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**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 care homes for children and young people and schoolcare accommodation (special residential schools)**, 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 loved, 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 the highest attainable standards of physical and mental health**

4 – The care my child receives reflects their needs and stage of development.

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

5 – My child is well supported with significant changes in their life, including loss and bereavement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |
|  |  |  |  |  |  |

**The competence and practice of staff leads 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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Decide 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 setting provides a comfortable, homely place for my child to live. It sends a strong message to them that they matter.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 have access to the facilities, equipment and technology they need to meet their needs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 involved in directing and leading 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 |
|  |  |  |  |  |  |

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.

|  |
| --- |
|  |