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**Example questions for staff**

The questions below are based on the quality framework for care homes for children and young people and schoolcare accommodation (special residential schools), which sets out how children’s rights should be central to every aspect of their care and support. The headings are from the key areas in the framework.

**Suggested text and questions**

Your honest feedback is very important to us, and we value all comments. Please tell us how we are doing and where we can make improvements, even if you feel these are only small things. If your feedback is not covered by the questions below, please use the box at the end of the form to tell us about this. Alternatively, you can arrange to speak with a manager.

Key area

**Children and young people loved, valued and secure and have positive relationships**

Example questions/evaluation

1 – Children and young people are treated with respect

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

2 - We focus on developing positive relationships with all children and young people

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Children and young people have their views and wishes taken into account**

3 – We provide regular opportunities for children and young people to share their views about their care and support.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Children and young people make decisions and choices about their lives and how they spend their time**

4 – We ensure children and young people are active partners in how their needs and choices are met. They are kept informed of any decisions that affect them.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**The service’s vision, values, aims and objectives are clear and inform practice**

5 – I am aware of, and have been involved in developing, the service’s vision and aims and objectives.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leaders lead by example and model positive behaviour**

6 – There is an ethos of distributed leadership and I am able to take on responsibilities that support my professional development.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leaders are responsive to feedback and use learning to improve**

7 – Children and young people are empowered to give feedback and know this will be acted on promptly without negative consequences.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leaders have the skills and capacity to oversee improvement**

8 – Leaders communicate effectively with staff, helping everyone to understand where improvement and development work is taking place.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leaders at all levels make effective decisions about staff and resources**

9 – Leaders engage meaningfully and effectively with staff to help develop the service.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leadership is having a positive impact on staff**

10 – I have a good work-life balance and there is an emphasis on motivating staff to help provide high-quality care for children and young people.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Children and young people benefit from safer recruitment principles being used**

11 – There are opportunities for children and young people and their families to be involved in recruiting staff.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Induction is tailored to the needs, roles and responsibilities of individual staff members**

12 – I received a comprehensive induction that covered all aspects of my job role.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Staff learning and development lead to improving outcomes for children and young people**

13 – I have access to quality learning and development activities including training.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**The skills mix, numbers and deployment of staff meet children and young people’s needs**

14 – We have the right number of staff working at all times to ensure children’s care and support needs can be met.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**The setting is well furnished, comfortable and homely**

15 – We provide a welcoming, homely environment for children and young people.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**The setting supports children and young people to stay connected to family and friends**

16 – We provide regular opportunities for families and relatives to visit children and young people where appropriate.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Personal plans are reviewed and updated regularly and as children and young people’s circumstances, needs and desired outcomes change**

17 – We ensure personal plans are kept up to date and are reviewed every six months or when things change.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Parents, carers and family members are involved in delivering care and support**

18 – We provide regular updates for parents, carers and other people important to children and young people to ensure they kept informed about significant events in their child’s life.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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If there are specific areas you think we could improve on, please provide some detail below.

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If there is anything else you’d like to add, please use the box below.

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