

# Joint inspection of children's services in Argyll and Bute

Survey for parents and carers



HAPPY TO TRANSLATE

The Care Inspectorate is inspecting services for children, young people and families in the area where you live. This includes inspecting the work of the people who support you and your family.

### **Information for those completing the survey**

We are using this survey to get feedback from parents and carers as part of the inspection of services in Argyll and Bute. We will bring all the survey results together and they will help us find out what is working well in your area and where things can be improved.

Our inspection is focused on children and young people who need protection or who are care experienced. When we say 'care experienced', we mean children and young people currently or previously looked after and living with parents, with other family or friends, with foster carers, in residential care or receiving regular overnight short breaks.

**The survey should take no longer than 10 minutes. We would be grateful if you complete and return to us in the stamped addressed envelope enclosed as soon as possible.**

**The survey is not a test (there are no wrong answers) and there are no trick questions. It is okay to get help from someone you trust to complete the survey.**

#### **What will we do with what you tell us?**

We will use the results of the survey to help us find out what is working well and what could be better about the care and support in the area where you live. At the end of the inspection we write a report and produce a short video about what we found.

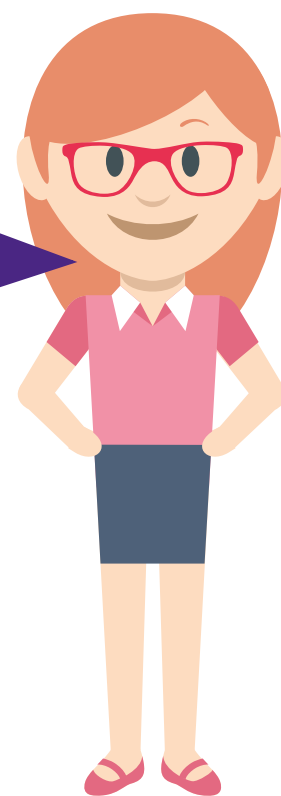
#### **Prefer to talk to someone?**

If so then please return the slip provided at the end or use the contact details below. One of the inspection team will contact you.

#### **Confidentiality**

The questionnaire is confidential, You are not asked for your name or any other information which may identify you. This also means that we cannot contact you about anything you put in the survey. If you have any concerns for your child's safety or for anyone else you must contact social work services on **01546 605517** or **01631 566491** (evenings and weekend).

**We have a duty to pass on information if there are concerns about safety of an individual.**



In some of the following statements we refer to 'staff'. We mean people who are employed to support you or your family. Who will you be referring to when you answer questions about 'staff' in this questionnaire? (please circle only one, you can comment about other staff later):

Social worker

Support worker

Health visitor

Teacher

Outreach worker

Family worker

Other: (please give job title)

Indicate whether you agree or not with the following statements:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
1. I know why staff are involved with me or my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I understand why decisions have been made about me or my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I believe staff are trying to improve things for me or my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Use this box if you want to add further comment on the statements above:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
4. I feel that I am being supported by staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I get on well with staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Staff keep me informed about things which affect me or my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Use this box if you want to add further comment on the statements above:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
7. The help and support I have received has made my life better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The help my children have received has made their life better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Use this box if you want to add further comment on the statements above:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
9. My children have a care or support plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I have been involved in agreeing this plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I have been involved in reviewing this plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. My children have been helped to achieve as best as they can in education.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. My children receive the care and support they need from staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. Use this box if you want to add further comment on the statements above:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
14. I have had an opportunity to speak with an independent advocacy worker.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I have been asked for my views on services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I have influenced service improvements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

e. Use this box if you want to add further comment on the statements above:

The following statements are only relevant where you or others have been concerned about your child's safety. If this is not relevant for you move on to the next page.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>
17. Staff responded quickly when there were concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Staff explained what the concerns were and what was going to happen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Staff listened carefully and took my views seriously.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Staff work together well with other services to ensure my children are safe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. Use this box if you want to add further comment on the statements above:

g. How would you describe the relationship you have with staff? (You can also use this box if you want to comment on experience of other staff but please identify by job title only.)

## Getting it Right For Every Child (GIRFEC) questions

In Argyll and Bute services are committed to Getting it Right For Every Child (GIRFEC), you may have heard about this before. GIRFEC describes eight things it believes are indicators of wellbeing – Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included (you may also have heard them described together as SHANARRI indicators). We want to ask you questions about these indicators and the services you and your family may have received over the past couple of years – for example, has your child needed support with being active, did they receive this support and did it make things better?

	<b>Indicator of wellbeing</b>	<b>This means my child is</b>	<b>In relation to this indicator</b>	<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
21.	Achieving	Being supported and guided in their learning and in the development of their skills, confidence and self-esteem at home, at school and in the community	My child needed support			
	My child received support					
	The support improved things					

Comments:

				<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
22.	Responsible	Having opportunities and encouragement to play active and responsible roles in their schools and communities and where necessary having appropriate guidance and supervision	My child needed support			
	My child received support					
	The support improved things					

Comments:

	<b>Indicator of wellbeing</b>	<b>This means my child is</b>	<b>In relation to this indicator</b>	<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
23	Nurtured	Having a nurturing place to live, in a family setting with additional help if needed or, where there is not possible, in a suitable care setting	My child needed support			
			My child received support			
			The support improved things			

Comments:

				<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
24.	Healthy	Having the highest attainable standards of physical and mental health. Access to suitable healthcare and support in learning to make healthy and safe choices	My child needed support			
			My child received support			
			The support improved things			

Comments:



	<b>Indicator of wellbeing</b>	<b>This means my child is</b>	<b>In relation to this indicator</b>	<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
25.	Respected	Having the opportunity along with carers to be heard and involved in decisions which affect them	My child needed support			
			My child received support			
			The support improved things			

Comments:

				<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
26.	Included	Having help to overcome social, educational, physical and economic inequalities and being accepted as part of the community in which they live and learn	My child needed support			
			My child received support			
			The support improved things			

Comments:

	<b>Indicator of wellbeing</b>	<b>This means my child is</b>	<b>In relation to this indicator</b>	<b>Yes</b>	<b>No</b>	<b>Does not apply</b>
27.	Safe	Protected from abuse, neglect or harm at home, at school and in the community.	My child needed support			
	My child received support					
	The support improved things					

Comments:

i. Do you have any other views or comments you would like to share with the inspection team?

Finally, some questions about the survey

	<b>Not at all</b>	<b>Not really</b>	<b>Quite easy</b>	<b>Very easy</b>
28. Was it easy to complete this survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Not at all</b>	<b>Not really</b>	<b>Quite useful</b>	<b>Very useful</b>
29. Was the information you were given about the survey useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Yes</b>	<b>No</b>		
30. Do you have anything to say that would make the survey better?	<input type="checkbox"/>	<input type="checkbox"/>		

Comments:

Thank you very much for taking the time to complete this questionnaire. If you want to find out more about what we have been doing during the inspection or if you want to hear what we have found please go online at **[www.careinspectorate.com](http://www.careinspectorate.com)**

**When you have finished, please put this form in the stamped addressed envelope and send it back through the post.**

# Reply slip

## Would you rather talk with a member of the inspection team?

If you have not completed the survey and would rather arrange a time to talk to someone involved in the inspection please complete this slip and return in the enclosed envelope by **26 October 2018**.

We may need your name for contact purposes but the record of any discussion will not include any identifying details.

Best way to contact you to arrange (you can suggest more than one).

<b>Method</b>	<b>Contact details</b>
Phone	
Text	
Email	
Post	
Other	







## Headquarters

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