

Inspection handbook: residential holiday schemes for disabled children

Guidance for the inspections of residential holiday schemes for disabled children

This guidance is designed to assist inspectors from Ofsted when conducting inspections of residential holiday schemes for disabled children from 13 June 2016. 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 'Inspections of residential holiday schemes for disabled children: the framework for inspection'.¹
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.

Section 1: Scheduling and team deployment

4. Up to five working days' notice will be given of the inspection. Inspectors will telephone providers to give notice and confirm the dates of operation of the holiday event. We provide no detail of which days we will be present. When notice is given, the inspector will ask for data about the holiday event and for a programme of activities that will take place (see Annex A). The inspector will also request any other detailed information they require about specific issues such as how the scheme dealt with a child protection issue that arose at a previous event.
5. We have a duty to inspect each registered holiday scheme at least once a year.² This means that we will visit at least one site, which the scheme uses for its operation, each financial year.
6. When scheduling inspections, we take account of:
 - the times the scheme operates
 - legal requirements
 - previous inspection findings
 - complaints and concerns about the scheme
 - notifications from the holiday scheme

¹ 'Inspection of residential holiday schemes for disabled children: the inspection framework, evaluation schedule and grade descriptors', Ofsted, 2016; www.ofsted.gov.uk/resources/140027.

² 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 contents of monitoring reports provided to Ofsted by holiday schemes under regulations 29 and 30 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013.
7. When inspecting a holiday scheme, an inspector will normally spend a maximum of two days on site.
 8. The number of inspectors involved on site will be based on:
 - a risk assessment that will consider previous inspection judgements, notifications and any serious incidents
 - 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 join 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 site we choose to inspect is based on information we hold about the scheme. When deciding, we 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 to believe that conducting the inspection might place people at risk or where 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. Deferrals are agreed by the regulatory inspection manager.

Timeframe

13. The timeframe for an inspection is:

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

Day(s)	Monitoring inspection activity
1	Preparation/site visit
2	Site visit/drafting report (the inspector may be on site for more than one day depending on the nature of the concerns)
3–6	Inspection evidence and report submitted for quality assurance
7	Report sent to the registered provider for any comments on factual accuracy, within five working days of the end of the inspection
12	Provider returns the report within five working days with any comments on the factual accuracy
17	The final report will be published on the Ofsted website within 10 working days of the end of the inspection

Section 2: 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 holiday scheme. This time should be used to review the information held by Ofsted and to ensure that the fieldwork is properly focused and used to the best effect in collecting first-hand evidence.

15. Inspectors will look at the information that Ofsted already holds about the service, which includes:
 - previous inspection reports
 - completed questionnaires from children, young people, parents and carers and other interested parties
 - the holiday scheme's statement of purpose
 - any concerns and complaints received
 - notifications of significant events
 - 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.
16. Inspectors will read the holiday scheme's statement of purpose to prepare lines of enquiry to evaluate whether the care provided and the ethos is consistent with the aims set out in this document. This will always be a line of enquiry.
17. 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 operating. Published reports are available on the Ofsted website.
18. If we receive information that indicates potential non-compliance with regulatory requirements, Ofsted may decide to investigate this further at the 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 C contains guidance on how inspectors should report on concerns that have been investigated during an inspection.
19. The inspector will analyse the available evidence and information and record their planning notes on OfficeBase.
20. 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 and 30 reports

21. 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. This is to review whether effective monitoring and quality assurance of the holiday scheme supports ongoing and overall improvement to the care and support provided.
22. 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 stakeholders
 - 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
 - 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.

23. 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.
24. 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'.³
25. 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

³ 'Working together to safeguard children', DfE, March 2015;
www.gov.uk/government/publications/working-together-to-secure-childrens-future

welfare'.⁴ The director of children's services will be notified immediately of the concerns. This information will also inform any forthcoming local authority inspection.

26. 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.
27. Regulations 29 and 30 reports can be submitted online at https://ofstedonline.ofsted.gov.uk/ofsted/ofsted_scheduled_notification.ofml. This is the most secure, and our preferred, method of receiving notifications. Regulations 29 and 30 reports can also be emailed to enquiries@ofsted.gov.uk. However, information transmitted by email is not by secure link; providers should remain aware of the associated risks while operating within the information guidelines of their own organisation. Providers must include Ofsted's unique reference number (URN) and the date on which the visit occurred on the report and submit reports to the Document Handling Centre Manager.
28. If providers are unable to submit these reports online then they can posted to:

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

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

29. 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.
30. 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.
31. Where the holiday scheme provider or manager has indicated that children and young people use alternative means of communication, these will also be supplied.

⁴ www.ofsted.gov.uk/resources/management-of-cross-remit-concerns-about-childrens-welfare.

32. Completed questionnaires will be passed to the inspector for the setting and will be used to inform the planning of the inspection.

Section 3: Underlying principles of inspection activity

33. The underlying principles of inspecting a residential holiday scheme are as listed below.
- Ofsted needs to ensure that at every holiday scheme children and young people are safe, the care and support they receive promotes positive experiences and the scheme is well managed. If we think that practice could be improved, we will make a recommendation and where we can show that a regulation has not been met we will raise a requirement. The extent to which requirements influence judgements will vary depending on the impact on the safety and welfare of children and young people.
 - Professional judgement does not equate to inspector preference. During an inspection, inspectors will want to hear and understand from providers and managers about how their care and support, systems and processes support children and young people to have positive experiences.
 - 'No surprises' – inspectors will keep leaders and managers fully informed about any emerging issues during the inspection so that there is an opportunity to have a professional dialogue about any issues identified.
 - 'One size does not fit all' – in some holiday schemes, grade criteria will have different relevance depending on the needs of children and young people that are accommodated and the purpose and function of the scheme.
 - 'Experiences matter' – inspectors need to understand from providers how they know that they are making a difference to children and young people's lives, how they know that the quality of their experience is positive.
34. All inspection judgements will be underpinned by robust quality assurance that both supports and challenges the inspector's professional judgement.
35. The content of the statement of purpose will be a key line of enquiry throughout the inspection. In particular, the inspector will want to evaluate the extent to which:
- the manager, staff and volunteers understand the principles of the holiday scheme
 - staff and volunteers have appropriate training (including at induction), qualifications and experience to care and support children and young people while they remain at the event run by the holiday scheme
 - the admissions policy, as defined in the statement of purpose, is consistent with practice.

