

Residential holiday schemes for disabled children

The inspection framework, evaluation schedule and grade descriptors

This document outlines the framework for the inspection of residential holiday schemes for disabled children and sets out the criteria and judgements that Ofsted inspectors will use from 13 June 2016.

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Introduction

1. Ofsted regulates and inspects all residential holiday schemes for disabled children in England (residential holiday schemes). Our inspection framework is founded on the principles of safe care and individualised support.
2. This document sets out how we apply the principles and processes of all our inspections of residential holiday schemes for disabled children¹, the statutory basis for inspection, how we will make our judgements and report on inspection findings. It should be used to inspect residential holiday schemes registered by Ofsted under the Care Standards Act 2000 (the Act) and the Residential Holiday Schemes for Disabled Children (England) Regulations 2013.²
3. Inspection acts in a number of ways to drive and support improvement. It:
 - raises expectations by setting the standards of performance and effectiveness expected of residential holiday schemes
 - provides a sharp challenge and the incentive to act where improvement is required
 - clearly identifies strengths and weaknesses
 - recommends specific priorities for improvement for the residential holiday schemes and, where appropriate, checking on, and promoting subsequent progress
 - promotes rigour in the way that residential holiday schemes evaluate their own performance, thereby enhancing their capacity to improve.
4. More detailed guidance about the inspection of residential holiday schemes is included in our 'Inspection handbook: residential holiday schemes for disabled children'.³
5. The framework and evaluation schedule remain subject to periodic review. Any changes will be published on our website.

¹ Also referred to as 'residential holiday schemes' or 'schemes' in this document.

² The Residential Holiday Schemes for Disabled Children (England) Regulations 2013;
www.legislation.gov.uk/uksi/2013/1394/made.

³ 'Inspection handbook: residential holiday schemes for disabled children', Ofsted, 2016;
www.gov.uk/government/publications/inspecting-residential-holiday-schemes-for-disabled-children-guidance-for-inspectors

Legal basis for inspection

6. The Education and Inspections Act 2006 requires Ofsted to carry out its work in ways that encourage the services it inspects and regulates to:
 - improve
 - be user-focused
 - be efficient and effective in the use of resources.⁴

7. The legal basis for the regulation of residential holiday schemes is set out in the Care Standards Act 2000, Part 2 (Extension of the Application of Part 2 to Holiday Schemes for Disabled Children) (England) Regulations 2013.⁵ These regulations extend Ofsted's powers to register, inspect and, where necessary, enforce compliance with the Act and relevant regulations to residential holiday schemes. They also define a residential holiday scheme.⁶

8. When inspecting residential holiday schemes, we consider the knowledge and understanding gained from previous inspections, any other relevant information that comes to light, and:
 - the Care Standards Act 2000⁷
 - the Residential Holiday Schemes for Disabled Children (England) Regulations 2013⁸
 - the Care Standards Act 2000 (Registration)(England) Regulations 2010⁹
 - Residential holiday schemes for disabled children: national minimum standards.¹⁰

⁴ Education and Inspections Act 2006; www.legislation.gov.uk/ukpga/2006/40/contents

⁵ Care Standards Act 2000, Part 2 (Extension of the Application of Part 2 to Holiday Schemes for Disabled Children) (England) Regulations 2013; www.legislation.gov.uk/uksi/2013/253/made.

⁶ The definition can also be found in regulation 2 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013.

⁷ Care Standards Act 2000; www.legislation.gov.uk/ukpga/2000/14/contents.

⁸ Ibid. reference no. 2.

⁹ The Care Standards Act 2000 (Registration) (England) Regulations 2010; www.legislation.gov.uk/uksi/2010/2130/made.

¹⁰ Residential holiday schemes for disabled children: national minimum standards, Department for Education, 2013; www.gov.uk/government/publications/residential-holiday-schemes-for-disabled-children.

Frequency of inspection

9. The frequency of inspections is set out in regulations.¹¹ All registered residential holiday schemes are inspected at least annually.
10. For newly registered residential holiday schemes the first inspection will occur during their first period of operation.
11. The timing of any inspection is influenced by an assessment of:
 - any current concerns or enforcement action
 - notifications received from a residential holiday scheme
 - returned questionnaires from children, young people and other interested parties, including parents, staff and volunteers
 - the outcomes of previous inspections
 - other relevant information held by Ofsted, including past complaints and allegations.
12. When Ofsted judges a residential holiday scheme to be inadequate for overall experiences of children and young people, the next inspection will take place within the next three months or during the next period of time it operates, whichever is the sooner.

