

YOUNG INSPECTORS



Young Inspectors report on: Isle Jump

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With the views and voice from Young Inspectors

Young Inspectors report on: Isle Jump

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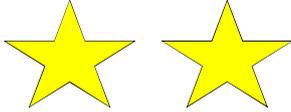
Number of Young Inspectors present: 6

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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

The service offers Young people from ages 5-19 chances to participate in an indoor trampoline park.

Overview of the organisation/service:

Provisions of this service is to encourage children to participate in an indoor trampoline park including dodgeball, slam dunk basketball and a giant foam pit.

What they provide:

Inclusive Indoor trampoline park, that is exclusive for Short Breaks children.

When is it available: Various Thursdays throughout the year, two sessions; 6-7pm (five to 11 years) 7-8pm (12-19 years).

How much is the costs: £7 for a one hour session

Who to contact to book: Isle jump team

2.0 Introduction – Why we inspected Isle Jump?

We decided to inspect Isle Jump as they are a new provider to Short Breaks and Young Inspectors were eager to try a new activity. It was inspected to capture the views and opinions of young people who attended the activity.

3.0 Methodology – How we inspected Isle Jump?

The inspection took place at a Thursday session. Young Inspectors went along to participate in both sessions that were being offered. Two young people took part in the earlier session at 6pm and a further four Young Inspectors took part in the later session from 7pm.

4.0 Review analysis- What we reviewed

4.1 Staff

Young Inspectors stated that they were greeted nicely and the staff seemed nice when they arrived at the provision. The staff also joined in with the older Young Inspectors, who feedback that they were “so much fun!” “They played alongside us in the foam pit”

It was noted via the feedback that one Young Inspector wasn’t greeted at all when they arrived at Isle Jump.

4.2 Fun and enjoyment

Young Inspectors had lots of fun during the session. Neither of the session were particularly busy, but it was noted that this provider was very new to Short Breaks activity guide. The first session (6-7pm) was particularly quite. All of the Young Inspectors said that they would revisit Isle Jump.

4.3 Accessibility

Accessibility was discussed with each Young Inspector, it was felt that the activity is offered at a good price (£7 one hour session). It was suggested by the younger inspector that an earlier time would be more suitable as 6pm-7pm, they felt was too late on a school night. One of the older Young Inspectors suggested a weekend day/evening. It was noted by all Young Inspectors that the trampoline park was not accessible to wheelchair users.

4.4 Safety and Surroundings

The Young Inspectors that participated felt that they were safe and the staff were very nice and happy to join in. Upon arrival to Isle Jump none of the Young Inspectors were shown the safety video or made aware of it by Isle Jump staff at any point.

4.5 Food and Dining experience

There is a Café onsite at Isle Jump. (Café purple) which was open during the visit and sold drinks and snacks. The Young Inspectors had brought their own drinks.

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.

Young Inspectors felt they were safe throughout the sessions that they took part in. They commented on how friendly the staff are. They also expressed how they all would attend the Short Breaks session at Isle Jump again in the future.

Young Inspectors noted that wheelchair users would not be able to participate in the sessions due to lack of ramp/lift available for them to access the trampoline park and we were unaware if there were hoist available allowing wheelchair users to participate.

6.0 Recommendations – How the activity can be made better?

Ways in which the activity can be made more accessible:

Having a ramp/lift available for wheelchair users and necessary equipment (i.e. hoist) would make Isle Jump more inclusive.

6.1 Young Inspectors views

Young Inspectors felt that the accessibility was limited to people in wheelchairs. They did however, think this was a good provision for other children but just not inclusive to all.

6.2 Young Inspectors Lead recommendations

I feel the sessions are run very well, I acknowledge the provider is very new to Short Breaks and will overcome the potential accessibility barriers when required/requested.

I would like to note that the staff need to make young people and their carers aware of the safety video as I feel new participants wouldn't necessarily know the safety rules.

The staff were very friendly during my contact with them, there was however a mix up at the beginning of the first session as the staff member was unaware of whether the 'carers go free' was applicable to one per family or one carer per person. This was cleared up via a telephone call to the manager/owner, this I feel needs to be advertised, as general Isle Jump sessions are £10 per person and the Short Breaks session could be seen as the same and this could potentially put families off visiting due to cost.

6.2 Parents Feedback

The families who completed the feedback form noted that the activity could possibly be better attended if it was an hour earlier. The parents felt that once a month is often enough but maybe a different day could be offered such as a weekend evening as it was felt the £10 session would be too expensive for a family of 3 or more.

7.0 Overall award



3 stars awarded

8.0 Provider feedback

We take the point of some staff not greeting the young inspectors on arrival or showing them the safety video, we have lately been trying to embed the importance of this to the staff through a new training program in customer service and the entry procedure.

The trampoline park is accessible to wheelchair users, but they are correct in saying there is no opportunity to use wheel chairs on the trampolines at this point. Its not something that is easily 'doable' in the environment we have unfortunately.

We will take in to consideration the timings of the sessions and see if there is room to manoeuvre in the future.

The Young inspectors mentioned the price being too expensive for families - we do offer family tickets as well as group discounts.

Other than this, the report is a very good report and we are always pleased to receive feedback.