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**Example questions for staff**

The questions below are based on the quality framework for mainstream boarding schools and school hostels, 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 feel nurtured, 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 |
|  |  |  |  |  |  |

2 - We focus on developing positive relationships with all children and young people.

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

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

3 – We provide regular opportunities for children and young people to share their views about their care and support.

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

**Children and young people make decisions and choices about their lives and how they spend their time**

4 – Children and young people have a large degree of choice in their day-to-day lives.

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

**Children and young people feel safe and are protected from abuse, harm, neglect and bullying**

5 – I am confident that I have had sufficient training that would help me respond correctly to a child protection concern.

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

6 – We provide clear guidance for children and young people on how to report bullying, which we respond to appropriately.

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

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

7– Children and young people are empowered to give feedback and they know this will be acted on promptly without negative consequences.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Leaders have the skills and capacity to oversee improvement**

8 – Leaders communicate effectively with staff, helping everyone to understand where improvement and development work is taking place.

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

9 – I am clear about my role and responsibilities in providing high-quality care and support for children and young people.

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

**Staff learning and development lead to improving outcomes for children and young people**

10– There is a culture of learning and reflection within the service.

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

**The skills mix, numbers and deployment of staff meet children and young people’s needs**

11– We have the right number of staff working at all times to ensure children’s care and support needs can be met.

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

**The setting is well furnished, comfortable and homely**

12 – Our boarding house is a welcoming, homely environment for children and young people.

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

**Children and young people influence the layout and how the setting is used**

13 – 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 |
|  |  |  |  |  |  |

14 - Children and young people have access to high-quality resources including leisure activities that support them to develop and thrive.

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

**Personal plans are reviewed and updated regularly and as children and young people’s circumstances, needs and desired outcomes change**

15 – We ensure personal plans are kept up to date and are reviewed every six months or when things change.

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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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