

# Social care online surveys 2019: guidance for providers

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## Contents

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<b>Introduction to social care point in time (PIT) surveys</b>	<b>3</b>
<b>Distributing the survey links</b>	<b>4</b>
<b>Point-in-time surveys 2019</b>	<b>5</b>
Further education college (residential provision) surveys	5
Residential special school (residential provision) surveys	5
Children's home and secure children's home surveys	5
Local authority fostering services and independent fostering agency surveys	6
Local authority adoption services and voluntary adoption agency surveys	7
Residential family centre surveys	8
Adoption support agency surveys	9
Boarding school (boarding provision) surveys	9
<b>Further information</b>	<b>10</b>

## **Introduction to social care point in time (PIT) surveys**

Our point in time online 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.

We use the survey responses, along with other information we have, such as previous inspection findings, to decide when to inspect and what to focus on when we do. The results also help us to build a national picture of people's experiences.

Our 2019 point-in-time online surveys are open between **29 April to 9 June 2019** for the following providers:

- residential special schools
- further education colleges with residential provision
- 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
- residential family centres
- boarding schools.

### **The survey links will be circulated to:**

- registered managers (where applicable)
- nominated persons/responsible individuals.

Providers are requested to distribute links to the relevant audiences on our behalf.

## **Distributing the survey links**

- On Monday 29 April 2019, each provider will receive an email containing a set of links unique to them.
- The email will outline which audiences (e.g. children, staff) should receive each unique link.
- These links should thereafter be distributed to the relevant audience types for that provider.
- For providers with multiple establishments, agencies, schools or colleges, please only send individuals the link that they require rather than all of the links as it may cause confusion.

**This guidance explains which groups of people fall under the audience categories.**

## **Point-in-time surveys 2019**

### **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. Younger children they may require some support. Any child may be supported to complete the surveys.

#### **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.

### **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.

Younger children may require some support. Any child may be supported to complete the surveys.

### **Parents and carers**

This survey 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.

Younger children may require some support. Any child may be supported to complete the surveys.

### **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.*

### **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.

### **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.

### **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.

## **Boarding school (boarding provision) surveys**

### **Boarders**

This survey is for all boarders at the school.

Younger children may require some support and any child can be supported to complete the survey.

### **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.

## 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 [socialcarepitsurvey@ofsted.gov.uk](mailto:socialcarepitsurvey@ofsted.gov.uk).



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