Section 4: Inspection activity and gathering evidence

36. 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 (DBS) checks.
37. 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 and confirm whether it is a full inspection or a monitoring visit
 - make arrangements to interview the registered manager (where available, but if not, the registered provider) during the course of the inspection. If the registered manager is not available and the registered provider is not able to attend the inspection, the provider should identify someone who is to be their representative during the inspection
 - outline identified lines of enquiry for the inspection, including those generated through the reading of the statement of purpose
 - 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 the inspector needs to be aware of; for example, information about recent incidents, activities occurring during the site visit
 - ensure that Ofsted holds the correct details on OfficeBase, including email address and contact telephone numbers for the manager, registered provider and/or responsible individual, any other partners, or directors or trustees (see Annex A).

Information about Annex A

38. When notice of the inspection is given, inspectors will ask the provider to complete and return Annex A before the holiday commences, wherever possible. This information is requested in section 31 of the Care Standards Act 2000.
39. The information will support the inspection process, inform the inspection findings and may generate supplementary lines of enquiry.
40. Providers can download a copy and keep this updated in preparation for their inspection and send this electronically to the inspector once they receive the notice of inspection. Some of the information will be stored by Ofsted as inspection evidence. No personal data about children or young people will be stored.

Information about Annex B

41. In March each year, providers complete and return Annex B to Ofsted. This provides information about all the holiday scheme events that operated in the previous year and provides the inspector with additional information which they may use as lines of enquiry for the inspection.

Specific lines of enquiry from Annex A and Annex B

42. Inspectors will use information from the completed Annex A and B to generate lines of enquiry about the safety and welfare of children and young people. Specifically, inspectors will use the Annex A information to contact appropriate stakeholders including: parents, social workers, other health professionals supporting a particular child or young person.
43. Where a local authority or other agency has not fulfilled their statutory duties, or met a child or young person's needs as identified in their care plan, the inspector should evaluate the action the manager and provider have taken. Where an inspector is concerned that a local authority has not fulfilled their statutory duties, inspectors should inform the senior social care HMI who has responsibility for this authority.

Evaluating the experiences of children and young people

44. Core inspection activities will be evaluating the experiences of children and young people; these will be largely derived from observation of practice and case tracking activities. The inspector will look at a sample of files. This will, usually, include any child or young person:
 - who has complex needs
 - who is attending the scheme for the first time
 - who requires more than one-to-one support at all times
 - who is subject to a child protection plan or who is receiving services as a child in need due to a level of concern within the family. This is to see how well the service works with others to help and protect children and young people.
45. Inspectors will also evaluate the management of a recent incident (where relevant). This is so they can understand how the staff and volunteers respond to complex and difficult circumstances and whether the actions and responses of leaders, managers and staff are focused on promoting and safeguarding the welfare of children and young people.
46. In assessing the quality of care and support provided, the lines of enquiry are likely to include:
 - the quality of individualised care provided and the information and impact on how this affects children and young people's experiences

- the quality of relationships between staff and, the children and young people
- how well the scheme supports children and young people in their development
- how well children and young people's views are understood and taken into account.

Listening and talking to children and young people

47. The views and experiences of children and young people who attend the holiday scheme are at the heart of the inspection and provide key evidence in assessing outcomes against the evaluation schedule.
48. Inspectors will always try to meet with children and young people during the inspection, although in exceptional circumstances this may not be possible.
49. Inspectors must take into account any specific individual communication needs. For some children and young people, the inspector may request help from staff who know and understand the person's preferred means of communication.
50. Inspectors can request the services of an interpreter to join the inspection. This is helpful when the children and young people are fluent in British Sign Language. Inspectors should request this service through the inspection support team and give two weeks' notice where possible.
51. 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.
52. 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.
53. Inspectors will demonstrate safe and sensitive practice by:
 - informing staff where conversations with children and young people are taking place and who is involved
 - being sensitive to the fact that some children and young people may not want to be involved in the inspection

- explaining to children and young people that they 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 (but feedback may be given to staff if the final bullet point applies)
- 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 who can take necessary action about that concern.

Observation of key activities

54. 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.
55. Inspectors will respect children and young people's privacy and maintain confidentiality of their personal information at all times.

Gathering views from parents, carers and other interested parties

56. Inspectors will consult with parents, carers and other interested parties to inform the inspection findings. This will usually be by telephone during the inspection but, may take place on site. This group may include social workers, local police, the placing authority quality assurance officer, and the local authority designated officer (LADO). Inspectors will ask managers or staff for the relevant contact details via Annex A.
57. Inspectors should always take account of privacy and confidentiality when talking to stakeholders on the telephone during the inspection.

Examination of records, policies and procedures

58. The registration certificate will be examined by the inspector to confirm that the scheme operates in line with the conditions on the certificate. Any changes required will be undertaken on OfficeBase by the inspector and may require issuing a new certificate through a notice of proposal.
59. Other documents will be examined where it is a line of enquiry for that individual inspection. Inspectors will not routinely examine all policies and procedures. Some records will be required to provide information across all

events the scheme has operated since its last inspection; such as recruitment records, some will relate to the event that is being inspected, such as evidence of health and safety checks.

60. Inspectors will focus on the impact of documents and how these work in practice rather than their format. What matters is that they are fit for purpose, and provide sufficient information to staff so that they can care and support children and young people safely and appropriately. Where paper or electronic personnel records are maintained, the inspector may ask to see those records if they are included within the lines of enquiry for the inspection. Holiday schemes can maintain electronic records as long as these meet the requirements of regulation; are appropriately accessible to children, young people and their parents if they want to access their records; and staff have access to the information they require to assess, care and support children and young people.
61. Inspectors will look at electronic recruitment records that summarise the vetting and recruitment checks for staff and volunteers. These records could be maintained within checklist of spreadsheet formats. The manager and provider must be able to supply evidence they are satisfied that all staff and volunteers working at any scheme they have run in the last year are fit to do so and that recruitment and selection arrangements comply with regulations 21 and 22 of The Residential Holiday Schemes (England) Regulations 2013.⁵
62. Where a provider uses the 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 re-checks they carry out. If any lines of enquiry require additional information, 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

63. Individual interviews will be held with the registered manager/person in charge and a number of other staff and volunteers. The number depends on the size of the holiday scheme, but includes a sample of any permanent staff and any volunteers working for the holiday scheme at the time of inspection.
64. Inspectors should be ready to alter arrangements if staff have to attend to the needs of children and young people.
65. 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.

