

# Over the Wall

Over The Wall 03713232, 1075361  
Langstone Technology Park, Havant, Hampshire PO9 1SA  
Inspection under the social care common inspection framework

## **Information about this residential holiday scheme for disabled children**

This holiday scheme caters for 72 children who live with serious medical challenges. The scheme will run one further camp over this inspection year.

**Inspection dates:** 30 July to 1 August 2019

**Overall experience and progress of children and young people, taking into account:** **outstanding**

How well children, young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The residential holiday scheme for disabled children provides highly effective services that consistently exceed the standards of good. The actions of the residential holiday scheme contribute to significantly improved outcomes and positive experiences for children and young people.

**Date of previous inspection:** 4 October 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Key findings from this inspection

This residential holiday scheme for disabled children is outstanding because:

- A very special and magical experience has been created for these children. They thrive as a result.
- The staff have successfully created an inclusive environment.
- The consistent attention to detail and excellent information sharing ensures that children are safe.
- Volunteers and staff are successful in creating life-changing experiences and opportunities for these children.
- The management team is passionate and inspirational in its approach and creates a culture of aspiration for both the volunteers and children.
- The senior team uses research to develop the holiday schemes. The team members aspire to learn and develop.
- Keeping children safe is a priority and staff do this through a multi-disciplinary approach where everyone understands their responsibilities.
- The activities have been carefully planned and the organisation has expanded the team by employing an activities coordinator and activity leaders to ensure that children can develop new skills.

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

- The managers need to ensure that they are confident in the recruitment process by undertaking verbal verification on references and looking at the process of gaining references.
- The manager needs to review the reports completed and submitted to Ofsted to ensure that they reflect how the organisation improves the quality of care for children.

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

### **Recommendations**

- Ensure that recruitment checks include verification of references to ascertain the person's suitability to work with children.
- Ensure that the monitoring that takes place reflects how the organisation improves the quality of care provided to children.

## Inspection judgement

### **Overall experiences and progress of children and young people: outstanding**

'Camp is a week of evidencing to my son what he CAN do. This is possibly immeasurable except to him and us, his parents. When he first went to camp last year, he returned with aspirations for the first time in his life. He believed he could grow up to achieve. No other adult had ever given him such self-belief before.' This comment from a parent demonstrates what a magical and extraordinary experience these camps offer to children.

The individualised care and support that this scheme offers are exceptional. The values that the organisation strives to embed are evident in all aspects of camp life. Children are treated as individuals and feel that they belong and are understood. Children have numerous opportunities to explore and try new experiences that some would have never thought possible. Parents describe the impact that camp has on their children. One stated, 'It has helped my children have fun, feel amazing and it helps them grow into amazing children and realise how great they are as individuals. Making many new friends and trying new things.'

The energy and positivity at camp is infectious. It results in one big group of very happy people having a lot of fun and feeling accepted. The impact of the camps on children long after camp has finished is also significant. Children themselves can describe the difference it makes to them. They are more confident and independent, and their self-esteem is developing. The camps allow children to discover new opportunities in a safe way and thrive as a result of this. Parents see this first hand. Parents stated, 'My daughter also gets a chance to talk to other children about her fears, etc, which is possibly the best form of therapy I can think of' and 'Now I have a confident young lady who's willing to try new things and is kind and caring, who looks after new campers who are worried.'

There is an outstanding multidisciplinary approach to meet all children's needs, both from a medical and a health and well-being perspective. The teams work extremely well together to ensure that children have an enjoyable holiday and that they can participate in all activities. The quality of the pre-admission assessments ensures that the staff are confident they can meet all the children's needs. The organisation has expanded the well-being team as the organisation recognises that the child's emotional well-being is vital to the scheme being successful.

Staff and volunteers are well equipped to meet the children's needs. There is a focus on meeting children's needs as a child and then their health needs are secondary. They have a team of doctors and nurses to meet any additional needs as required who work also within each team.

Since the last inspection, the organisation has continued to find imaginative ways to gain children's views both at camp and after camp. Staff hear the voices of children and listen to them. Staff are not concerned by any negative feedback (although this is very infrequent) and instead use this to develop the service.

The caring and nurturing staff and volunteer teams are successful in forming strong relationships with the children. It is evident that children enjoy being with staff and volunteers and that they respect each other. There is a warm and accepting culture. The passion and care seen by staff and volunteers is outstanding and contributes to the overall progress and experiences for the children.

### **How well children and young people are helped and protected: outstanding**

The planning and organisation prior to camp minimises any potential risks. The wealth of experience within the staff team enables all eventualities to be understood, explored and a solution found. Children feel safe as result. The senior team is not risk-averse and, instead, is proactive in looking at risk and learning from this.

Although no safeguarding referrals have been made, the manager was able to demonstrate the process when referrals have been made on other holidays. Contact with the necessary professionals has been prompt. The child has been at the centre of the decisions made. Children have a strong sense of safety and well-being.

Clear and concise information ensures that leaders and volunteers know exactly what they should do if they are concerned about a child. This includes processes should a child go missing.

An orientation day has been introduced to ensure that the volunteers are able to integrate within the camp and work to the values that the organisation wishes to achieve. This has been extremely successful.

Safeguarding practice is strong because senior leaders transfer their extensive professional knowledge and experience into the running of the holiday scheme. They are proactive and constantly seeking improvement.

### **The effectiveness of leaders and managers: outstanding**

The registered manager has continued to grow in her confidence and passion over the last year. Leaders and managers have extremely high aspirations for children and this ethos is cascaded down to all staff and volunteers. Everyone works consistently to ensure that the service improves and offers exciting and new opportunities and experiences for children.

The senior team understands the importance of monitoring and has developed systems to ensure that the scheme runs smoothly. The outstanding leadership is evident in how the team reflects on incidents, learns from them and then makes improvements. The reports sent to Ofsted have developed since the last inspection. However, these do not fully demonstrate the impact that the scheme has on children's lives and the exceptional quality of care that is provided.

Strengths and weaknesses are very well understood. The team learns from feedback and then looks at promoting improvement for future schemes. Recruitment processes are sound. However, managers do not routinely seek verbal verification on references, doing so would enhance the rigour of the checks.

The motivation and drive for improvement is reflected in the management of the scheme's volunteers. The culture continues to attract volunteers, with the staff team nurturing and developing its skills. The retention of volunteers, who return year after year, is a key strength. One volunteer stated, 'I wouldn't have a summer without a camp. It's life changing for both the children and us as volunteers.'

Managers are ambitious and aim to ensure that they achieve high standards. Practice is outstanding because managers keep up with developments in social care and healthcare. Celebrating equality and diversity is central to the ethos of the organisation.

## **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:** 1027093

**Registered provider:** Over The Wall 03713232, 1075361

**Registered provider address:** Langstone Technology Park, Havant, Hampshire  
PO9 1SA

**Responsible individual:** Kevin Mathieson

**Registered manager:** Natalie Marshall

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### **Inspector:**

Emeline Evans, social care inspector



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