview). If evidence is derived from an interview, the record must indicate the time of the interview and the role/job title, as applicable, of the person being interviewed.
68. Throughout the inspection, inspectors will maintain a record of their evidence. Summarised evidence must be sufficient to underpin judgements and any recommendations or requirements.
69. In most circumstances, once the summarised evidence has been recorded, any duplicate handwritten evidence will be destroyed by the inspector. In some circumstances, inspectors will be required to also keep any handwritten notes they have made during the inspection. This may apply in circumstances when legal action is being considered or when a challenge or complaint about the judgement is anticipated.
70. Inspectors should record all handwritten evidence using black ink so that it can be photocopied or scanned as necessary. All handwritten evidence must be legible and dated. Inspectors must submit all handwritten evidence that has not been summarised that will form part of the inspection evidence base to the regional office within five working days of the end of the on-site visit.



All inspection records will be retained in accordance with Ofsted's published retention policy.<sup>10</sup>

71. Evidence used to support any regulatory action taken or to support an inspection judgement must be of the highest quality and reliability and must stand up to any external scrutiny. Such evidence may be scrutinised by providers in the event of any complaint.

## Making judgements

72. The evaluation of the care, experiences and progress of children and young people in all areas of their lives are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect.
73. Inspectors will make their judgements on a four-point scale:
  - outstanding
  - good
  - requires improvement
  - inadequate.
74. Inspectors will use the descriptors as the benchmark against which to grade and judge performance. Inspectors are required to weigh up the evidence in a particular area and to consider it against the evaluation criteria for outstanding, good, requires improvement and inadequate before making a judgement at a full inspection. A judgement will be made where the inspector concludes that the evidence overall sits most appropriately with the relevant descriptors. For a holiday scheme to be judged good, then the criteria for requires improvement must always be met. This is what Ofsted describes as 'best fit'.
75. In addition, inspectors will identify areas of outstanding practice and priorities for improvement. For all children and young people, the expectation is that care and practice are sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.
76. Where a judgement of inadequate is made, Ofsted will consider whether enforcement action is necessary by holding a case review. For information about case reviews please refer to our Social care compliance handbook.<sup>11</sup>

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<sup>10</sup> *Handling and retention of inspection evidence* (100122), Ofsted, 2010; [www.ofsted.gov.uk/resources/100122](http://www.ofsted.gov.uk/resources/100122).

<sup>11</sup> *Social care compliance handbook* (130242), Ofsted, 2014; [www.ofsted.gov.uk/resources/social-care-compliance-handbook](http://www.ofsted.gov.uk/resources/social-care-compliance-handbook).

## Inspection feedback

77. At the end of the inspection the inspector will give verbal feedback of the main findings and provisional judgements to the registered 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.
78. The inspector should:
- cover the main findings of the inspection against the grade descriptors, including both strengths and weaknesses
  - clearly communicate the probable judgements as they relate to the care, experiences and progress of children and young people
  - indicate likely requirements and recommendations with clear reference to the relevant regulation or national minimum standard or statutory guidance, 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 registered manager for comments on factual accuracy (see 'Timeframe' at paragraph 13 above).
79. Inspectors will 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. It is not anticipated that managers who are part of the organisation but who are not working at the holiday scheme event or are part of the day to day management will be involved in the inspection or involved in feedback.

## Writing the inspection report<sup>12</sup>

80. Inspectors are responsible for producing high quality reports. The inspector must ensure that the report is free of grammar, spelling and punctuation errors before submitting the report. Reports should be written in the present tense. Specific examples of evidence from the inspection should be written in the past tense.
81. The report should be succinct and evaluative. Inspectors should evidence their professional judgements in the analysis of their findings. The extent of detail required to 'tell the story' of the experiences of children and young people should be considered at all times when writing the report.

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<sup>12</sup> Annex B provides further guidance on report writing.