⁵ The Residential Holiday Schemes for Disabled Children (England) Regulations 2013; www.legislation.gov.uk/uksi/2013/1394/made.

Engaging with the registered manager, responsible individual, staff and volunteers during the inspection

66. An individual interview will always be held with the registered manager or, if they are not available, the person in charge. Where the registered manager is not available, the inspector will usually ask to interview the responsible individual.
67. The inspector will always ask to interview the responsible individual where:
- there is no registered manager in post
 - there are concerns about the quality of care and support and/or the effectiveness of monitoring arrangements, or the quality of leadership and management of the scheme; or
 - evidence indicates that the scheme is failing to protect children and young people; or
 - there are concerns about staffing, the premises or resources to manage and run the provision.
68. The manager's interview will usually include:⁶
- issues that the inspector wishes to explore with the manager that have arisen from pre-inspection information and considering early lines of enquiry
 - a discussion about the ethos of the scheme as described in the statement of purpose and any specific lines of enquiry arising
 - the manager's evidence of the effectiveness of the scheme on the experiences of children and young people who attend their holiday events; this includes how the scheme works with individual children, young people and their parents to meet their needs appropriately
 - questions about the theoretical and professional understanding and approach to working with vulnerable children and young people
 - their knowledge and understanding of the strengths and weaknesses of the scheme and plans for future development; it also includes how they effectively lead the scheme and promote a culture of continuous improvement
 - follow-up progress in response to any previous requirements and recommendations
 - the quality and effectiveness of practice related supervision they receive and the induction, supervision and guidance they give to staff and volunteers

⁶ This will be the registered manager where possible, or in their absence, the person running the scheme.

- challenge and enquiry about the relationship of the scheme with other professionals and services
 - any other evidence they may wish to highlight to the inspector.
69. During the inspection, the inspector must share emerging findings about the scheme's key strengths and weaknesses with the manager so that they fully understand emerging issues. As a minimum, the inspector will usually speak with the registered manager or the provider at the end of day one to share emerging findings. They will normally set out what they intend to consider on the second day of inspection (where relevant) so that the registered manager or provider can prepare any specific information or evidence required. The registered person then has the opportunity to direct inspectors to specific evidence where relevant.
70. Shortfalls that could have an immediate impact on the safety of staff, children or young people will be brought to the attention of the manager, or the senior member of staff on duty, as soon as the inspector has identified the problem.
71. Inspectors will want to establish that the scheme's monitoring systems are sufficiently robust to identify strengths and weaknesses in practice. Inspectors will not spend time routinely counting medication or petty cash, undertaking vehicle checks, checking water temperatures or contents of fridges, freezers and food storage areas unless there is a specific line of enquiry. This would be where evidence suggests that either the welfare of children and young people is not safeguarded or the scheme's own monitoring systems are not sufficiently robust.

Imposing requirements and making recommendations

72. The national minimum standards for residential holiday schemes for disabled children explain and supplement regulations. Registered persons must have regard to national minimum standards (NMS) in interpreting and meeting regulations. Where the registered person does not have regard to NMS, this may result in a failure to meet the regulations. This may influence the inspection judgement and may result in requirements being imposed or recommendations made.

Requirements

73. Residential holiday schemes must meet the regulations. Inspectors will impose requirements when there has been a breach of a regulation.
74. When imposing a requirement, inspectors must ensure that there is sufficient evidence to support the breach and be able to evidence that this is having an impact, or there is the potential for impact, on the care and support, safety or welfare of the children and young people at the holiday scheme. They must clearly link the evidence to the regulation in question and, wherever necessary, triangulate the evidence to support making a requirement.

75. The requirement should refer to the specific regulation and should be sufficiently detailed to ensure that the registered person is clear what they need to do to remedy the breach of regulation and a date by which they should complete this.
76. Requirements must always be imposed where the welfare, safety and quality of care for children and young people is of concern.
77. In deciding when to impose a requirement, the inspector must assess the extent of the impact, or potential impact, on the care, safety and welfare of children and young people, or whether the matter could be dealt with by making a recommendation.

Recommendations

78. Inspectors will make recommendations to improve practice.
79. In making a recommendation, inspectors should refer to the NMS for residential holiday schemes for disabled children. They should always provide sufficient detail to ensure that the registered person is clear about what they need to do. The relevant part of NMS should be summarised and the paragraph number included. Inspectors may also make recommendations in relation to other relevant statutory guidance such as 'Working Together' and statutory guidance for children who go missing.
80. If during an inspection the registered person rectifies a minor administrative error that has minimal impact on the care and support of children and young people, an inspector may not need to make a requirement or recommendation about that particular matter. However, they will refer to this in the leadership and management section of the report and it may be appropriate to consider in relation to ineffective monitoring.
81. Where the registered person has failed to comply with a requirement by the date set, we will consider carefully whether it is necessary and appropriate to take any enforcement action to address the breach in question and the associated risks to children and young people. Such action may include, but is not limited to, issuing a compliance notice.
82. Where a registered person has not taken action to improve practice by meeting a recommendation by the next inspection, the inspector will consider carefully how this impacts on the experiences of children and young people. Where no action has been taken in respect of a recommendation made at the last inspection this will inform the judgement about the impact and effectiveness of leaders and managers and may lead to imposing a requirement.

Recording evidence

83. 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.
84. Evidence should not include anything that could identify individual: staff, 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 and young people concerned.
85. 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.
86. Inspectors must analyse the information they gather on inspection and determine, using their professional judgement, the impact of their analysis on the care and experiences of children and young people.
87. The record should clearly indicate the source of the evidence, for example, observation, record, and 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.
88. Throughout the inspection, inspectors will maintain a record of their evidence. Electronic evidence is recorded within OfficeBase. Summarised evidence must be sufficient to underpin judgements and any recommendations or requirements. Inspectors must ensure that the registered person understands the key evidence which underpins the judgements and any requirements imposed.
89. In most circumstances, once the summarised evidence has been recorded on OfficeBase, 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.
90. Inspectors should record all handwritten evidence using black ink so that it can be photocopied or scanned, if necessary. All handwritten evidence must be legible and dated. Inspectors must submit all handwritten evidence that has not been summarised and dated to OfficeBase that will form part of the inspection evidence base. This must be submitted to the quality assurance team at Piccadilly Gate within five working days of the end of the on-site visit.
91. Evidence used to support any regulatory action taken or 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

