

# Social care online surveys 2018: guidance for providers

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**Age group:** 0 – 18+

**Published:** May 2018

**Reference no:** 150008



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Plain English Campaign  
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## Introduction to social care surveys

Our 2018 point-in-time, online surveys are open during the following dates:

- From 14 May to 22 June for residential special schools and further education colleges with residential provision.
- From 9 July to 17 August for children's homes (includes secure children's homes), fostering agencies (includes independent fostering agencies and local authority fostering agencies), adoption agencies (includes voluntary adoption agencies and local authority adoption agencies), adoption support agencies and residential family centres.
- From 1 October to 9 November for boarding schools.

The surveys are an opportunity for children, parents, staff, foster carers, adopters and professionals to share with us their views about the providers they are involved with and that we inspect. We use the responses, along with other information we have, such as previous inspection findings or any concerns, to decide when to inspect and what to focus on when we do. Please be aware that comments or concerns about a service we inspect or regulate can also be emailed at any time to [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

Any concerns regarding a child or a vulnerable adult being at risk of harm should however be reported to the relevant local authority without delay. Any imminent risk or actual harm or danger should be reported immediately to the police.

Providers are requested to distribute links to the surveys on our behalf. This guidance explains who should be completing these surveys and therefore, who providers should send the particular survey links to. We have listed below each type of service that is included in the 2018 social care online surveys. Each list shows the different type of surveys available for each service and provides a brief explanation of who should be asked to complete the surveys.

At the end of this document there is guidance about distributing the survey links.

## **Point-in-time surveys 14 May to 22 June 2018**

### **Further education college (residential provision) surveys**

#### **Learners**

This survey is for learners who are living in residential provision on the college site or organised by the college with a host family.

#### **Parents and carers**

This survey is for the parents and carers of those learners who are living in residential provision on the college site or organised by the college with a host family.

#### **Residential staff**

This survey is for the residential staff at the college.

### **Residential special school (residential provision) surveys**

#### **Residential pupils**

This survey is for all residential pupils at the school. It is aimed at children aged eight and above; younger children may be asked to complete the survey, but they may require some support. Any child can be supported to complete the survey but it would be helpful if the person supporting is an independent person who is not part of the residential staff.

#### **Parents and carers**

This survey is for the parents and carers of all residential pupils at the school.

#### **Residential staff**

This survey is for the residential staff at the school.

## **Point-in-time surveys 9 July to 17 August 2018**

### **Children's home and secure children's home surveys**

#### **Children living in a children's home or receiving short breaks in a children's home**

This survey is for all children who are currently living in the home or are receiving short breaks at the home. It is aimed at children aged eight and above; younger children can be asked to complete the surveys, but they may require some support. Any child may be supported to complete the surveys but it would be helpful if the person supporting is independent from the home.

#### **Parents and carers**

This surveys is for parents and carers whose children currently live in the children's home or who visit the home for short breaks. For children who live in the home, **please only** ask their parents where family contact is agreed in the child's placement plan.

#### **Staff**

This survey is for all staff, including volunteers and staff employed by an agency.

#### **External professionals**

This survey is for:

- independent reviewing officers
- children's social workers who have had a child placed at the home in the last 12 months
- youth offending teams
- other interested parties, for example looked after children nurses, GPs, other health professionals, advocates, family court advisors, teachers or virtual school headteachers.

### **Local authority fostering services and independent fostering agency surveys**

#### **Children**

This survey is for all children who, at the time of the survey, are living with foster carers or who are receiving short breaks with foster carers. It is aimed at children aged eight and above; younger children may be asked to complete the survey, but they may require some support. Any child can be supported to complete the survey

but it would be helpful if the person supporting is an independent person who is not the foster carer or associated with the fostering service.

### **Approved foster carers and people who are being assessed to be foster carers**

This survey is for approved foster carers and those who are going through the assessment process to become an approved foster carer.

### **Parents and carers whose children are fostered or who have short breaks (respite care) with foster carers**

This survey is for parents and carers whose children currently live with a foster carer or who visit a foster carer for short breaks. For children who live with their foster carer, **please only** ask their parents where family contact is agreed in the child's placement plan.

