

## Self-evaluation tool

**Name of service:** A mainstream boarding school or school hostel

**Date of self-evaluation:** September/October 2023

**Quality indicator chosen:**

### 1.3: Children and young people's health and development benefit from the care and support they experience

**How are we doing?**

**Key area:** Children and young people experience care and support based on relevant research, guidance, standards and good practice

Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
			x		

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

Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
			x		

**How do we know?**

#### What did we do?

**We issued questionnaires to children and young people** – 124 were returned, which represented just 70% of the total possible returns.

As this was lower than we would normally receive, we extended the consultation timescale and:

- placed a post box for general comments in the lunch hall
- added a prompt to our school app linking to an electronic copy of the questionnaire
- held house meetings and participation groups.

**Taking these activities into account, we had a total response rate of 90%**

**We emailed questionnaires to all families – around 50% were returned.** This was slightly lower than expected. As a result, we collated further feedback from our house parents that they had received from families at different times.

**Our house parent meeting for September 2023 focused on how well we were performing against this quality indicator.**

**We benchmarked our current meals and snack provision against best practice documents and nutritional guidance.**

**We spoke to catering staff about the current menu and how this was planned.**

### **What did we find?**

Most children and young people who participated in the consultation (70%) told us they felt well supported by staff. However, some children and young people (30%) told us they were unsure how to get extra support if needed, for example if they experienced a significant change in their lives.

Almost all children (95%) felt staff knew them well and they were confident they could tell staff if they were having any difficulties.

Almost all families who contributed their views through the survey (90%) told us that they enjoyed a positive relationship with the school and with their child's house parent. However, almost half (45%) told us they were unsure what was in place to support children who experienced a loss or bereavement. Further discussions with our house parents found that families had sometimes asked about support when a child had experienced bereavement. House parents felt that more could be done to signpost families to this support before they needed to access it.

Children and young people had mixed views on meals and snacks. Most (75%) told us that there was enough choice at lunchtime. However, when asked what could be improved, 35% suggested there could be more healthy options. When asked about snacks, most children and young people (65%) told us they would like more variety of snacks including more fruit being available throughout the day.

Almost all children agreed that their food requirements and dietary preferences were taken into account.

Our review of menus identified that while most meals were in line with nutritional guidance, some would benefit from having more fresh fruit and vegetables available. Catering staff reported that the current menu was planned on a two-week cycle and that some of the current choices were less popular than others. Most families (85%) told us their child seemed to enjoy most of the food but some (15%) reported that they occasionally didn't like any of the choices available on a

certain day. House parents agreed that families tended to be happy with meals and they hadn't received any particular feedback on this recently.

### **What are we going to do now?**

We will review our menus and snacks in consultation with families and children and young people. We intend to widen the variety of food available, including having greater variety in the snacks available throughout the day. To ensure that the menu remains varied and meets children's needs and wishes, we will keep a permanent suggestion box in the lunch hall.

We will produce resources that help children and young people as well as families to understand the support that is available to them. This will include where children and young people experience a loss or bereavement. We plan to introduce a 'wellbeing wall' display in each house that will provide a range of information for children and young people including bereavement support.

## Next steps: developing your improvement plan

The service retains overall responsibility for completing and reviewing the improvement plan. This should be in a format which can be shared. Aim to review this plan regularly and make the information accessible so you can share it with the people who experience your care, their families, staff, and others involved with your service. It is essential that they are part of the review process and feel some ownership of the plan.

<b>Outcome</b> What do we want to achieve?	<b>Actions</b> How are we going to do it?	<b>Timeframe</b> When do we want this to be completed or next reviewed?	<b>Person responsible</b> Who is doing each action or responsible for ensuring it gets completed?	<b>Where are we now?</b> What have we achieved and what has prevented us from doing what we wanted?
Improved mealtime experiences for children, including greater variety of food and snacks, including healthy options.	<p>Review menus through consultation.</p> <p>Introduce new food options and new snacks – including healthier options.</p> <p>Provide a rolling consultation through use of an ideas box in the lunch hall.</p>	<p>Menu review completed within current school term.</p> <p>Beginning of next term, we will introduce new choices and snacks.</p> <p>Idea box to remain in place on an ongoing basis.</p>	<p>Head of care – consultation and review</p> <p>House parents – consultation and review, monitoring ideas box.</p> <p>Head of catering – implementing menu changes</p>	<p>Started consultation with children and young people – looking at specific changes they would like to menus and snacks.</p>
Improve availability of resources available to support children and families with significant events.	<p>Contact organisations offering support with bereavement and loss to make links and obtain resources.</p>	<p>Make links with organisations and collate resources within three months.</p>	<p>Head of pastoral care – networking and identifying partners. Updating content of handbook. Revisiting consultation.</p>	<p>Some challenges identifying partners from bereavement organisations, contacting SCIS to check if they are aware</p>

<p>At least 90% of children and young people and families will feel they are aware of the support available to them, including with bereavement.</p>	<p>Create a 'wellbeing wall' in each boarding house with information and resources to help each child and young person understand what support is available.</p> <p>Develop our parent and carer handbook to incorporate information on the support available internally and externally to help families with significant events.</p> <p>Revisit how well supported children and families feel with significant events</p>	<p>Wellbeing walls implemented within four months and maintained on an ongoing basis.</p> <p>Handbook updated for next academic year.</p> <p>Repeat consultation within 12 months.</p>	<p>House parents – maintaining wellbeing resources.</p> <p>Board of governors – overseeing handbook review.</p>	<p>of any bodies who can support with this.</p>