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**Example questions for parent/carers of children experiencing your care**

The questions below are based on the [quality framework for childcare agencies introducing and supplying childcare staff](https://www.careinspectorate.com/images/documents/7785/Quality%20framework%20for%20childcare%20agencies.pdf) which sets out the Care Inspectorate’s expectations about how care services should improve outcomes for children.

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 question 1: How well do we support children’s care play and learning?**

**1.1 : Staff nurture and support children’s care play and learning**

Key area

**Children’s rights are respected and promoted by staff who support children’s wellbeing through compassionate and responsive care**

Example questions and evaluations

1 - My child feels nurtured and cared for by staff.

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

2 - The staff know my child well and know what is important to them.

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

**Children experience high quality play and learning activities which are fun and are developed in partnership with children and their families**

3 - My child can spend time doing things that they enjoy.

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

**1.2: Children are safe and protected**

**Children are supported to feel safe, secure and are protected from harm**

4 - My child feels safe, and I feel they are safe with the staff.

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

**There are comprehensive safeguarding and child protection procedures**

5 – I have seen the child protection policy and know what to do if I have any concerns.

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

**Key question 2 How good is our leadership and staffing?**

**2.1: Quality assurance and improvement are led well.**

**Leadership is empowering and motivating and has a positive impact on the service**

6 - Everyone seems clear in their roles and work together well to provide a positive culture and quality care.

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

**2.2: Staff are used effectively to meet the needs of children and families**

**Staff understand their responsibility in ensuring children’s wellbeing needs are identified at the earliest opportunity.**

7 - I feel confident that the service and staff are working to current best practice guidance, and this is supporting my child to achieve.

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