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**Example questionnaire for visiting professionals (secure accommodation services)**

We would welcome your feedback on our service. 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 you have feedback 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 us directly.

1 – The staff know the young people well.

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

2 – The service works well in partnership with you and carries forward agreed plans for young people.

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

3 – Staff provide nurturing care as a result of positive relationships with young people.

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

4 – We can see staff using best practice guidance effectively and they appear confident in what they are doing.

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

5 – Families and other important people are supported to stay connected with young people as much as possible.

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

6 – Young people are safe in the service.

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

7- Young people’s rights are respected and upheld within the service.

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

9 - The support is high-quality, engaging for the young people and in line with their varied needs, including specialist services where necessary.

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

10 – Staff are clear in their roles and work together well to provide a positive culture and quality care.

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

11 - There are the right numbers of staff to meet young people’s needs.

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

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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