92. The evaluation of the care and experiences 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.
93. Inspectors will make their judgements on a four-point scale:
- outstanding
 - good
 - requires improvement
 - inadequate.
94. Inspectors will use the descriptors as the benchmark against which to grade and judge performance. Inspectors are required to weigh up the evidence in each of the following areas:
- how well children and young people are helped and protected; and
 - the impact and effectiveness of leaders and managers, and to consider it against the criteria for outstanding, good, requires improvement and inadequate before making the judgement of the experiences of children and young people.
95. 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 to be inadequate, the overall 'experiences of children and young people' judgement will always be inadequate. Where this is judged to be 'requires improvement', this does not automatically limit the overall judgement to 'requires improvement'. The influence on the overall 'experiences' judgement will depend on the extent of the weaknesses.
96. The judgements of the 'impact and effectiveness of leaders and managers' are graded on a four point scale. If inspectors judge this area to be inadequate, this is likely to lead to an overall 'experiences' judgement of inadequate and certainly not a judgement that exceeds 'requires improvement'.
97. 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 residential holiday scheme for disabled children 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 about the quality of care and support that is available to them.

98. A judgement of 'good' will be made where the inspector concludes that the evidence overall sits most appropriately with a finding of good. This is what Ofsted describes as 'best fit'.
99. 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.
100. 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'.⁷

Inspection feedback

101. 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 and the responsible individual. Additional senior staff linked to the holiday scheme may also attend at the discretion of the inspector, if agreed in advance. 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.
102. 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 and experiences 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 and the evidence to clearly indicate how the judgements have been reached
 - confirm that the report will be sent to the registered manager for comments on factual accuracy (see 'Timeframe' at paragraph 13 above).

⁷ 'Social care compliance handbook', Ofsted, 2015; www.gov.uk/government/publications/social-care-compliance-handbook-from-september-2014.

103. 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 not part of the day-to-day management, will be involved in the inspection or involved in feedback.

Writing the inspection report⁸

104. Inspectors are responsible for and expected to produce 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.
105. Inspectors should write their reports and take account of the 'Guide to Ofsted's house style'. In addition, a quality checklist is included with Annex C of this guidance to help authors and readers of Ofsted's reports.
106. 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 attending the holiday scheme should be considered at all times when writing the report.
107. 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. Care should be taken to ensure that individual children and young people are not identified by the use of quotes.
108. 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.
109. 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).
110. Published reports will contain:

⁸ Annex C provides further guidance on report writing.

- the name of the responsible individual and the registered manager
 - 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.
111. The reports are searchable by the postcode of the head office of the holiday scheme.
112. Where it is known that children and young people use symbols (Widgit, Makaton or Picture Communication Symbols) as a method of communication, we provide an inspection summary supplement in whichever of the above symbol formats the provider has told us they use. Inspection summary supplements use symbols to state holiday schemes' inspection judgements.

Supplementary guidance

Safeguarding and child protection concerns

113. If serious issues of concern arise during the inspection, such as the failure to follow child protection procedures and/or where a child is found 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/young person's safety. Where this would compromise a child/young person's safety, the inspector will ensure that the appropriate authorities are notified immediately.
114. Inspectors should always follow the 'Safeguarding children and young people and vulnerable adults policy' and contact their manager or regional social care compliance inspector on 0300 123 1231 if they need advice.⁹ 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 LADO.
115. Inspectors must ensure that concerns 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. It is expected that the senior HMI for the region will pursue the action that has been taken with the local authority concerned.

⁹ 'Safeguarding children and young people and vulnerable adults policy', Ofsted, 2015; www.gov.uk/government/publications/ofsted-safeguarding-policy

Extremism

116. Extremism is unlikely to be a routine line of enquiry during inspections of residential holiday schemes for disabled children. The regulations for residential holiday schemes for disabled children do not require schemes to have specific policies and procedures on this subject. However, inspectors should consider the detail of any concerns or referrals made by the registered provider and the extent to which an effective multi-agency response has been received. The DfE has published advice for schools and childcare providers on the 'Prevent' duty, and inspectors should note where this applies to residential holiday schemes for disabled children.¹⁰
117. Inspectors should be alert to anything that causes concern; for example, literature, posters, videos/DVD or regular visitors to the scheme where the purpose of their visit is not clear. All initial enquiries must be directed to the manager/responsible individual/person in charge.
118. For further advice during or after an inspection, inspectors can contact their regulatory inspection manager who will be able to access specialist advice. If inspectors are unable to contact these people, and remain very concerned, they should follow the 'Safeguarding children and young people and vulnerable adults policy'.¹¹

Quality assurance

119. The inspector is responsible for the quality of the report. The inspector will check the completed report carefully before submitting it to their manager for sign off for publication.
120. The inspector must use the 'Guide to Ofsted's house style' for reference when quality-checking their own reports. Inspectors and managers should refer to Annex C.
121. Any proposed change of judgement from the provisional judgement, given at verbal feedback during the inspection, will be discussed by the appropriate managers. On these rare occasions, the inspector must inform the provider of the revised judgements and provide reasons for the changes before the provider receives the draft report.
122. Ofsted will send an evaluation form following each inspection to the manager of the holiday scheme to complete, which will be used to improve the quality of inspections.

¹⁰ 'The Prevent duty: departmental advice for schools and childcare providers', DfE, 2015; www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty

¹¹ 'Safeguarding children and young people and vulnerable adults policy', Ofsted, 2015; www.gov.uk/government/publications/ofsted-safeguarding-policy

Concerns

123. 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. If the provider is unable to resolve the matter with the inspector, they should contact the inspector's regulatory inspection manager for further discussion.

Complaints

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

www.gov.uk/government/publications/complaints-about-ofsted

125. 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.

126. Complainants must send their concerns using the online complaints form available on the Ofsted website:

www.gov.uk/government/organisations/ofsted/about/complaints-procedure

127. If there are special circumstances that prevent the submission of a complaint online, complaints can be sent in writing to:

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

Email: enquiries@ofsted.gov.uk

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

128. 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.