82. The quality of inspection reports is enhanced when children and young people's feedback is quoted within the report and used to illustrate our evaluation about the quality of care at the holiday scheme. However, the potential to identify children and young people is high and should be carefully considered so as not to compromise their privacy.
83. There is no specified word length for the report or the individual sections. Inspectors should 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 schemes found to be outstanding will require more detailed explanations of the reasons for the judgements.
84. Ofsted will publish reports on the Ofsted website in forms that protect children, young people and others. Published inspection reports must not include any information that identifies an individual child, member of staff or volunteer (other than any persons registered with Ofsted or nominated as the responsible individual).
85. Published reports will contain:
  - the name of the responsible individual
  - the name and address of the registered provider (where the provider is an organisation)
  - the recent inspection history
  - details of any enforcement activity since the last inspection.
86. The reports are searchable by the postcode of the head office of the holiday scheme.
87. Inspectors will complete a child-friendly summary following every 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.
88. Child-friendly summary reports are also intended for parents, staff and volunteers as a vehicle to use in talking to children about the outcomes of the inspection. Inspectors should make this clear to staff when on inspection. This is stated in the letter that is sent out with the inspection report.
89. Where it is known that children and young people use symbols (Widgit, Makaton or Picture Communication Symbols) as a method of communication, we provide both a child-friendly summary and 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 holiday schemes' inspection judgements.

90. It is anticipated that holiday scheme staff will translate the child-friendly summary for children and young people attending the holiday scheme if a child or young person uses particular communication methods, so that they will understand it.
91. 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 that focus on 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.
92. Inspectors will 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.
93. Inspectors will use clear and simple language that 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.

## Supplementary guidance

### Safeguarding and child protection concerns

94. If serious issues of concern arise during the inspection, such as the failure to follow child protection procedures and/or where a child is discovered to be at immediate risk of harm, the inspector will notify the scheme's registered manager as soon as possible unless this compromises the child's/young person's safety. When this would compromise a child's safety, the inspector will ensure that the appropriate authorities are notified immediately.
95. Inspectors should always follow 'Ofsted safeguarding policy and procedures'<sup>13</sup> and contact their manager or regional Social Care Compliance Inspector on 0300 123 1231 if they need advice. Where required, the inspector will make a referral to the appropriate local authority children's services and the child's allocated social worker. Where the concerns relate to allegations against staff, they will be referred to the Local Authority Designated Officer.
96. Inspectors must ensure that concern about the safety and welfare of a child or young person is communicated immediately to the child's parent and/or, where appropriate, the Director of Children's Services for the responsible placing local authority. A record that this has been done must be kept. The Senior HMI for the region will pursue the action that has been taken with the local authority concerned.

### Quality assurance

97. The inspector is responsible for the quality of the report. The inspector will check the completed report carefully before submitting to the Quality Assurance National Team for sign-off for publication.
98. The inspector must use the 'Guide to Ofsted's house style' for reference when quality-checking their own reports. Inspectors and the Quality Assurance National Team should refer to Annex C.
99. Ofsted's Quality Assurance National Team checks
  - inspection reports
  - the evidence base underpinning inspection judgements
  - inspection fieldwork through a programme of accompanied visits.
100. Any proposed change of judgement from the provisional judgement given at verbal feedback given during the inspection will be discussed by the appropriate managers within Ofsted. On these rare occasions, the inspector

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<sup>13</sup> *Ofsted safeguarding policy and procedures* (100183), Ofsted, 2010; [www.ofsted.gov.uk/resources/100183](http://www.ofsted.gov.uk/resources/100183).

must inform the provider of the revised judgements and provide reasons for the changes before the provider receives the draft report.

101. Ofsted will send an evaluation form following each inspection to the registered manager of the holiday scheme to complete, which will be used to improve the quality of inspections.

## Concerns

102. The great majority of Ofsted's work is carried out smoothly and without incident. If concerns do arise during an inspection, they 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.

