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

The questions below are based on the quality framework for daycare of children, childminding and school aged childcare, 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 area

**Children are nurtured and supported throughout their daily experience**

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.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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3 - My child is involved in decisions about their care.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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4 - my child enjoys the snacks and meals in the service.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Children are supported to feel safe, secure and are protected from harm.**

5 - Staff recognise when my child is unhappy or unwell and support them well.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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6 - My child feels safe, and I feel they are safe in the service.

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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**

7 - My child can spend my time doing things that they enjoy, in a group or on their own.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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8 - My child enjoys a rich variety of play experiences which are supporting them to learn and develop.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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9 - My child can decide where they want to play and there are lots of things they enjoy.

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

**high-quality engagement facilitates a partnership approach to care, play and learning outcomes**

10 - We are involved in a meaningful way in the service.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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11 - Staff communicate with me well about my child and their time in the service. (Personal plan)

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Approaches to transitions promote children’s security and wellbeing**

12 - When things must change, staff help me, and my child feel safe by preparing us well for changes.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**How good is our Setting?**

**children benefit from high quality care, play and learning settings**

13 - My child can rest when they want to and there are cosy spaces to relax in.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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14 - The resources are varied, high quality, age appropriate and engaging for my child.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**How good is our leadership**

**children and families are meaningfully involved and influence change within the setting**

15 - We are consulted with regularly and can see how our feedback is used to develop the service.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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16 - If I have a concern or complaint I know this will be acted on with no negative consequences for me or my child.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**A high-quality play and learning culture is fully embedded**

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

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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18 - My child is supported to develop new skills at their pace and in a way which suits them as an individual.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**staff, resources and finances are used effectively to meet the needs of children and families.**

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

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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20 - I know who the management team are and they are available to me if I wish to speak with them.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**How good is our staff team?**

**Children and families benefit from staff that are well trained, competent, skilled and registered with the relevant professional body**

21 - Staff are professional and knowledgeable

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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22 - I feel confident in the staff caring for my child.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**deployment and levels of staff are effective in ensuring high-quality outcomes for children**

23 - There are always enough staff to welcome children and meet their needs.

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

24 - Staff have the time to talk and play with my child.

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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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