

# Inspection of residential family centres

Consultation document

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This is a consultation document on Ofsted's proposals for revisions to the framework for inspecting residential family centres. We are seeking the widest possible range of views to ensure that the revised framework takes into account the needs and circumstances of all those who have an interest or expertise in residential family centres. We are particularly keen to hear from people who have been directly involved with centres, including children, parents and those who commission services.

The closing date for the consultation is 8 July 2014.

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**361**

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## About Ofsted

1. The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages.

## Purpose and background to the consultation

2. This consultation seeks your views on proposed aspects of the new arrangements for inspecting residential family centres.<sup>1</sup> Your contribution will help to refine and develop the framework for inspecting these services.
3. This document sets out our proposals for the judgements that inspectors will make and report on when inspecting residential family centres that are registered under the Care Standards Act 2000.<sup>2</sup>
4. Following this consultation, we will evaluate the responses received and, in due course, publish the main findings on our website.
5. We will use the information gathered through the consultation to finalise the revised arrangements for inspection. We propose to implement the changes from September 2014.

## Legal basis for inspection

6. The Care Standards Act 2000, including regulations made under section 22 of the Act, sets out the legal basis for regulating residential family centres.<sup>3</sup> It sets out Ofsted's powers to register, inspect and, where necessary, enforce compliance with the Act and relevant regulations.
7. A residential family centre is any establishment that provides residential services for parents and their children in order to assess the parents' capacity and potential to respond to their children's needs and to safeguard and promote their children's welfare. The assessments are usually ordered by the family courts during care proceedings where a local authority is the applicant. The residential family centre can also provide advice, guidance and counselling to the parents. All residential family centres must register with Ofsted before they operate.
8. When inspecting residential family centres, Ofsted takes account of information from previous inspections and the relevant legislation including:
  - The Care Standards Act 2000

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<sup>1</sup> Also referred to as 'centres' in this document, for ease of reading

<sup>2</sup> *Care Standards Act 2000*, Part II, Section 22; [www.legislation.gov.uk/ukpga/2000/14/section/22](http://www.legislation.gov.uk/ukpga/2000/14/section/22).

<sup>3</sup> *Care Standards Act 2000*, Part II, Section 22; [www.legislation.gov.uk/ukpga/2000/14/section/22](http://www.legislation.gov.uk/ukpga/2000/14/section/22).

- The Children Act 1989<sup>4</sup>
  - The Residential Family Centres Regulations 2002 (as amended)
  - Residential family centres: national minimum standards (2013)<sup>5</sup>
  - The Care Standards Act 2000 (Registration)(England) Regulations 2010
  - The Equality Act 2010
  - Statutory guidance on interagency working to safeguard and promote the welfare of children.<sup>6</sup>
9. The Education and Inspections Act 2006 requires Ofsted to perform its function as the regulator of residential family centres, for the general purpose of encouraging the services it inspects and regulates to:
- improve
  - focus on the experiences of those who use the service
  - be efficient and effective in the use of resources.

## How we inspect

10. Residential family centres are subject to a full inspection at least once within each three-year inspection cycle, as determined by regulations.<sup>7</sup> Full inspections of residential family centres are always unannounced.
11. A monitoring visit may be carried out if there is an incident, complaint or concern regarding the residential family centre, or to follow up on enforcement action. Monitoring visits are usually unannounced.
12. When Ofsted judges a residential family centre to be inadequate for overall experiences of children and parents, the next inspection for that centre usually takes place within 12 months.
13. The final report is published on the Ofsted website within 20 working days of the end of the inspection (irrespective of appeals or complaints).

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<sup>4</sup> *The Children Act 1989*; [www.legislation.gov.uk/ukpga/1989/41/contents](http://www.legislation.gov.uk/ukpga/1989/41/contents).

<sup>5</sup> *Residential family centres: national minimum standards*, Department for Education, 2013; [www.gov.uk/government/publications/residential-family-centres-national-minimum-standards](http://www.gov.uk/government/publications/residential-family-centres-national-minimum-standards).

<sup>6</sup> *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children*, Department for Education, 2013; [www.gov.uk/government/publications/working-together-to-safeguard-children](http://www.gov.uk/government/publications/working-together-to-safeguard-children).

<sup>7</sup> Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes, etc.) (Amendment) Regulations S1 2007/694, as amended; [www.legislation.gov.uk/uksi/2007/694/contents/made](http://www.legislation.gov.uk/uksi/2007/694/contents/made).

## Changes to inspection

14. The following changes to the existing interim inspection framework will be implemented in September 2014 and are not subject to consultation:
- a judgement grade of 'requires improvement' to replace the current judgement grade of 'adequate'
  - the revised inspection judgement structure of the overall experiences of children and parents, taking into account:
    - the quality of assessment
    - how well children and parents are protected and helped
    - working with partners to improve outcomes
    - the effectiveness of leaders and managers
  - the evaluation criteria for 'outstanding', 'requires improvement' and 'inadequate' where 'good' is established as the minimum benchmark
  - the definition of 'requires improvement' and 'inadequate' that are already established with the inspection of services caring for vulnerable children, young people and their families.

