

# Social care online questionnaires 2015: guidance for providers

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## Introduction

From 9 February to 4 May 2015 Ofsted's social care online questionnaires are open and available for completion. The questionnaires are Ofsted's chance to hear what children and young people, parents, staff, social workers and other professionals say about children's homes, adoption agencies, fostering services and residential family centres. Providers distribute links to the questionnaires on Ofsted's behalf.

This guidance explains who should be completing these questionnaires and therefore, who the providers should send the particular questionnaire links to. For example, the children's homes staff questionnaire is for staff, volunteers and agency workers.

We have listed below each type of establishment or agency that is included in the social care online questionnaires 2015. Each list shows the different type of questionnaires available for each establishment or agency and provides a brief explanation of who should be asked to complete the questionnaire.

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

## Children's homes questionnaires

### Parents and those with parental responsibility

This questionnaire 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.

### Children and young people

This questionnaire is for all children and young people 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 questionnaire, but they may require some support. Any child or young person may be supported to complete the questionnaire but it would be helpful if the person supporting is independent from the home, such as a parent, social worker, advocate, independent reviewing officer or teacher.

### Staff

This questionnaire is for all staff, including volunteers and staff employed via an agency, at the time of the questionnaire.

## **Independent reviewing officers, placing social workers and other interested parties**

This questionnaire is for independent reviewing officers and children's social workers who have had a child placed at the home in the last 12 months. Other interested parties could include looked after children nurses, GPs, other health professionals, advocates, family court advisors, teachers or virtual school headteachers.

## **Secure children's homes questionnaires**

### **Parents whose children are living in a secure children's home**

This questionnaire is for parents and carers whose children currently live in the secure children's home. Please only ask those parents where family contact is agreed in the child's placement plan.

### **Staff**

This questionnaire is for all staff, including volunteers and staff employed via an agency, at the time of the questionnaire.

### **Young People**

This questionnaire is for all young people who are currently living in the secure children's home.

### **Placing social workers, youth offending teams and other interested parties**

This is a questionnaire for children's social workers and youth offending teams who have had a child placed at the home in the last 12 months. Other interested parties could include looked after children nurses, GPs, other health professionals, advocates or family court advisors.

## **Independent fostering agencies and local authority fostering services questionnaires**

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

This questionnaire 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 questionnaire 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.

### **Children and young people**

This questionnaire is for all children and young people who, at the time of the questionnaire, 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 questionnaire, but they may require some support. Any child or young person can be supported to complete the questionnaire 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, such as a parent, social worker, advocate, independent reviewing officer or teacher.

### **Independent reviewing officers and placing social workers**

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

### **Panel members and agency staff**

This questionnaire is for panel members, the panel chair, panel advisors and all staff, including volunteers and staff employed via an agency, at the time of the questionnaire.

## **Local authority adoption services and voluntary adoption agencies questionnaires**

### **Independent reviewing officers and placing social workers**

This questionnaire is for independent reviewing officers and 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).

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

This questionnaire 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 (people 18 years and over) receiving adoption support**

This questionnaire 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. This includes historic birth parents who are currently receiving adoption support and adoptive parents who are receiving adoption support (if they adopted their child more than 12 months ago).

### **Agency staff and panel members**

This questionnaire is for panel members, the panel chair, panel advisors and all staff, including volunteers and staff employed via an agency, at the time of the questionnaire.

### **Birth parents**

This questionnaire is only for birth parents whose children are in the process of being adopted. Historic birth parents who are receiving adoption support should be asked to complete the questionnaire for 'Adults (people 18 years and over) receiving adoption support'.

### **Children and young people**

This questionnaire is **only** for children who are currently receiving an adoption support service from the adoption agency. It is aimed at children aged eight and above. However, younger children may be asked to complete the questionnaire, although they may need some support. Any child or young person can be supported to complete the questionnaire but it would be helpful if the person supporting is independent from the adoption agency, such as a parent, social worker, advocate, independent reviewing officer or teacher.



## **Partner agencies and foster carers**

This questionnaire 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). It is also for partners working with the adoption agency, for example, health professionals, children's social workers, teachers, virtual school headteachers, solicitors, children's guardian Ad litem, family court advisors, looked after children nurses, GPs and other health professionals.

## **Residential family centres questionnaires**

### **Staff**

This questionnaire is for all staff, including volunteers and staff employed via an agency, at the time of the questionnaire.

### **Parents**

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

### **Commissioners and social workers**

This questionnaire is for commissioners who have commissioned a place at the centre in the past 12 months or 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. This includes children's social workers as well as social workers for parents.

### **Agencies and professionals**

This questionnaire is for any agencies or 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.

### **Health professionals**

This questionnaire is for 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.

## Distributing the questionnaire links

- Please distribute the links as quickly as possible to allow enough time for the questionnaires to be completed. The questionnaires close on 4 May 2015.
- For providers with multiple establishments or agencies, please check that you are sending the correct links to individuals. Each link is unique to a particular establishment or agency.
- Please only send individuals the link to the questionnaire that they are being asked to complete, rather than multiple links.
- We have symbol versions of questionnaires for children and young people to use in Widgit, Picture Communication Systems and Makaton. If a child or young person uses a different method to communicate, we are happy to receive their views in any way that they can provide these, for example, drawings illustrating their views.
- There is a poster that you can use to help promote the questionnaires. It is available at [www.gov.uk/government/publications/social-care-online-questionnaires-2015-poster-for-providers](http://www.gov.uk/government/publications/social-care-online-questionnaires-2015-poster-for-providers).

## Further information

If you are a provider and you have any questions about this year's online questionnaires, 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 questionnaires, you can email us at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or contact us on 0300 123 1231 (select option 5: member of the public and then option 1: questions about the current social care questionnaires).