Types of inspection

13. The following types of inspection may be carried out by Ofsted in residential holiday schemes.
14. A **full inspection** is carried out at least once during each financial year. This inspection is conducted against the grade criteria as set out below and will result in a set of graded judgements. The inspector will normally be onsite for a maximum of two days. Up to five working days' notice will be given of the inspection and it will take account of the information about operating hours provided to us by the scheme.
15. If there is an incident, a complaint or, concerns we may conduct:

A **monitoring inspection** - we also may conduct monitoring visits to check that service delivery continues to achieve the aims and objectives as set out in the residential holiday scheme's statement of purpose or, where we wish to

¹¹ Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes, etc.) (Amendment) Regulations S1 2007/694, as amended; www.legislation.gov.uk/ukxi/2007/694/contents/made.

gather information on a particular aspect of care or service provision or monitor specific issues or compliance with a notice.

16. All inspection reports will be published.¹²

Inspectors

17. Residential holiday schemes are inspected by suitably experienced and qualified social care inspectors. Usually, there is one inspector for each inspection.

How we will inspect

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

19. To prepare for inspection, inspectors consider the information that Ofsted has about the scheme. This includes:

- previous inspection reports
- the scheme's statement of purpose
- concerns and complaints received
- notifications of significant events received
- written reports following visits as required by regulation 29¹³
- any quality assurance reports required by regulation 30¹⁴
- any changes to registration, including change of manager
- any current or recent enforcement activity
- the results of Ofsted's questionnaires completed by service users, staff, commissioners and partner organisations
- the completed Annex A and Annex B.

20. Inspectors will investigate how well the manager and staff:

- understand how to care for support and, safeguard children and young people; ensuring that they have a memorable holiday which will enhance their life experiences

¹² Regulatory inspection managers can decide not to publish monitoring reports in exceptional circumstances.

¹³ The Residential Holiday Schemes for Disabled Children (England) Regulations 2013, Regulation 29; www.legislation.gov.uk/uksi/2013/1394/regulation/29/made.

¹⁴ The Residential Holiday Schemes for Disabled children (England) Regulations 2013 Regulation 30; www.legislation.gov.uk/uksi/2013/1394/regulation/30/made.

- measure success
- know that they are making a positive difference to children and young people's lives
- understand and act on strengths and areas for improvement in practice.

21. Inspectors will:

- observe and be part of the daily activities and events which children and young people participate in
- contact key people in children and young people's lives, such as their parents, a social worker and other professionals working with the child, to hear their views of the quality of care and support provided by the residential holiday scheme.
- interview the registered manager and, where appropriate, the responsible individual.¹⁵ The inspector is likely to interview the responsible individual when:
 - there are concerns about the quality and effectiveness of monitoring arrangements
 - evidence indicates that the scheme is failing to protect children
 - there are concerns about how the scheme is resourced
- observe and talk with staff and volunteers in their day to day work, including how they care for children and young people and support them to have fun and enjoy the activities provided
- observe practice during staff handovers and team meetings if these are happening at the time of inspection and it is appropriate to do so
- request a range of information, including records of critical incidents that have occurred at any holiday event the scheme has held since the last inspection
- develop initial lines of enquiry before they arrive based on the information Ofsted already holds (see paragraph 19).

Users and partner views and questionnaires

22. In this context, users are the children and young people who attend the scheme. Parents are also considered to be users as they often decide whether their child or children should attend an event run by the scheme.

¹⁵ Where the holiday scheme is owned by an organisation this will be the responsible individual. Where the holiday scheme is owned by an individual this will be the proprietor. Where the holiday scheme is owned by a partnership this will be one of the partners- usually the nominated partner.

23. Inspectors take account of the extent to which residential holiday scheme providers have asked for and acted on the views of children and their parents, in reviewing and improving the events provided. Inspectors will also consider the views of those users and partners they speak to during on-site evidence-gathering.
24. We will use questionnaires to gather the views of parents, staff and other interested parties, such as children's social workers, where these exist. The questionnaires are made available following each event the scheme operates. The responses inform the timing of any residential holiday scheme inspections we undertake in the following financial year.

Communication and feedback

25. Inspectors will provide regular opportunities for dialogue and feedback to providers and the manager during the inspection. Where inspectors identify any concerns, they will want to discuss these with the provider and manager to ensure that they fully understood the issue and, where appropriate, provide an opportunity for the provider to direct the inspector to relevant evidence.
26. Inspectors will give oral feedback about draft findings, including strengths and weaknesses in practice, to the registered manager or person in charge at the end of the inspection. Requirements to be set and recommendations to be made will be clearly stated.

