

YOUNG INSPECTORS



Young Inspectors report on: Goodleaf Tree Climbing

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With the views and voice from Young Inspectors

Young Inspectors report on: Goodleaf Tree Climbing

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Date of Inspection: 17th August 2018

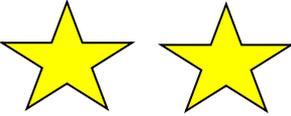
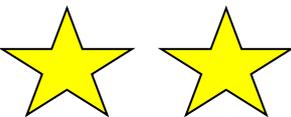
Number of Young Inspectors present: 2

Date of Publication: October 2018

The ‘Young Inspectors Scheme’ has been developed to capture the voice of children and young people who have a disability and/or additional needs giving them the opportunity to contribute in shaping and developing the service.

The Young Inspectors reviewed the Short Breaks service based on the following areas deemed important to them. The inspection is part of an agreement between Short Breaks and the provider highlighted within the Short Breaks agreement. This is what the Young Inspectors found:

Report Summary

Inspected areas	Overall (star rating) out of 3 Stars	Did they meet Young Inspectors needs
Staff		See 4.1
Fun and Enjoyment		See 4.2
Accessibility		See 4.3
Safety and surroundings		See 4.4

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1.0 Details about the provision that was inspected

Overview of the organisation/service:

Goodleaf Tree Climbing (taken from website www.goodleaf.co.uk) the UK's original recreational tree climbing company.

Our two hour discover tree climbing experience is a unique and offbeat adventure perfect for ages 8 to 80. Join us and discover the magical thrill of tree climbing is brilliant fun for all the family.

Come tree climbing with us and create memories in historic Appley Park, Ryde. Just a short 20 minute stroll from the ferry, hovercraft and bus station, our beautiful mature oak tree sits in the centre of this stunning park, with panoramic views over the Solent and beyond.

Our experienced and enthusiastic Goodleaf staff will show you the ropes so that you can safely scale the heights of the 70 foot oak tree. Once you're in the canopy, you can enjoy beautiful sea views, relax in our special tree top hammocks or challenge yourself to climb as much as you want to.

When you're back on the ground, relax on the picnic blanket, enjoy a cup of tea and our home made Tree Climber's Flapjack. If that's not enough to tide you over, bring a picnic to enjoy in the green surroundings of the park or eat out at one of the local foodie destinations nearby.

We've had a wonderful time guiding thousands of people into the canopy since 2005 – we look forward to welcoming you to the Goodleaf experience!

As seen in The Guardian, Vogue, The Telegraph and on the BBC.

What they provide:

Goodleaf Tree Climbing, climb our 21m oak tree, swing from the branches, laze in the hammock and have fun!

When is it available: Selected days throughout the year. 1.30 to 4.30pm. (more information available in Short Breaks Activity Guide).

How much is the costs: £15 per person for a one hour tree climb.

Who to contact to book: Abigail Fox

2.0 Introduction – Why we inspected Goodleaf?

We decided to inspect Goodleaf Tree Climbing on 17th August 2018 to capture the views and opinions of young inspectors who attended the activity as part of the young inspectors yearly inspection programme for short breaks providers.

3.0 Methodology – How we inspected Goodleaf?

The inspection took with 2 Young Inspectors, one of whom had attended the previous year's inspection.

4.0 Review analysis- What we reviewed

4.1 Staff

We had mixed feedback from the two Young Inspectors about the staff at Goodleaf Tree Climbing . One of the Young Inspectors feedback indicated that he felt the staff were friendly, helpful, fun and happy. The second Young Inspector left feedback to say that he felt “the staff weren't assertive and look to be uninterested. Another comment made by a young inspector was “last time they expected me to read out and I couldn't, this time they asked others if they would like to read it out instead” .

4.2 Fun and enjoyment

Both Young Inspectors left positive feedback regarding the fun they had had during the session, they both felt happy although one of the inspectors did not take part in the actual tree climbing. He fed back to say he was “a little anxious about what to expect but he thought that the other boys were having a good time, maybe 3 hours is a little too long” .

4.3 Accessibility

Both Young Inspectors fed back to say they were unsure of accessibility to wheelchair users. Both Young inspectors were unsure if £15.00 was a good price for the activity and both commented that there was no clear signage but the time of the activity was good but maybe too long for some young people.

4.4 Safety and Surroundings

Young Inspectors agreed that they felt safe and were told about safety throughout the session so understood what to do. The Young inspectors agreed the location was good but maybe difficult to find. There was also a comment left to say there were no toilet facilities available.

4.5 Food and Dining experience

The young inspector's fed back to say there were no food or drink facilities available at the activity.

5.0 Summary of Inspection - What the Young Inspectors found

Young Inspectors were asked to inspect the safety and surroundings, the staff, accessibility and the fun and enjoyment of the activity.

The Young Inspectors said they had enjoyed the session with a mix of feedback from a new young inspector and an inspector who attended the previous years inspection of Goodleaf Tree Climbing.

6.0 Recommendations – How the activity can be made better?

The Young Inspectors did not leave feedback on how the activity could be better, however both agreed the site could have better signage.

6.1 Young Inspectors views

Young Inspectors felt that the session overall was ok, only one inspector would attend again.

6.2 Young Inspectors Lead recommendations

Goodleaf tree climbing was an excellent activity which one of the two children attending really enjoyed. Staff were enthusiastic, patient and encouraging but relaxed enough to let the children participate at their own pace.

The safety discussion at the beginning incorporated the recommendations made from the Young Inspector's from the last inspection. Rather than expecting the children to read out the information they asked for volunteers brave enough to read it out for the wider group.

The location was good but was not easy to find as the tree to be climbed was in a natural dip and was different than the location on the website.

One of our Young Inspectors was new to the experience of both inspecting and to tree climbing. He was reluctant to participate and the instructors were sensitive to his worries. It was noted that they did ask him to participate on several occasions, but did not force the issue.

Overall, I believe that this is a good activity, suited to a range of children with differing needs and abilities.

6.2 Parents Feedback

No feedback available from parents.

7.0 Overall award



2 stars awarded

8.0 Provider feedback

I'm pleased that the inspectors found the session fun and enjoyable and didn't feel any pressure to read the health and safety info at the start.

Re the location. About two weeks before the Young Inspectors session a branch came off the tree we were using and that was advertised on the website etc, so we'd moved to a new tree. We hadn't had time to update all our promotional material. I think it's probably not quite as accessible as before because of the dip down to the tree, but actually if people with mobility issues used the footpath along the front, it might be easier. I'll look into how we talk about this.

I think that there needs to be clarity on what information is given to Young Inspectors. The Special Branch sessions are different to our usual sessions, and are definitely not three hours long either. I'll check the website info on Special Branch to make sure this is clear. I know it's hard as you don't know who is coming, but we would normally talk to anyone booking Special Branch so maybe this is something we could look at doing in the future.