129. 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.
130. 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.
131. 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.
132. Inspectors will inform the regulatory inspector manager of 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.
133. 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

134. A child or young person cannot be deprived of their liberty 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

135. 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, in which the scheme is operating, to the concerns that have been identified. Inspectors should also 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.
136. The inspector should email the director of children's services of the local authority, in 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.
137. In line with the feedback given to the provider, the inspector should inform the authority, in which the holiday scheme is operating, of a summary of their key concerns. They should make clear that, although this is an indicative 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 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
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)	

Annex B. Annual request for information

1.	Name of residential holiday scheme for disabled children	
2.	Unique reference number (URN)	
3.	Name of person completing Annex B	
4.	Date Annex B completed	

The holiday scheme must provide the detail below in relation to all of the holiday events provided in the previous financial year

Information about the operation of the scheme		
5.	Number of children and young people who attended any holiday event the scheme operated	
6.	Number of complaints from children and young people	
7.	Number of children who made complaints	
8.	Number of complaints from parents or carers	
9.	Number of parents / carers who made complaints	
10.	Number of complaints from others	
11.	Please provide the venue(s) and date(s) of any holiday event you received complaints about.	
12.	Number of allegations made against staff or volunteers that did not result in a notification to Ofsted being required under regulation	
13.	If any allegations were made, please provide details below of the venue(s) and date(s) of the holiday events these related to	
14.	Number of times children went missing	
15.	Number of children who went missing	
16.	If a child went missing, please provide details below of the venue(s) and date(s) of the holiday events where this occurred	

17.	Number of times children were restrained	
18.	Number of children who were restrained	
19.	If any children were restrained, please provide details below of the venue(s) and date(s) of the holiday events where this occurred	
20.	Number of times measures of control/sanctions were used with children	
21.	Number of children who measures of control/sanctions were used with	
22.	If any measures of control/sanctions were used, please provide details below of the venue(s) and date(s) of the holiday events where these occurred	
23.	Number of staff employed	
24.	Number volunteers employed	
25.	Number of times staff disciplinary action was taken	

Annex C. The content of the inspection report

Enforcement action since the last inspection

1. This section should be completed by the inspector. Inspectors need to retrieve this information from OfficeBase. Inspectors should only include information where we have taken statutory compliance action; inspectors should **not** include information about compliance cases where we have closed the case without taking any enforcement action.¹² The information should be checked for accuracy and be a short account; for example, 'three compliance notices were issued on 21 January 2015. A monitoring visit took place on 1 February 2015 and all compliance notices had been complied with' or 'a restriction of accommodation order was in force from 3 November 2014 to 15 January 2015.'

This inspection

2. As well as showing the judgements, in this section the inspector should include one of the following statements:

For outstanding

- The residential holiday scheme provides highly effective services that consistently exceed the standards of good. The actions of the scheme, including provision of care contribute to significantly improved outcomes for children and young people who need help protection and care.

For good

- The residential holiday scheme provides effective services that meet the requirements for good.

For requires improvement

- The residential holiday scheme is not yet delivering good help, care and support for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

For inadequate

- There are serious and/or widespread failures that mean >children and young people are not protected or their welfare is not promoted or

¹² For more information on statutory compliance actions see 'Compliance powers available to Ofsted' in the 'Social care compliance handbook', Ofsted, 2015; www.gov.uk/government/publications/social-care-compliance-handbook-from-september-2014

safeguarded< and/or >their care and experiences are poor and they are not making progress<.

Summary of findings

3. The summary is an overview of the content. It provides the overarching theme of the report, but does not expand on specific details. It should be no more than a single page.
4. This section should:
 - be sharp and punchy
 - be in bullet points
 - use active rather than passive verbs
 - synthesise the findings of the report
 - only contain information that is also in the main body of the report.
5. This section should be a summary of the inspection findings and clearly inform the reader of the headline reasons for the overall experiences judgement. It should be brief, drawing together findings into themes. The structure of this section will vary, depending on the overall judgement.

For outstanding:

- this section should focus on summarising the outstanding practice in the residential holiday scheme.

For good:

- the first half of this section should clearly outline the key strengths that have led to the judgement and the second half of the section should draw together any themes/issues about requirements or recommendations.

For requires improvement:

- the first half of this section should clearly outline the reasons that this residential holiday scheme is not yet good and make particular reference to the impact of non-compliance with regulations. This section should not repeat the actual requirements. Where there are strengths in practice, these should form the 'residential holiday scheme strengths' section. Any strength should not dilute or detract from the important areas where work is required to get to good.

For inadequate:

- this section should only summarise the key concerns about the residential holiday scheme, drawing together issues into themes. The section should clearly outline to the reader that 'this residential holiday scheme is

inadequate because...’ Any strengths or improvements will only be recorded in the ‘residential holiday scheme strengths’ section of the report.

6. The section must include reference to any areas for improvement, but should not list in detail the requirements and recommendations.
7. The report should not include a description of the inspection process as this is detailed in the relevant frameworks.

Statutory requirements and recommendations

8. Requirements and recommendations must arise from any weaknesses identified in the report. For requirements: inspectors should state the specific regulation in brackets after the text of the requirement that the provider has not met. For recommendations, inspectors should state the relevant paragraph of the national minimum standards in brackets after the text of the recommendation.

Information about this residential holiday scheme

9. This is a brief factual description of the service and should not include judgements or evaluation.
10. It should describe:
 - the scheme’s registered numbers
 - if the scheme caters for children with specific needs
 - any specific facilities or specific services provided as outlined in the scheme’s statement of purpose.

Recent inspection history

11. This will be automatically generated into the report and will contain information from the last two inspections.

The report

12. Inspectors must inspect against the full evaluation schedule, but it is not necessary to report against each aspect of the evaluation schedule or grade descriptor individually. Text in each judgement section should provide a sharp and concise commentary on the key strengths and weaknesses that support the judgement given and, most importantly, tell the unique story of each scheme, the experience of children and young people, and the quality of care and support.
13. The report must clearly inform the reader how the scheme is enabling children to progress in line with their care plan. The reader should understand to what extent children’s needs are being met and the aims and the objectives of care plans are being fulfilled.

14. The reader should know if the scheme is delivering care and support in line with the ethos outlined in its statement of purpose and this should be clearly articulated throughout the report. For example, 'staff shortages affect the extent to which staff are able, as set out in the statement of purpose, to build a positive relationship with every child and young person based on respect and affection.' The report should not simply state: 'The residential holiday scheme delivers care in line with its ethos/statement of purpose.'
15. Where there are aspects of the evaluation schedule that have not been inspected, as they are not relevant for the particular type of holiday scheme, or there were serious lines of enquiry that the inspector had to pursue, this should be clearly recorded in the evidence base.
16. Inspectors need to analyse and evaluate the practice that they see and the report should clearly reflect this evaluation. There should be clear evidenced, evaluative statements about how children and young people are supported in relation their health (including mental health). The report should clearly reflect the experiences of children and young people while attending the holiday scheme. Where possible, data should be used to illustrate findings.
17. There should be references to equality and diversity throughout the whole of the inspection report, not as a standalone section. Equality and diversity are important aspects across the whole evaluation schedule.
18. Where the inspector's evaluation of an aspect of practice could be recorded in any of the sections, it should be included where it has most impact. There are no prescribed 'rules'.