Making judgements and using the grade descriptors at the inspection

27. The experiences of children and young people 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.
28. Inspectors make judgements against the evaluation schedule using a four-point judgement scale:
 - outstanding
 - good
 - requires improvement
 - inadequate.
29. The inspection framework includes:
 - evaluation criteria to describe the characteristics of good in the judgement of 'the overall experiences of children and young people' taking into account:
 - how well children and young people are helped and protected
 - the impact and effectiveness of leaders and managers
 - evaluation criteria for outstanding, requires improvement and inadequate that are derived from good as the minimum benchmark.
30. In all residential holiday scheme inspections, we will examine the extent to which the service fulfils its main purpose and responsibility, which is to provide children and young people with good experiences during their time at the scheme which promotes their welfare and enjoyment, enhances their lives and protects them from harm during their holiday.
31. The judgement about 'how well children and young people are helped and protected' is a **key judgement**. This means that if inspectors judge this area of provision to be inadequate the overall 'experiences of children and young people' judgement will always be inadequate. Where the judgement is requires improvement, this does not automatically limit the overall judgement to requires improvement. The influence on the overall judgement will depend on the nature and extent of the weaknesses.
32. If inspectors judge 'the effectiveness of leaders and managers' to be inadequate, this is likely to lead to an overall 'experiences of children and young people' judgement of inadequate and certainly not a judgement that exceeds requires improvement.

33. Inspectors will use the descriptors of good as the benchmark against which to grade and judge performance. The judgement, however, is not derived from a checklist but instead is a professional evaluation of the effectiveness and impact of the holiday scheme on the experiences of children and young people. Failure to achieve a single criterion for good will not automatically lead to a judgement of requires improvement. The criteria set out what is expected but they do not limit judgements where there is proper account of the quality of care and support provided.
34. A judgement of good will be made where the inspector concludes that the evidence overall sits most appropriately with a finding of good. That is what Ofsted describes as 'best fit'.
35. In recognition of the diversity of how residential holiday scheme providers operate, it is likely that factors that make schemes good or requires improvement will not be the same. We recognise that to expect a scheme to fulfil all the criteria is overly simplistic and that, in some schemes, some criteria will be less relevant than others. Even when all the criteria are relevant there will always be a degree of professional judgement in weighing and balancing evidence against the evaluation criteria.
36. Providers and managers must be able to explain their practice and decision-making to inspectors, including the reasons why a particular course of action is appropriate in meeting children and young people's needs. A professional dialogue between the inspector and those inspected should always underpin inspection judgments. Professional judgement applies to both inspectors and those inspected.
37. In addition, inspectors will identify areas of outstanding practice and priorities for improvement. For all children and young people, we expect the care and practice to be sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.

The relationship between the regulations, national minimum standards and the inspection framework

38. Residential holiday schemes must comply with the requirements of the regulations. Where they do not, inspectors identify clearly what a provider must do in the form of setting requirements or through compliance or enforcement action. The Department for Education also publishes national minimum standards. Where providers do not take account of the national minimum standards, this may indicate a failure to comply with the regulations and is likely to indicate poor practice. This may influence the inspection judgement and may result in 'requirements' being made. Where appropriate, we will always make recommendations for improvement.
39. Meeting the requirements must equate to:

- high-quality care
 - good planning
 - a safe and protective environment
 - positive experiences for children and young people.
40. This framework sets out what good looks like for the care of all children and young people attending residential holiday schemes. Where a scheme is not yet good, we judge that it 'requires improvement' and set out the improvements we believe it needs to make to become good. Those improvements will be aligned with the relevant regulations, standards and guidance.
41. The seriousness of any failure to comply with regulations and the impact on children and young people will be considered carefully by inspectors to determine how this should influence the judgements and outcome of inspection.
42. On making a judgement of inadequate for a residential holiday scheme, the inspector must always hold a case discussion. The purpose of this case discussion is to consider whether any enforcement action should be taken. The 'Social care compliance handbook' contains detailed information about the criteria for instigating a case discussion, the compliance and enforcement options available, and the arrangements for following up such activity.¹⁶

Summary of the evaluation schedule

43. The evaluation schedule for inspections of residential holiday schemes is:
- the overall experiences of children and young people, taking into account:
 - how well children and young people are helped and protected
 - the impact and effectiveness of leaders and managers.
44. Inspectors will make the following assessments first: how well children and young people are helped and protected and, the impact and effectiveness of leaders and managers. This enables them to take these judgements into account in arriving at 'the overall experiences of children and young people' judgement.