## Complaints

103. If it has not been possible to resolve concerns, a formal complaint can be raised under Ofsted's complaints procedure:  
[www.ofsted.gov.uk/resources/130128](http://www.ofsted.gov.uk/resources/130128).
104. Complaints can be submitted to Ofsted at any stage during an inspection and should be submitted no more than 10 working days after publication of any report or letter. We do not normally withhold publication of an inspection report or withdraw a published inspection report while we investigate complaints.
105. Complainants must send their concerns using the online complaints form available on the Ofsted website: [www.ofsted.gov.uk/onlinecomplaintsofsted](http://www.ofsted.gov.uk/onlinecomplaintsofsted).
106. If there are special circumstances that prevent the submission of a complaint online, complaints can be sent in writing to:

Ofsted  
National Complainants Team  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

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

107. The holiday scheme should have appropriate plans that set out how a 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.
108. 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 must 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.
109. Providers, the manager, staff and volunteers must not use restraint:
- as a punishment
  - to enforce compliance with instructions
  - in response to challenging behaviour that is unlikely to cause injury to persons or serious damage to property.
110. Regulation 15 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 outlines the legal requirements of registered providers/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 that Registered Managers/providers should take into account.
111. Inspectors will inform the Regulatory Inspector Manager 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.
112. Inspectors must assess the practice of a registered provider/manager against the judgement for how effectively children are helped and protected 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.

## Deprivation of liberty

113. A child or young person's liberty cannot be deprived without the appropriate legal authorisation. 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 deprivation of liberty if the child or young person is not allowed to leave a room, even when there is no physical barrier preventing them from doing so.

## Inadequate holiday schemes – feedback to host authorities

114. Wherever children are at immediate risk, inspectors must follow Ofsted's safeguarding policy and procedures. In addition, whenever a holiday scheme is judged inadequate for overall experiences of children and young people, the inspector must alert the local authority within which the scheme is operating to the concerns that have been identified. Inspectors also should consider whether other local authorities and/or parents who intend to arrange for children and young people to attend other events schemes operated in their area during the year should be notified.
115. The inspector should send 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. When there are a large number of placing authorities, the inspector should discuss arrangements for contacting them with the duty team manager.
116. The inspector should give 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, although this is an indication of the likely inspection judgement, it is subject to confirmation by Ofsted on publication of the report. The details of the email and any other communication must be recorded 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.



## Annex A. Request for information at inspection

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 measures of control or discipline used 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.	

14. For organisations and partnerships:  
Please provide the 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).

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.

16	Number of children and young people attending a holiday event the holiday scheme is running at the time of inspection	
	<b>Dates of checks for the venue being inspected</b>	
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	

Please provide contact details for parents, carers, and children and young people's social workers:

## **Annex B. The content of the inspection report**

### **Brief description of the residential 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 experiences of children and young people**

This section should be a brief summary of the outcome of the inspection, explaining the main reasons for the overall 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.

### **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 national minimum standards 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 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 section of the report that addresses the effectiveness of leaders and managers 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 'overall 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.

The factors that actually help children to progress and enjoy their stay are usually recorded in the section that reports on the how effectively children are helped and protected. 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

The draft report should be of a quality that requires little or no further editing. Reports should be concise, evaluative documents, written in clear, straightforward language and free of jargon. The report should be unique and capture the character of the scheme and be clear about the experiences of children and young people who attend the scheme.

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

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 protect the welfare of children and young people. 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 their regional Social Care Compliance Inspector.

## **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 (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.

## **Annex D. Inspecting holiday schemes where there is no manager in post**

If the provider is legally required to have a registered manager but 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
- 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 E. Managing regulation 29 and 30 reports**

### **Submitting regulation 29 reports to Ofsted**

All 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 holiday scheme, she/he should visit the holiday scheme in accordance with this regulation.

If 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  
PO Box 4317  
Manchester  
M61 0AW.

On the report, providers must include their Ofsted 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](mailto: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.

### **Regulation 30 reports**

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 F. 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 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 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 G. Management of notifications

All notifications are received and provisionally categorised by the relevant regulation by the Application, Regulatory and Contact team (ARC). This is based on the categorisation from the provider. The ARC 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 ARC 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

regional Social Care Compliance Inspector and relevant managers to establish next steps. Senior managers should be informed of any deaths of looked after children.<sup>14</sup>

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'.<sup>15</sup> 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.

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<sup>14</sup> Usually: regional social care Senior HMI; Regional Director, Social Care; National Director, Social Care; and HMCI.

<sup>15</sup> *Management of cross-remit concerns about children's welfare* (110147), Ofsted, 2012; [www.ofsted.gov.uk/resources/110147](http://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
- 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. When required, the inspector will instigate 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 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, in particular 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 rescheduled 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.