****

**Example questions for children and young people’s family members.**

The headings are from the key areas in the framework. You will only want to use a few of these to ensure your families are happy to fill it out and it fits in with their busy lives. You may find it helpful to ask one question at a time using your normal processes for communicating with families.

The questions below are based on the Care Inspectorate’s **quality framework for mainstream boarding schools and school hostels**, which sets out our expectations about how these services should improve outcomes for children and young people. The headings are from the key areas that sit under the key questions in the framework.

**Suggested text and questions**

We are always keen to improve, and your honest feedback is very important to us.

Please tell us how we are doing and where we can make improvements, even if you feel these are only small things. We value all comments. 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 speak to any member of staff who will be happy to listen to what you have to tell us.

Key area

**Children and young people feel nurtured, valued and secure and have positive relationships**

Example questions and evaluations

1 - My child’s individual needs are respected.

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

2 – The staff know my child well and vary care to support them in a nurturing way.

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

**Children and young people have their views and wishes taken into account**

3 -The service has mechanisms to ensure my child is involved in decisions about their care.

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

**Children and young people have positive food experiences, good nutrition and learn about healthy eating**

4 – The meals and snacks in the service are of a high standard.

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

5 – The variety of food and snacks available is enough to meet my child’s needs throughout the day.

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

**Children and young people feel safe and are protected from abuse, harm, neglect and bullying**

6 – Staff recognise when my child is unhappy or unwell and support them well.

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

**The service’s vision, values, aims and objectives are clear and inform practice**

7 – The culture of the service encourages my child and me to share our views on the care and support provided.

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

**The service works in partnership with others to secure the best outcomes for children and young people**

8 – If my child needed support from another service or agency, I am confident the service would work with me to support this.

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

**Staff competence and practice lead to improving outcomes for children and young people**

9 – Staff take a professional approach to their work. I am confident that staff model positive behaviour for my child.

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

**The skills mix, numbers and deployment of staff meet children and young people’s needs**

10 – The level of staff caring for my child is always sufficient to meet their needs.

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

**The setting is well furnished, comfortable and homely**

11 – The boarding house provides a comfortable, homely place for my child to live.

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

**The setting enables children and young people to thrive and develop the skills they need**

12 – My child’s environment supports them to enjoy the advantages of small group living while having quiet spaces they can use for projects or homework.

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

**The setting supports children and young people to stay connected to family and friends**

13 – My child is supported to maintain strong connections with the wider world.

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

**Children and young people are active participants in their own care and support**

14– I am confident that my child is asked for their views and can contribute to the planning of their care and support.

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

**The service keeps parents and carers informed about children and young people**

15 – I receive detailed updates about my child’s progress and I am informed of any accidents or incidents at the earliest opportunity.

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

If there are specific areas you think we could improve on, please provide some detail below.

|  |
| --- |
|  |

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

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| --- |
|  |