The overall experiences of children and young people

45. The 'overall experiences' judgement takes account of: the judgement on help and protection and the judgement on the impact and effectiveness of leaders and managers, and:

¹⁶ 'Social care compliance handbook', Ofsted, 2016; www.gov.uk/government/publications/social-care-compliance-handbook-from-september-2014

- the quality of individualised care provided and the influence and impact of the holiday scheme on the experiences of children and young people
- the quality of children and young people’s experiences on a day-to-day basis, including how the holiday helps children to progress
- the quality of relationships between staff and volunteers, and the children and young people
- the support children and young people have in relation to their health, education, emotional, social and psychological well-being
- how well children and young people’s views are understood and taken into account.

46. The inspector will report on each of the areas in paragraph 45 unless there are exceptional reasons not to do so.

Good

47. A residential holiday scheme is likely to be judged ‘good’ for overall experiences of children and young people if the following apply:

- a. Children and young people:
 - enjoy their time at the residential holiday scheme; are able to participate in activities that are suitably varied and support their good health, education and enjoyment of life, including opportunities for activities in the wider community that schemes have identified and made the most of
 - are able to make informed choices about which activities they pursue
 - have experiences during their holiday that increase their potential to become more independent and to develop new skills
 - feel safe and happy during their holiday and can access services and support that they need to meet their physical, social, emotional and psychological needs
 - enjoy positive relationships with other children and young people which support them to develop friendships
 - develop good relationships with staff and volunteers
 - are able to have positive and regular contact with their family and friends during their holiday wherever they wish to do so
 - can share their wishes, views and feelings, irrespective of how they communicate and these are consistently used to inform their individual plans and the overall development and improvement of the scheme.

- b. Staff and volunteers:
- place the well-being of individual children and young people at the centre of their practice, irrespective of the challenges these present
 - identify and celebrate children and young people’s achievements provide high-quality support to children based on their individual needs; they have the skills and abilities to communicate effectively with children and young people attending the holiday scheme
 - are clear about when an individual child’s behaviour indicates that they are unhappy, worried or it is their way of complaining about something
 - have consistently high aspirations for all children and young people who attend the scheme
 - consistently and effectively challenge any barriers to children and young people being able to fully participate within the local community, which includes working proactively to promote and develop positive relationships with the local community, where a particular event will be held, so that it makes the most of suitable opportunities to develop relationships with neighbours, faith groups, leisure organisations and local businesses.
 - build effective and constructive working relationships with parents and carers.
- c. Children and young people, their parents and carers, and commissioners give positive views about the quality of the care received and report that staff and volunteers support children and young people to enjoy their holiday and to remain safe and healthy.
- d. Children and young people and their parents and carers understand how to complain, and understand what has happened because of their complaint. Complaints are treated seriously, result in a clear, decisive response and lead to improvement for children and young people.
- e. Holiday scheme events are appropriately located, designed and maintained, taking into full account the safety and welfare of disabled children and young people.
- f. Children and young people, carers, parents and relevant professionals; including commissioners are consistently, appropriately and fully involved in the planning and review of children’s holidays. Planning effectively meets the diverse and individual needs of children during their holiday in a timely manner.
- g. Staff and volunteers have strong, collaborative and proactive relationships with key partners including: parents, the police, children’s social care, the host local authority and health agencies, as appropriate, which support and promote the well-being and safety of children and young people and effective holistic care and support.

Requires improvement

48. The experiences of children and young people are likely to require improvement to be good when the residential holiday scheme does not sufficiently demonstrate the characteristics of a good judgement. The weaknesses identified need to be effectively addressed to ensure that children and young people have good experiences, enjoy themselves and, their safety and well-being at least meet the requirements and standards for a good judgement. However, there are no widespread or serious failures that result in individual children and young people not having their welfare safeguarded and promoted. Regulatory requirements are met or, if they are not, any breaches do not have a negative impact on the welfare of children and young people.

Inadequate

49. The experiences of children and young people attending events run by the scheme are likely to be inadequate when there are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded; or if their care and experiences harm them or increase the risk of harm to them.

Outstanding

50. The experiences of children and young people is likely to be judged outstanding if the following apply.
- a. In addition to meeting the requirements of a good judgement, there is evidence that high quality and consistent care, which is responsive to individual needs, adds considerably to children and young people's experiences, progress and development. Children and young people have access to a wide and varied range of new experiences at the residential holiday scheme that are likely to provide enduring benefits for them.
 - b. Exceptional consistent care adds considerably to children and young people's experiences. This is achieved through the provision of a wide range of additional experiences and care, including interaction with their peers, opportunities to develop their independence and participation in local community provision.
 - c. Research informs how to look after children and young people and high quality staff make an exceptional difference to the lives and experiences of children and young people attending the scheme.
 - d. The scheme's consistently proactive, creative and innovative work with partners has maximised the range of activities available within the wider community to children and young people.