### **Staff (including panel members)**

This survey is for all staff, including volunteers and staff employed via an agency. It is also for panel members, including the panel chair.

### **External professionals**

This survey is for independent reviewing officers and children's social workers who have had a child placed with the fostering agency in the last 12 months.

## **Local authority adoption services and voluntary adoption agency surveys**

### **People who want to or have adopted**

This survey is for people (within the last 12 months) who have started the assessment process to be an adopter and people who are already an approved adopter awaiting a placement or have a child placed with them.

### **Adults receiving adoption support**

This survey is for adults who are currently receiving adoption support, help with accessing birth records (birth records counselling) or intermediary services from the adoption agency, or have received this in the last 12 months.

### **Staff (including panel members)**

This survey is for all staff, including volunteers and staff employed via an agency. It is also for panel members, including the panel chair.

## **Foster carers**

This survey is for foster carers who are (or have done so in the past 12 months) caring for children in the process of being adopted (pre-placement for adoption).

## **External professionals**

This survey is for:

- independent reviewing officers
- children's social workers who have a child placed with adopters from the agency or who have a child linked with prospective adopters from the agency (or have done so in the last 12 months)
- partner agencies, for example health professionals, teachers, virtual school headteachers, solicitors, children's guardian Ad litem, family court advisors, looked after children nurses, GPs and other health professionals.

## **Residential family centre surveys**

### **Parents**

This survey is for parents who are currently staying at the centre or any parents who stayed at the centre in the past 12 months.

### **Staff and professionals**

This survey is for all staff, including volunteers and staff employed via an agency.

### **External professionals**

This survey is for:

- commissioners who have commissioned a place at the centre in the past 12 months
- social workers who are currently working with families staying at the centre, or who worked with families at the centre in the past 12 months (including children's social workers as well as social workers for parents)
- health professionals who are currently working with the centre, or who worked with the centre in the past 12 months. This includes, for example, GPs, health visitors, psychologists and Child and Adolescent Mental Health workers
- agencies and other professionals (such as the courts, solicitors, education professionals and probation) who are currently working with the centre, or who worked with the centre in the past 12 months.

## **Adoption support agency surveys**

### **Adults receiving adoption support**

This survey is for adults who are currently receiving adoption support, help with accessing birth records (birth records counselling) or intermediary services from the adoption agency, or have received this in the last 12 months.

### **Staff**

This survey is for all staff, including volunteers and staff employed via an agency.

### **External professionals**

This survey is for:

- commissioners who have commissioned support from the agency within the past 12 months
- local authority social workers who are currently working with children receiving adoption support from the agency, or who have worked with children receiving support from the agency in the past 12 months.



## Point-in-time surveys 1 October to 9 November 2018

### Boarding school (boarding provision) surveys

#### Boarders

This survey is for all boarders at the school. It is aimed at children aged eight and above; younger children may be asked to complete the survey, but they may require some support. Any child can be supported to complete the survey but it would be helpful if the person supporting is an independent person who is not part of the residential staff.

#### Parents and carers

This survey is for the parents and carers of all boarders at the school.

#### Residential staff

This survey is for the residential staff at the school.

### Distributing the survey links

- On the first day the survey is launched (see 'Introduction' for the survey dates for each provider type) each provider will receive an email containing a set of links unique to them.
- Please distribute the links as quickly as possible to allow enough time for the surveys to be completed.
- For providers with multiple establishments, agencies, schools or colleges, please check that you are sending the correct links to individuals. Please only send individuals the link to the survey that they are being asked to complete, rather than multiple links.
- There is a poster that you can use to help promote the surveys, available at [www.gov.uk/government/collections/social-care-online-questionnaires](http://www.gov.uk/government/collections/social-care-online-questionnaires).

### Further information

If you are a provider and you have any questions about this year's online surveys, you should call our general helpline on 0300 123 1231 or email us at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

If you are not a provider and you have any questions about the social care surveys, you can email us at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or contact us on 0300 123 1231 (select option 5 and then option 2).



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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

No. 150008

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