Leadership and management section

19. Inspectors should always include a factual statement about the length of time the registered manager has been in post and the suitability of their qualification and experience with regard to the children and young people that are attending the scheme. This statement can contain different information depending on individual circumstance. If the registered manager is newly qualified, it may be more relevant to state their qualification. For someone who met the regulatory requirements for qualifications some time ago, it may be more relevant to comment on their continued professional development and the relevance of their qualifications and training for the current cohort of children and young people.¹³
20. This section should always include an evaluation of how well the leaders and managers know the strengths and weaknesses of the practice in the residential holiday scheme and the action they are taking. Where the inspector has

¹³ In all instances OfficeBase must contain an up-to-date record of managers' qualifications. Inspectors should update OfficeBase where any changes have occurred since the last inspection.

identified failures to meet regulations, this section should always evaluate how this relates to the actions or inactions of leaders and managers. Inspectors should evaluate and report on how the steps taken to address requirements and recommendations raised at the last inspection have improved services and outcomes for children and young people and the organisation of the holiday scheme.

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

Reporting on inspections where compliance issues have been investigated

22. In the inspection report, the inspector should write about the concern in the summary section. The inspector should briefly outline the issue that has caused the inspection to be brought forward and state the relevant findings.

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

1. 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.
2. A holiday scheme is required by The Residential Holiday Schemes for Disabled Children (England) Regulations 2013 to provide care and accommodation 'wholly or mainly' for disabled children. This does not prevent a holiday scheme from accommodating a young adult or adults, provided that it accommodates more children than adults. A child is a person aged 17 or under.

Power to inspect a holiday scheme accommodating young adults

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

Interviewing young adults

4. 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

5. 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

6. 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 attending 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.
7. 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 impacts on children and young people attending the scheme

8. 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 attending the holiday scheme.

Annex E. Inspecting residential holiday schemes where there is no manager or interim management arrangements are in place

Introduction

1. The Care Standards Act 2000 requires any person who carries on or manages a residential holiday scheme for disabled children to be registered with Ofsted. Having a registered manager working in 'day-to-day charge' is in children and young people's best interests because it best protects and promotes their safety and welfare. Further, it is a criminal offence to operate or manage a residential holiday scheme for disabled children without registration with Ofsted.¹⁴
2. Ofsted expects that during the times a scheme is preparing for, or operating holiday events, a registered manager is in post. Therefore, for those schemes which do not operate all year, the provider will need to ensure that managers are registered in advance of organising, preparing and running holidays wherever possible.
3. For the purposes of this guidance, organising, preparing and running holiday events are considered to be where providers are undertaking activities which directly relate to the operation of the scheme affecting children's safety and welfare.¹⁵

Interim management arrangements

4. A person who is in charge of the holiday scheme for an interim period because of a registered manager's absence, or because the registered manager has ceased managing the scheme, is known as an interim manager in this guidance.
5. Where interim management arrangements are in place, Ofsted expects providers to ensure that these arrangements fully protect and promote children and young people's safety and welfare at all times and last for the shortest time possible, based on the operational needs of the scheme.
6. The operational needs of the scheme will be evaluated based on the information in paragraph three on a case-by-case basis depending on the nature of the scheme. For example, if a scheme operates all year round, we will expect a registered manager to be in place at all times. If the scheme operates

¹⁴ Section 11 of the Care Standards Act 2000.

¹⁵ Examples of such activities are choosing new venues for holidays, recruiting, inducting and training employees and volunteers, organising the programme of events and deciding on which children and young people attend which holiday events and day-to-day management of holiday events when they are operational

for one week in the year, we will evaluate when it is necessary to have a manager in place and decide on any action accordingly.

7. Ofsted will continue to assess whether the arrangements are effective based on the information we hold, including notifications, regulation 29 reports (visits by the registered provider), regulation 30 reports (review of quality of care) and details of this guidance.
8. An interim manager, however, must apply for registration within 28 days if a decision is taken that this person is appointed to permanently manage the residential holiday scheme.
9. If we are concerned about an interim manager's ability to manage the holiday scheme, we may require the interim manager to apply for registration immediately so that we can fully assess their suitability. For more information about what regulatory action we can take, refer to the 'Social care compliance handbook'.¹⁶ Additionally, if we consider that the interim management arrangements do not protect and promote children and young people's safety and welfare, this will impact on the timing and outcome of an inspection irrespective of the length of the arrangements. It may also impact on our view of a provider's fitness and, as a result, we may decide to take regulatory action.
10. Inspectors will use their professional judgement to determine how the length of time there is no registered manager affects the operation of the scheme. If there is no manager and we have concerns about the operation of the holiday scheme, we may require the provider to appoint a manager and inspectors may also decide to make a judgement of inadequate for 'leadership and management'.¹⁷ Where leadership and management are judged inadequate for this reason, the overall experiences judgement is likely to be inadequate. However, we cannot raise a requirement in the inspection report for the manager to become registered. A separate letter will be provided to the manager requiring them to register.

¹⁶ 'Social care compliance handbook', Ofsted, 2015; www.gov.uk/government/publications/social-care-compliance-handbook-from-september-2014

¹⁷ Regulation 6(1) and 7(1) of The Residential Holiday Schemes for Disabled Children (England) Regulations 2013.