How well children and young people are helped and protected (key judgement)

51. This judgement takes account of:

- whether the support and care provided help children and young people to be safe
- how well risks are identified, understood and managed
- how well situations and behaviour are managed by staff and whether clear and consistent boundaries contribute to a feeling of well-being and security for children and young people
- whether safeguarding arrangements to protect children meet all statutory and other government requirements, promote their welfare and prevent radicalisation and extremism.

52. The inspector will report on each of the areas in paragraph 51 unless there are exceptional reasons not to do so.

Good

53. A residential holiday scheme is likely to be judged 'good' if the following apply.

- a. Children's welfare is paramount. They are protected from harm and kept safe while attending events run by the residential holiday scheme.
- b. Positive and proactive behaviour management strategies are consistently in use. Positive behaviour is consistently promoted and rewarded. Staff and volunteers use effective de-escalation techniques and creative alternative strategies to manage behaviour. Behaviour management plans are sensitive to children's individual needs and their likely responses to the use of restraint, should it be required. Monitoring of the management of behaviour is effective.
- c. There is a strong, robust and proactive response from all those working with children and young people that reduces the risk of harm. Children are protected by effectively managed and robust risk assessments. However, risk management does not unnecessarily restrict opportunities for children to fully enjoy their holiday or try new experiences.
- d. Children and young people are able to identify an adult they would talk to if they felt unsafe or unhappy during their holiday. They and their parents are able to raise concerns about their experience at any event the scheme operates. They know what action has been taken as a result of their concerns. Staff and volunteers take children and young people's concerns

seriously, respond to them appropriately and follow published procedures that accord with statutory guidance (Working Together 2015).¹⁷

- e. Staff and volunteers:
- provide high quality, individualised support to children; they have the skills and abilities to effectively communicate with all the children and young people attending the holiday scheme. They plan, support and care well, clearly identifying the risk and impact or likely risk and impact of any abuse or neglect and the actions required to keep children safe
 - identify and respond effectively to the particular vulnerabilities and needs relating to a child or young person’s cultural background and personal identity (including disability, age, ethnicity, faith, gender, gender identity, language, religious belief and sexual orientation). They challenge anti-discriminatory behaviours and support children and young people to treat others with respect. Staff understand the particular factors that increase risk and affect the safety of children with disabilities and use these effectively to inform their thinking and actions to protect children.
- f. The holiday scheme systematically monitors and learns from allegations and the outcomes of child protection investigations. Wider learning is effective, including key messages from guidance and research on how to keep children with disabilities safe.
- g. Restraint is rarely and only used to protect the child or young person and those around them when there are no safe immediate alternatives. If it is used, it is as unintrusive as possible. The views of the child or young person are sought and understood. Any use of restraint is reported to a child’s parent or carer immediately and is recorded formally in the child’s record and the restraint record for the scheme. The details of each restraint are carefully reviewed and used to consider how care is provided to, both, the individual child/all children attending a particular event and the way the scheme manages behaviour as a whole.
- h. Staff and volunteers are given appropriate health and safety training for each holiday event that results in safe use of the premises.
- i. Sleeping arrangements and physical care, including any intimate care requirements, respect children and young people’s rights to dignity and privacy.
- j. There are robust and effective systems for managing children and young people’s health needs including how medication is administered, recorded and managed. These are known and always followed by all relevant staff and volunteers. Children receive health care that meets their individual needs safely and in line with any medical advice. Further medical advice is

¹⁷ Working together to safeguard children, Department for Education, 2015;
www.gov.uk/government/publications/working-together-to-safeguard-children--2

sought quickly whenever necessary. Plans to meet children and young people's health needs in an emergency or following an accident are clear at each venue where the residential holiday scheme operates and are relevant to the particular needs of all children attending the scheme.

Requires improvement

54. The help and protection offered to children and young people are likely to be judged as 'requires improvement' if they are not yet receiving good help and protection, but there are no serious failures that create or leave children and young people either being harmed or at risk of harm.

Inadequate

55. The help and protection offered to children and young people are likely to be judged as 'inadequate' if there are serious and/or widespread failures that leave children and young people being harmed, at risk of harm or with their welfare not being safeguarded.

