

**Example questions for staff**

The questions below are based on the quality framework for childcare agencies- introducing and supplying childcare staff which set out how children’s rights should be central to every aspect of their care. The headings are from the key areas in the framework.

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 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 wellbeing is supported through compassionate and responsive care**

Example questions and evaluations

1 – The children we look after are nurtured and cared for.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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2 - We know children well and know what is important to them.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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 **Children have fun as they experience high quality play, learning and development opportunities**

3 – We ensure children spend time doing things that they enjoy.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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4 – We encourage children to go outside and be physically active.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**1.2 Children are safe and protected**

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

5 – We can recognise when children are unhappy or unwell, which helps us offer the support they need.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Staff have a clear understanding of their responsibilities and are supported by comprehensive safeguarding and child protection procedures**

6 – I feel confident about what to do if I have any concerns about a child to keep them safe.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Key question 2: How good is our leadership and staffing?**

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

**Empowering leadership and high-quality engagement with children and families leads to positive change in the agency**

7 – We welcome and meaningfully involve children and their families in all aspects of our service.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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8 - There is a clear vision for the service which children are at the heart of.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Quality assurance, including self-evaluation and improvement plans are in place and lead to continuous improvement**

9 – I can see my role in our improvement plan and how this will improve outcomes for children and their families.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**2.2 Staff are used effectively to meet the needs of children and families**

**Meaningful engagement between staff and families supports a partnership approach ensuring children are healthy, happy and safe**

10 - When things must change, we support families and children to feel safe as we prepare them well for changes.

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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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