Annex F. The implications of the Equality Act 2010

1. 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.
2. 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. 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 should seek legal advice on the matter.
3. During inspection, inspectors will 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.
4. It is important to note that the Equality Act does not affect 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

1. Providers are required to notify Ofsted without delay of the matters set out in regulation 26 of the Residential Holiday Schemes for Disabled Children (England) Regulations 2013. Where there has been a delay to notify Ofsted of any matter, the inspector must take into account the reasons for that delay and its impact on the care and welfare of the children and young people in considering whether regulatory action is necessary.
2. All notifications are received and provisionally categorised by the relevant regulation on OfficeBase by the application, regulatory and contact team (ARC). This is based on the categorisation from the provider. Online notifications will automatically pass into OfficeBase and ARC will upload paper-based notifications onto OfficeBase. OfficeBase and ARC will identify from the category of notification identified by the provider those notifications that need to be fast-tracked to the social care compliance inspector, regulatory inspection manager and social care regulatory inspector. Notifications for death of a child, and instigation and outcome of a child protection enquiry will always be fast tracked.
3. All fast-tracked notifications are actioned by one of the regulatory inspection managers or social care compliance inspectors on the day the notification is received; the regulatory inspection 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 regulatory inspection manager wherever possible, without creating delay, ensures that an inspector who has undertaken holiday scheme inspections is identified to take immediate action in line with the information from the second paragraph of this annex to, and including, the last paragraph under 'Urgent action'
 - where the notification, on further reading, does not require urgent action, the regulatory inspection manager ensures that a memo is sent to the allocated inspector to fully 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

4. Where urgent action is required, this may be carried out by either the regulatory inspection manager or the allocated inspector or another inspector identified by the manager depending on availability.
5. Where a child accommodated at the holiday scheme has died while attending the scheme, either the regulatory inspection 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.
6. 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, 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 children looked after.¹⁸
7. 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.
8. 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.
9. Where the inspector identifies safeguarding concerns, they should ensure that the holiday scheme has notified the LADO, 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 the young person. Where there are any concerns that this has not happened then the inspector will ensure that relevant parties are informed. They will also take the inaction of the holiday scheme into account at any subsequent inspection.
10. Where there are significant safeguarding concerns that remain outstanding after the initial contact with the holiday scheme, this must be recorded as compliance, investigation and enforcement case so that all the subsequent

¹⁸ Usually: regional social care Senior HMI; Regional Director, Social Care; National Director, Social Care; and HMCI.

action taken is recorded in one place and can inform any potential enforcement action.

11. 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.
12. 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'.¹⁹ 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.
13. 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

14. Inspectors should always prioritise assessing notifications and this should be completed within a maximum of seven days. Regulatory inspection 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.
15. 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.
16. Inspectors will always investigate and record on the service history the reason for any delayed notification. Where investigation of delayed notifications

¹⁹ 'Management of cross-remit concerns about children's welfare', Ofsted, 2012; www.ofsted.gov.uk/resources/110147.

identifies concern, the inspector must assess and record the action Ofsted is required to take. When required, the inspector will instigate a case review.

17. 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.
18. 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.
19. Where notifications are incomplete or unclear, inspectors must contact the holiday scheme for clarification.

Managing notifications and inspection judgements

20. In all instances, the quality of notifications and how the concerns and issues in the notifications have been managed 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

21. The regulatory inspection 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 will help identify patterns and inform individual discussions with inspectors about holiday schemes where there may be cause for concern and where we may need to reschedule inspections or consider urgent actions.
22. Regulatory inspection 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.
23. Regulatory inspection 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 regulatory inspection manager responsible for holiday schemes.

Annex H. Incomplete inspections

1. On rare occasions, a very significant or serious incident may occur; for example, a death of a child, after an inspection has been carried out, but before an inspection report has been published. On these occasions, inspectors and managers should follow 'Gathering additional evidence to secure an incomplete inspection – Ofsted Protocol'.²⁰
2. This protocol sets out the arrangements through which Ofsted will deal with inspections, in circumstances where the report has not been published, that are deemed to be incomplete because there is a need to gather additional evidence to secure the inspection evidence base. Further action to complete the inspection, and revise and report the findings, may be required.

²⁰ 'Gathering additional evidence to secure an incomplete inspection – Ofsted Protocol', 2016, www.gov.uk/government/publications/gathering-additional-evidence-to-secure-an-incomplete-inspection-ofsted-related-protocol

Annex I: Checks on responsible individuals

1. An organisation which applies to register as a residential holiday scheme for disabled children is required by the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 to have a responsible individual.²¹ The responsible individual is the person within an organisation who is responsible for supervising the management of the holiday scheme: he/she is the link between the organisation and the registered manager and the organisation and Ofsted.
2. The role of the responsible individual is to:
 - supervise the management of the holiday scheme and particularly to ensure that the scheme operates in a manner that protects and promotes children and young people's safety and welfare
 - report on the operation of the residential holiday scheme to the registered provider and Ofsted.
3. When an organisation applies to be registered in respect of a new residential holiday scheme, Ofsted assesses the responsible individual's suitability as part of that application. Inspectors will scrutinise the steps providers have taken to determine that a responsible individual who has been appointed is fit to supervise the management of a residential holiday scheme.
4. A provider must demonstrate to Ofsted that the responsible individual they appoint:
 - has an effective knowledge and understanding of:
 - law and practice relating to looked after children
 - safeguarding and child protection
 - law and guidance in relation to the establishment or agency that he/she will be responsible for, including: applicable regulations; national minimum standards; and, statutory guidance
 - has the skills, knowledge and ability to carry on the establishment or agency in a way that promotes both good practice and continuous improvement
 - has the business and management skills to supervise the management of the establishment or agency efficiently and effectively
 - can demonstrate that he/she, or another official within the organisation has the necessary financial skills and expertise to ensure the establishment or agency is run on a sound financial basis. This includes the long-term financial viability of the establishment or agency.

²¹ The Residential Holiday Schemes for Disabled Children (England) Regulations 2013; www.legislation.gov.uk/ukxi/2013/1394/contents/made

- has completed all checks required under regulations and these were satisfactory.²²
5. When we become aware that the responsible individual of a residential holiday scheme is changing or has changed, we will ask the provider to provide us with information that demonstrates:
- the person they appoint as a responsible individual satisfies the legal obligation relating to their fitness in the relevant regulations
 - the length of time registered establishments or agencies remain without a responsible individual is minimal.
6. There is more information in our guidance 'Changes to children's social care services that are registered and/or inspected by Ofsted'.²³

²² The Residential Holiday Schemes for Disabled Children (England) Regulations 2013, Schedule 2; <http://www.legislation.gov.uk/uksi/2013/1394/contents/made>

²³ 'Changes to children's social care services that are registered and/or inspected by Ofsted' (100253), Ofsted, 2014; www.ofsted.gov.uk/resources/100253.