Outstanding

56. The help and protection offered to children and young people are likely to be judged 'outstanding' if the following apply:
- a. The scheme consistently exceeds the requirements of a good judgement in the care of all children and young people. Practice leads to exceptional and enduring benefits for children and young people. Highly effective planning manages and minimises risks during the holiday. Proactive and creative safeguarding practice means that all children and young people, including the most vulnerable, have a strong sense of safety and well-being while attending the holiday.
 - b. Research-informed practice, some of which may be innovative, continues to develop from a strong and confident base, making an exceptional difference to the lives and experiences of children and young people.

The impact and effectiveness of leaders and managers

57. This judgement takes account of:

- how well leaders and managers prioritise the needs of children and young people
- how well leaders and managers understand the needs of children and young people and adjust their holiday plans to meet these
- whether leaders and managers provide the right supportive environment for staff and volunteers through effective high quality induction and training programmes, and where appropriate supervision and appraisals. These are tailored to the specific needs of the children and young people attending the scheme
- how well leader and managers know and understand the strengths and weaknesses of the scheme, prevent shortfalls and identify weaknesses and take decisive and effective action
- whether the scheme is achieving its aims and objectives as set out in its statement of purpose
- the quality of relationships between the scheme and all key parties to ensure the best possible all-round support to children and young people in all areas of their development
- the extent to which leaders and managers actively promote equality and diversity, and tackle bullying and discrimination.

58. The inspector will report on each of the areas in paragraph 57 unless there are exceptional reasons not to do so.

Good

59. The impact and effectiveness of leaders and managers are likely to be judged 'good' if the following apply.
- a. The residential holiday scheme is effectively and efficiently managed by a permanent, suitably experienced and qualified registered manager.
 - b. The scheme is properly staffed and resourced to meet the needs of the children and young people who use the scheme. The staff team is suitably vetted, qualified and competent to deliver high-quality services to children and young people. Staff are effectively deployed to meet the individual and diverse needs of children and young people.
 - c. Leaders and managers actively and regularly monitor the quality of all aspects of the services they provide (at least annually). They use learning from practice and feedback to improve the experiences of children and young people; for example direct testimony from children, parents, professionals and other stakeholders in contact with the scheme. They

learn from complaints, staff and volunteer feedback, successes and difficulties, and any serious events. They identify strengths and areas for improvement, have clear development plans that are implemented and take action to continually improve their services. Robust action is taken to address all issues of concern arising at any event the scheme operates, including any complaints from children and parents or local residents. Provider investigations are undertaken when necessary and the requirements from the previous inspection report are met in full.

- d. Leaders and managers seek to build effective working relationships with and work proactively and positively with other agencies and professionals.
- e. Managers, staff and volunteers receive regular and effective guidance and feedback and, where appropriate, supervision that is focused on children and young people's experiences and needs. Feedback is clearly recorded if necessary, especially where there are concerns about a person's ability to care for a child or children. Staff and volunteers have opportunities to reflect on their practice and to discuss any concerns. Where supervision is provided, it is recorded and takes account of staffs' professional development. There is effective support and challenge through team and management meetings to ensure that the right environment for good practice can thrive. The emotional impact on staff of the work is recognised and managed well by leaders and managers.
- f. Staff and volunteer training and development activities are effective. They are focused on ensuring that staff and volunteers can meet the specific needs of the children and young people who attend a particular event arranged by the holiday scheme. The training and development activities are evaluated to ensure that they lead to effective practice. Leaders, managers and staff are up to date with current practice in their specialist area. Induction programmes are robust and help new staff and volunteers, or those who have not recently worked for the scheme to acquire the skills and knowledge they will need to work with children and young people.
- g. Leaders and managers make appropriate decisions about which children and young people attend each event. They give priority to the safety and stability of the group environment, assessing how the group dynamics and needs will impact on providing a successful and enjoyable holiday for children and young people.
- h. The statement of purpose is kept under review and clearly sets out the ethos and objectives of the scheme. Children and young people, carers, parents, staff, volunteers and, where appropriate, local authorities have a clear understanding of the aims and objectives of the holiday scheme and the services and facilities it provides.
- i. The residential holiday scheme is adequately resourced to meet the diverse and individual needs of the children and young people who attend each venue. Leaders and managers demonstrate that they can adapt resources to meet children and young people's changing needs.

- j. Plans and records of children and young people's care and support are clear, up to date and stored securely. These records contribute to a clear understanding of the experiences the child or young person had while at the holiday scheme. The records are available to children, young people and their parents if they wish to see or contribute to them.
- k. All significant events relating to the protection of children and young people are notified by the provider or manager to the appropriate authorities. Necessary action is taken following the incident to ensure that the child or young person's needs are met and that they are safe and protected.

