

Garland House

Royal National Institute of Blind People
Garland House, 144–146 Borough Road, Middlesbrough TS1 2EP
Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

The Royal National Institute of Blind People (RNIB) is a large charity organisation. It provides holiday schemes for children and young people with sight loss between the ages of 12 and 17. Some children and young people may also have additional needs. The holiday schemes are based in different venues around the country. They vary in capacity from 10 to 20 children and young people. The residentials are two to three nights and take place in August and October.

Inspection dates: 28 to 30 August 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

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

Date of previous inspection: this is the residential holiday scheme's first full inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Key findings from this inspection

This residential holiday scheme for disabled children is good because:

- Children's and young people's engagement in fun, yet educational, activities not only gives them a holiday with like-minded peers but also challenges them as they work towards a recognised environmental award that is spread across two holiday schemes.
- Children and young people learn independence skills, which helps them to overcome barriers and develop confidence in their abilities and enhances their self-esteem.
- Children and young people meet the staff, volunteers, old friends and make new friends during their holiday. The interactive group activities promote the children's and young people's social integration, personal enrichment and achievements.
- Children's and young people's vulnerabilities are protected within an open safeguarding culture that minimises opportunities for them to be the subject of abuse and other forms of significant harm.
- Sound monitoring systems and lessons learned from investigations promote a transparent service that drives forward improvements to enhance children's and young people's overall experiences.

The areas for development for the residential holiday scheme for disabled children are:

- The registered manager must ensure that the safeguarding policy includes all the information detailed under Regulation 13.

What does the residential holiday scheme for disabled children need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>Ensure that the procedure under paragraph (1)(b) must, in particular, provide for—</p> <p>liaison and co-operation with a local authority which is making a child protection enquiry in relation to a child accommodated by the scheme;</p> <p>the prompt referral to the local authority in whose area the scheme is situated of an allegation of abuse or neglect affecting a child accommodated by the scheme;</p> <p>notification (in accordance with Regulation 26) of the instigation and outcome of a child protection enquiry in relation to a child accommodated by the scheme, to HMCI and the placing authority;</p> <p>consideration of the measures which may be necessary to protect children accommodated by the scheme following an allegation of abuse or neglect; and</p> <p>missing, having regard to any relevant local authority or police protocols on missing children. (Regulation 13 (2)(a)(b)(c)(d))</p>	31/10/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Children and young people enjoy attending the holiday scheme that leads to a recognised award on the successful completion of two schemes in August and October 2018.

Caring and child-focused staff and volunteers show a full commitment to involving the children and young people in activities that maximise their opportunities to explore and experience new things. Staff and volunteers receive a full appraisal about all the young people's personalities and needs, including details about their visual impairment and any additional needs. This helps staff and volunteers to care for the children and young people as good parents and positive role models would.

At this inspection, the children and young people arrived for the first day of the holiday scheme. They received a warm and smiling welcome and reconnected with familiar staff, volunteers and friends, as well as making new friends, which all made for a relaxed and friendly buzz of activity in the room.

Some children and young people expressed feelings of nervousness and excitement about their holiday. However, the staff and volunteers immediately engaged with them, starting to build relationships and trust. The children and young people were occupied from the point of arrival, starting with them preparing their lunch. One young person making hot drinks for themselves and others under the careful supervision of the staff and volunteers is a good example of their sense of ease in the group. It also provided a useful indicator about the children's and young people's ability to take part and to do more for themselves.

The children's and young people's ice breaker meeting at the start of the holiday, specifically the traffic light system, helps them to invest in their experience by taking responsibility for their behaviour. Children and young people know their rights and how to complain as do their parents and carers. The small number of complaints made have been handled sensitively and to a prompt conclusion.

The children's and young people's wishes and feelings are listened to and acted on. Promoting respect for each other is agreed between the group and the children and young people are treated with dignity and respect. Secure and suitable accommodation promotes the children's and young people's safety and well-being.

The children's and young people's engagement in fun, enlightening and challenging activities promotes their independence, social skills, confidence and overall well-being. Educationally, the young people are learning about the environment and conservation matters through a range of interesting outdoor activities. Examples include setting and collecting mammal traps, canoeing, conservation activities and camping out overnight. Children's and young people's daily journal completed by

them clearly shows how their involvement in the activities forces them out of their comfort zone and allows them to feel pride in their achievements.

The staff and volunteers understand how to meet the young people's health needs. The registered manager ensures that the arrangements for managing medication are safe and effective overall. Included are ensuring that medication is stored securely, at the correct temperature, recorded appropriately and only administered by trained staff. Lessons learned from one medication error at a holiday scheme in a different location have resulted in an investigation. The immediate action taken prevented a further incident and no harm was caused to the young person.