Annex J. Reporting concerns about the administration and management of controlled drugs

1. Ofsted has a role in ensuring the Government is satisfied that controlled drugs, as defined by section 2(1) of the Misuse of Drugs Act 1971, are managed and administered appropriately. Types of medication that are controlled drugs are morphine, pethidine, methadone and ritalin. More information on controlled drugs is available on the Care Quality Commission's website at: www.cqc.org.uk/content/law-and-guidance-managing-controlled-drugs
2. If inspectors come across concerns or incidents regarding the safe management of controlled drugs while undertaking their normal inspection duties, or receive information through any other source, an outline of the concern and action taken should be referred to the social care policy team via socialcare@ofsted.gov.uk. This action is in addition to any regulatory action or recommendations made as a result of the concern. Referrals should be made even where no requirements or recommendations are to be made. The social care team will collate all such referrals and share these with the Controlled Drugs National Group.

Annex K. E-safety information to use in children’s social care inspections

Introduction

1. Providers have a statutory obligation to create safe environments for their children and users and this extends to any online environment that the setting provides. It has a duty of care to ensure that any online access is made as safe as can reasonably be expected and very often this will require a layer of technical security; for example, filtering that assists in blocking access to illegal and inappropriate online content or activity. In smaller settings, this might be managed by careful and consistent adult supervision.²⁴

What does good practice look like?

Whole organisation/setting consistent approach	<ol style="list-style-type: none"> 1. all staff and/or volunteers can recognise, confidently respond and intervene appropriately with e-safety issues 2. the setting can provide the same safeguarding response and intervention for issues that arise beyond the setting that impact on the safety and well-being of the individuals in its care. 3. e-safety is considered a priority across the setting with responsibilities clearly defined. 4. where appropriate, the views of children and parents/carers are valued and integrated.
Robust and integrated reporting routines	<ol style="list-style-type: none"> 5. reporting processes are clearly understood by the whole organisation, allowing everyone to report issues to the provider with confidence and trust 6. these routes are clearly signposted, used and are integrated with other established safeguarding practice.
Policies	<ol style="list-style-type: none"> 7. e-safety policies and procedures are in place that are appropriate for the age and understanding of the children and young people, contributed to by the whole setting and updated regularly. Policies should provide advice and guidance that reflects how technology is used at the setting and may include specific references to key areas; for example, digital video and images, data, personal devices 8. the e-safety policy should be acknowledged by all users and consistent with other relevant safeguarding and child protection policies.

²⁴ The setting could be a children’s home, residential special school, residential family centre, residential holiday scheme for disabled children or an independent fostering agency

<p>Monitoring and evaluation</p>	<p>9. internet use is managed and monitored appropriately based on individual children’s needs</p> <p>10. the setting evaluates and develops its e-safety provision and practice</p> <p>11. e-safety incidents are recorded in a way that is consistent with other safeguarding practice. Those records are used to assess impact and inform best practice.</p>
<p>Education</p>	<p>12. children and young people are able to explore and discuss e-safety issues that equips them to stay safe online</p> <p>13. children’s positive and responsible use of technology is recognised.</p>
<p>Infrastructure</p>	<p>14. internet access should be actively managed in a way that ensures reasonable duty of care in providing age-appropriate safeguarding</p> <p>15. where direct physical supervision is not possible or appropriate, relevant technical safeguarding measures should be in evidence; for example, parental controls or user-appropriate filtering</p> <p>16. any professional communications using technology should take place within clear and explicit professional boundaries, limit personal information and be transparent and open to scrutiny</p> <p>17. the storage, use and transfer of personal data are adequately protected in accordance with data protection legislation and there are clear escalation routes when personal data is compromised.</p>

Annex L. Children and young people who are missing from care and children who are at risk of sexual exploitation

1. Residential holiday schemes are not required to notify Ofsted when children go missing. However, in preparation for inspection, inspectors must consider the information that Ofsted has about the service. This includes quality of care reports received under regulation 30 of The Residential Holiday Schemes for Disabled Children (England) Regulations 2013, including monitoring by the registered person of any incident where a child attending the holiday scheme goes missing.
2. Providers are also required to notify Ofsted of serious events - this includes when a provider has serious concerns over a child's missing behaviour, particularly where the child is considered to be at grave risk due to age or vulnerability or where they have been missing for a considerable period of time and their whereabouts is unknown.
3. Each March, providers will be asked to provide information about any children or young people who went missing in the previous year. See Annex B for further detail.
4. As part of pre-inspection information in Annex A, providers will be asked to confirm if any other children or young people have gone missing since their submission in March.

Actions inspectors must take

5. In relation to the potential for children to go missing, inspectors should assure themselves during inspection that schemes have regard to the relevant local authority and police protocols on missing children (care practice should reflect the 'Statutory guidance on children who run away or go missing from home or care').²⁵ Inspectors will ask to see documentation relating to any child who went missing since the last inspection and review how the scheme is keeping children from going missing during the holiday event being inspected. If a service caters for children and young people who do not have 'looked after' status, the statutory guidance still applies.
6. If a child has gone missing from any holiday events since the last inspection, inspectors should review steps taken by the scheme in relation to the incident, the relevant documentation and actions taken to prevent children from going missing in the future.

²⁵ 'Statutory guidance on children who run away or go missing from home or care', DfE, 2014; www.gov.uk/government/publications/children-who-run-away-or-go-missing-from-home-or-care

7. In relation to sexual exploitation, inspectors should assure themselves that, the scheme is able to identify and has systems in place to notify the police and children's social care of incidents of suspected or actual sexual exploitation. In addition, providers need to demonstrate understanding of the associated risk of exploitation when children are missing. Any under-reporting will undermine children's safety and the effectiveness of partnership working and will need to be reflected in the inspection report and any actions made or enforcement action taken.
8. In evaluating the effectiveness of partnership working, inspectors may identify concerns relating to the placing authority or area authority or both. Where this is the case, the inspector must follow the 'Management of cross-remit concerns about children's welfare' policy and consider whether an immediate referral to compliance or through the whistleblowing team is required.²⁶ When making this assessment, the inspector should speak to their regulatory inspection manager or senior HMI.
9. Any identified strengths and weaknesses in practice should be clearly reported, with the impact on the inspection judgements, and result in appropriate recommendations or requirements. Where there are significant concerns about the welfare of children and young people, it is likely that the scheme will be judged inadequate and the inspector must instigate a case review in line with the framework for inspections.

²⁶ 'Management of cross-remit concerns about children's welfare', Ofsted, 2012;
www.gov.uk/government/publications/ofsted-managing-cross-remit-concerns-about-childrens-welfare.

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