Requires improvement

- 60. The impact and effectiveness of leaders and managers are likely to be judged as 'requires improvement' if the characteristics of 'good' leadership and management are not yet in place. Where there are weaknesses in practice, leaders and managers have identified these and have plans in place to address them or they have remedied them.

Inadequate

- 61. The impact and effectiveness of leaders and managers will be judged 'inadequate' if:
 - there is no registered manager during the periods the scheme is operational and the absence of a manager risks the safety and welfare of children and young people
and/or
 - the experiences, care or protection of children and young people are inadequate and leaders and managers have not been able to demonstrate sufficient understanding of those failures or the action they have taken. They do not know the strengths and weaknesses of the scheme and have not been effective in prioritising, challenging and making improvements. The scheme fails to work effectively in partnership with others in the best interests of children and young people.

Outstanding

- 62. The impact and effectiveness of leaders and managers are likely to be judged 'outstanding' if, in addition to meeting the requirements for a 'good' judgement, there is evidence that leaders and managers are inspirational, confident and ambitious for children and young people.
- 63. Leaders and managers create a culture of high aspiration and positivity and expect their staff to provide high-quality holidays that bring lasting benefits to children and young people. The leaders and managers know their strengths and weaknesses well and can provide evidence of improvement over a sustained

period. They lead by example, innovate and generate creative ideas to sustain the highest quality services. Relationships between the scheme and parents and partner agencies ensure the best possible care, experiences and futures for children and young people they provide holidays for.

Our approach to residential holiday schemes for disabled children judged to be inadequate

64. Any inspection judgement of inadequate for the overall experiences of children and young people attending an event operated by the residential holiday scheme will lead to an urgent case review.
65. The case review will consider whether statutory enforcement action is required in relation to the scheme. The 'Social care compliance handbook' contains detailed information about the enforcement options available and the arrangements for following up enforcement activity.¹⁸
66. The timing and nature of subsequent inspection and monitoring visits following a judgement of inadequate will be determined through the oversight of improvement on a case-by-case basis. This will either be a monitoring visit or a full inspection. Where concerns are serious, we are likely to return to undertake a monitoring visit to check that the manager and provider have taken sufficient steps to safeguard and protect the welfare of children and young people attending events the scheme is providing. Any monitoring visit will result in a published report.¹⁹
67. An inspection visit will take place sooner if any further significant concerns arise during the period, or if an earlier inspection is necessary to make statutory requirements to safeguard and protect the welfare of children and young people.

Reporting findings at inspections

68. Each inspection is followed by a report that sets out the inspection findings, using text and grades, organised under the headings below.
69. All inspection reports include the name and address of the registered provider and the name of the responsible individual where the registered provider is an organisation.

¹⁸ 'Social care compliance handbook', Ofsted, 2014; www.gov.uk/government/publications/social-care-compliance-handbook-from-september-2014

¹⁹ Regulatory inspection managers can decide not to publish monitoring reports in exceptional circumstances.

Report contents

Service information	Brief contextual information about the service
Previous inspection	The last inspection judgement and its date
Enforcement activity since the last inspection	A brief summary of any enforcement activity we have undertaken since the last inspection
Inspection judgements	Grades for all judgements
A summary of the findings	A summary of the report
Areas for improvement	No grade
Information about the residential holiday scheme for disabled children	Summary of information about how the service is provided
Overall experiences of children and young people	Grade
How well children are helped and protected	Grade
The impact and effectiveness of leaders and managers	Grade
Information about this inspection	Information about the legal basis for the inspection

70. The inspection report is sent to the provider for a factual accuracy check usually within 10 working days of the end of the inspection.
71. The registered provider or representatives must return the inspection report with any comments on factual accuracy within five working days. The final report is published on the Ofsted website usually within 25 working days of the end of the inspection (irrespective of appeals or complaints).

Confidentiality

72. We take all appropriate steps to ensure that information given to inspectors remains confidential, as required by law. Although evidence gathered during inspections is not subject to disclosure under the Freedom of Information Act 2000, any personal data it contains may still be disclosed to relevant individuals under the Data and Protection Act 1998. We may also be required to disclose the evidence to other bodies (for example, to the registered person or to provide assistance to another public authority).

73. Where we consider that any information provided indicates the likelihood of harm to a child or young person, we pass the necessary information to the local authority children's service for action.