How well children and young people are helped and protected: good

An effective safeguarding culture minimises opportunities for the children and young people to be the subject of abuse and neglect. The registered manager informs the Local Safeguarding Board that the holiday scheme is taking place in the area and she refers to them should any issues occur. Staff and volunteers understand the importance of safeguarding children and young people. Training informs the team about the procedures to follow in the event of a safeguarding concern. However, the information contained in the safeguarding policy does not include all the required aspects of the regulation. This omission does not impact on the welfare of the young people.

Concerns of a safeguarding nature last year were fully investigated and notified to Ofsted. A staff debrief and changes to procedures and practice took place, which has led to a stronger focus on promoting a more vigilant safeguarding environment. Staff and volunteers are mindful about encouraging the young people to speak to them should they have any concerns or worries. The safeguarding message in the handbooks for children and young people, parents and carers keeps everyone up to date with expectations.

Furthermore, safeguarding is consistently communicated robustly in an age-appropriate way with the children and young people during the ice breaker session at the start of the holiday. Messages from the residential coordinator include, 'If you are worried about something, tell staff.' The registered manager's endorsement of the safety messages includes her own plea and making available her contact details to the children and young people. This leaves them in no doubt about approaching staff and volunteers with any worries. Parents express no concerns about the safety and welfare of their children during their holiday.

There are no concerns in relation to children and young people going missing from the holiday scheme, child sexual exploitation, radicalisation or other forms of abuse. No child or young person is the subject of a measure of control, such as restraint, and the use of sanctions is negligible. Bullying is not an issue that the children and young people identify with during their holiday as they resume existing friendships and make new ones.

Close supervision from the staff, volunteers and instructors during the young people's holiday makes for a safer experience for the children and young people. A range of comprehensive risk assessments covering activities, health and safety checks, fire evacuation tests and appropriate insurance ensures the safety and security of the venue and the children's and young people's activities.

The registered manager has satisfied herself that the staff and volunteers working on the holiday scheme are suitable to work with children and young people. They do not start work on the holiday scheme until all checks are completed and this includes a valid disclosure and barring check. A change of IT system has resulted in the unavailability of some historic staff recruitment records that have not migrated on to the new system. A risk assessment acts as an additional safeguard to address the gap.

The effectiveness of leaders and managers: good

Effective and efficient leadership and management support the strong foundations that empower the children and young people to have a fun, socially interactive and safe holiday. The conscientious and committed registered manager is supported by an experienced residential lead, deputy, staff and volunteers in partnership with qualified venue instructors. All of the staff are highly motivated, skilled and possess a coherent understanding of the young people's diverse needs.

Collectively, the team is very ambitious for the children and young people to overcome personal barriers. The team members drive high standards of care and protection without being over protective. Planning for the holiday scheme is well executed. The open days facilitated by the organisers are a really good way of introducing the children and young people, parents and carers to the scheme and enable them to get to know the staff and volunteers before the holiday. This sets the scene for some meaningful experiences and long-lasting memories. A team member described the team as, 'A friendly team to be part of. Everyone is united by the fact that it's the best that it can be. We are all on the same page... nothing is too much for the staff... they are role modelling for the young people.'

A supportive working environment helps the staff, volunteers and venue instructors to feel fully apprised about the children's and young people's personal profiles and needs. They are experienced in supporting children and young people with additional needs through their other employment and personal circumstances. They express satisfaction with the induction process and have opportunities to revisit key policies and procedures and to get ad hoc support. The advice and training that are delivered to the team incorporates any lessons learned from previous holiday schemes. Specifically, the learning following the investigation into a safeguarding matter and medication issue has resulted in the organisation strengthening practice to prevent further incidents. Good staffing levels facilitate the appropriate supervision of the children and young people.

The registered manager understands the strengths and weaknesses of the holiday scheme. She carries out a comprehensive annual review and an action plan to stimulate improvements. In addition, thorough monitoring of the holiday scheme is carried out at the different schemes by the safeguarding and compliance manager. The registered manager responds promptly to any recommendations raised to improve the holiday scheme. She ensures that the improvements are shared throughout the schemes, thus stimulating a sound quality assurance system.

Good collaborations between the residential coordinator and staff with parents and carers ensure the suitability of the holiday scheme and identifies the children's and young people's support needs. Parents confirm feeling fully involved and supported in the plans. They value the opportunity for their children to enjoy and achieve in a fun and supportive place. One parent said, 'We know the staff, who are very good.'

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of the help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the residential holiday scheme for disabled children knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework' this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards.

Residential holiday scheme for disabled children details

Unique reference number: 1258701

Registered provider: Royal National Institute of Blind People

Registered provider address: Garland House, 144–146 Borough Road,
Middlesbrough TS1 2EP

Responsible individual: Ms Linda Burnett

Registered manager: Miss Lesley Inganni

Telephone number: 0164 265 5237

Inspector

Jacqueline Malcolm: social care inspector



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