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**Example questions for staff**

The questions below are based on the **quality framework for secure accommodation services**, 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 |
|  |  |  |  |  |  |

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

2 – 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 |
|  |  |  |  |  |  |

**Children and young people exercise choice in the care and support they experience**

3 – We ensure children and young people are active participants in determining how their needs will be met and we explain the reasons for any decisions affecting them.

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

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

4 – There is a culture of inclusion within the service and equality is embraced.

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

**Leaders are responsive to feedback and use learning to improve**

5 – 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 |
|  |  |  |  |  |  |

**Leaders at all levels make effective decisions about staff and resources**

6 – 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**

7 – 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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**Induction is tailored to the needs, roles and responsibilities of individual staff members**

8 – 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**

9 – 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 skill mix, numbers and deployment of staff meet children and young people’s needs**

10 – As a team we support each other well and work flexibly to always meet children and young people’s needs.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Children and young people influence the layout and how the setting is used**

11 – We regularly ask children and young people for their views on their living environment and we act to improve this as much as possible.

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

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

12 – We ensure opportunities are available for children and young people to maintain relationships with family and other people important to them as well as maintaining a strong connection to the wider world.

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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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