Quality assurance

74. Quality assurance is the action that we take to ensure that an inspection is of the quality needed and expected by users, and Ofsted. We will ensure that inspectors are suitably experienced in the areas they are inspecting and that the quality assurance managers are suitably experienced and skilled to undertake this type of work.
75. The inspector has responsibility for ensuring that all the evidence gathered is robust, reliable and secure.
76. We ask the manager of the residential holiday scheme to complete a short evaluation form following each inspection, which is used to improve the quality of inspections.
77. For national consistency, some inspections include a manager whose role is to quality assure the inspection process. During these visits, the visiting inspector speaks to the inspector, managers and other staff and, where possible, service users. The manager always seeks the views of staff at the residential holiday scheme about the conduct of the inspection and samples the way that evidence is being gathered and used.
78. All inspection reports are subject to quality assurance procedures. These may result in changes to provisional judgements. Where the quality assurance process results in a change to the provisional judgement, the inspector will contact the registered manager, explaining the reasons for the change, before the inspection is sent to them.

Conduct during the inspection

79. Inspectors must uphold the highest professional standards in their work, and ensure that everyone they encounter during inspections is treated fairly and with respect. The code of conduct requires inspectors to:
- evaluate objectively, be impartial and inspect without fear or favour
 - evaluate provisions in line with frameworks, regulations and national standards
 - base all evaluations on clear and robust evidence
 - have no connection with the provider that could undermine their objectivity
 - report honestly and clearly, ensuring that judgements are fair and reliable

- carry out their work with integrity, treating all those they meet with courtesy, respect and sensitivity
- endeavour to minimise the stress on those involved in the inspection
- act in the best interests and well-being of service users
- maintain purposeful and productive dialogue with those being inspected, and communicate judgements clearly and frankly
- respect the confidentiality of information, particularly about individuals and their work
- respond appropriately to reasonable requests
- take prompt and appropriate action on any safeguarding or health and safety issues.

Expectations of providers

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

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

Complaints

81. The great majority of our work is carried out smoothly and without incident. If concerns do arise during an inspection, these should be raised with the lead inspector as soon as possible during the inspection visit. This provides an opportunity to resolve the matter before the inspection is completed. Providers can contact the inspector's line manager (regulatory inspection manager) after

an inspection if they have been unable to resolve matters with the individual inspector. Any concerns about the factual accuracy of the findings in the report can be raised after the inspection.

82. If it has not been possible to resolve concerns through these means, a formal complaint can be raised under our complaints procedure:
www.gov.uk/government/organisations/ofsted/about/complaints-procedure.
83. Complaints can be submitted to us 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 while we investigate complaints.
84. Complainants must send their concerns using the online complaints form:
www.gov.uk/complain-ofsted-report. If there are special circumstances that prevent the submission of a complaint online, complaints can be sent in writing to:

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

More information

85. We hope that you find this document useful in helping you to prepare for your inspection. If you have any queries about your inspection, please discuss them with your inspector when they contact you.
86. If you have any other general queries about the inspections of residential holiday schemes for disabled children, please contact socialcare@ofsted.gov.uk.

Annex A. Request for information on notification of an inspection of a residential holiday scheme for disabled children

1.	Name of holiday scheme event and dates of operation	
2.	Registered provider name and unique reference number (URN)	
3.	Name of person who will be in charge of the holiday event	
4.	Name of person completing Annex A	
5.	Date Annex A completed	

The holiday scheme must provide the detail below in relation to the holiday event that they have been notified will be inspected.

Information about staff and volunteers working at the holiday event		
6.	Number of staff employed	
7.	Number of volunteers employed	
8.	Number of staff and volunteers who have a first aid qualification	
9.	List the relevant qualifications and experience of the staff and volunteers	
10.	List the induction and training supplied to staff and volunteers	
Details of the children and young people attending the holiday		
11.	Number of children and young people who will attend	
12.	Details of the particular needs of children and young people who will attend	

Checks for the venue being inspected		Date of assessment or its last review	
13.	Health and safety risk assessment		
14.	Fire risk assessment		
15.	Date of last gas installations check		
16.	Date of last portable appliance testing (PAT) check		
17.	Details of the insurances you have that cover this holiday event and employees/volunteers who work for the scheme generally below.		
Policies for the venue being inspected		Date of policy	
18.	Protocol with the police force local to this holiday event regarding missing children		
19.	Child protection policy and procedure		
20.	Medication management policy and procedure		
Provision of additional information		Yes	No
21.	Have you submitted a copy of the programme of activities for the holiday with this form?		
22.	On the first day of inspection, will you provide the inspector with the following information for each child: their name; contact details for their parent(s) or carer(s); and which professionals will be supporting them?		
23.	Have any children gone missing at any holiday scheme event since the last Annex B was submitted? If yes, please provide details below.		
24.	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)		

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted
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