## Making judgements and using the grade descriptors

15. The experiences of children and parents are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect.
16. Inspectors will make their judgements on a four-point scale:
- outstanding
  - good
  - requires improvement
  - inadequate.
17. Inspectors will use the descriptors of 'good' as the benchmark against which to grade and judge performance. Inspectors will consider the evidence in a particular area against the evaluation criteria for outstanding, good, requires improvement and inadequate before making a judgement at a full inspection. A judgement of good will be made where the inspector concludes that the evidence, overall, sits most appropriately with a finding of 'good'. This is what Ofsted describes as 'best fit'.
18. In addition, inspectors will identify areas of outstanding practice and priorities for improvement. For all children and young people, the expectation is that care and practice are sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.

19. Residential family centres must comply with the relevant regulations. When they do not, inspectors will identify clearly what they must do in the form of 'requirements'. The Department for Education also publishes national minimum standards for residential family centres. When providers do not take account of the national minimum standards, this is likely to indicate poor practice and may indicate a failure to comply with the regulations. This will influence the inspection judgement and may result in 'requirements' being imposed. Where appropriate, we will always make recommendations for improvement.
20. Ofsted inspection frameworks operate on the basis that only 'good' is good enough for children and young people whether that is in respect of their care or education. This framework sets out what 'good' looks like for the experiences of children and parents who stay at residential family centres. When a centre is not yet good, we will judge it to require improvement and set out where we believe it needs to improve. Those improvements will be aligned with the relevant regulations and standards.
21. Meeting all regulatory requirements will not necessarily result in a judgement of good or outstanding. Meeting the requirements for good or better must equate to high-quality care, good planning and assessments and a safe and protective environment, which lead to good experiences for children and parents.
22. The seriousness of any failure to meet regulations and the potential impact on the experiences and progress of children and young people will influence the judgements and the outcome of the inspection. Inspectors will use their professional judgement to assess the impact of any regulatory breach on the lives of children and young people and the quality of care afforded to them.

## The proposals

23. We are seeking your views on two specific proposals.
24. The first proposal concerns the evaluation criteria for the judgements of 'outstanding' and 'good' in each of the judgement areas.
25. The second proposal is:
  - that a judgement of 'inadequate' in the judgement of 'how well children are helped and protected' will always limit the 'overall experiences' judgement to 'inadequate'.
  - that a judgement of 'inadequate' in the other judgements is likely to limit the 'overall experiences' judgement to 'inadequate' and in all instances to no more than 'requires improvement'.

Proposal I below sets out the evaluation criteria for each of the performance areas. This is followed by proposal II in relation to limiting judgements.

### **Proposal I: that the evaluation criteria clearly describe the characteristics of good and outstanding judgement**

26. We are seeking your views on the proposed evaluation criteria for the judgement of outstanding and good in each of the judgement areas as set out after paragraph 27.
27. You can read about the consultation process at paragraph 43. The consultation questions that we would like you to answer start on page 19.

## The overall experiences of children and parents

### **Good**

28. The judgement on the overall experiences of children and parents is likely to be good if:
  - children and adults report that they feel safe at the centre and are protected as far as possible from accidents, abuse, neglect, violence and self-harm
  - staff provide consistently high-quality care, support and guidance that leads to constructive, challenging and progressive experiences for parents, and to positive experiences and improved outcomes for children
  - parents are supported to understand the impact of their behaviour on children and their own capacity to change
  - children and parents confirm that challenging behaviours are well-managed and that boundaries and expectations about group living are followed consistently



- children and parents live in a welcoming physical environment that feels like a family home – staff and parents work together to meet children’s day-to-day needs for routine, privacy, personal space, nutritious meals, enjoyable mealtimes and provide a safe and secure attachment with an adult who knows them well
- children, where possible, and parents are actively engaged in plans and they understand what is happening to them; they enjoy sound relationships with staff, based on honesty and respect
- children and parents are welcomed into, and leave, the centre in a planned and sensitive manner
- care planning, support and guidance are highly personalised to meet the individual needs of each child and parent, and are underpinned by effective, high quality support from staff
- the views and wishes of children and parents significantly influence the running of the centre and the delivery of care, guidance and support
- collaborative working with social workers, family courts and other professionals is embedded well into the operation of the centre
- children and parents understand how to complain – they have access to and are encouraged to involve, an advocate and an independent visitor and understand what has happened as a result of complaints; complaints are treated seriously and result in a clear response, urgent action and improved practice and/or services where that is required.

## **Outstanding**

29. The judgement on the overall experiences of children and parents is likely to be judged outstanding if, in addition to meeting the requirements of a good judgement, there is evidence that:

- professional practice consistently exceeds the standard of good and results in sustained improvement to the lives of children and parents – there is significant evidence of change and improvement for children and parents because of the actions of the staff working at the centre
- research-informed practice, some of which may be innovative, continues to develop from a strong and confident base, making an exceptional difference to the lives and experiences of children and parents
- children and parents give positive feedback consistently about the quality of their care, support and guidance in the centre and their relationships with staff.

## Requires improvement

30. The quality of the overall experiences of children and parents is likely to require improvement if:

- there are no serious or widespread failures that result in children's welfare not being safeguarded or promoted – however, the overall experiences of children and parents are not yet good.

## Inadequate

31. The judgement on the overall experiences of children and parents is likely to be inadequate if:

- there are serious and widespread failures that result in the safety and welfare of children not being protected or in poor experiences for children and parents.

## Quality of assessment

### Good

32. The judgement on the quality of assessment is likely to be good if:

- assessments are focused on the needs of children, are analytical and show a clear understanding of case history, risk and the capacity of the parents to protect and promote their children's welfare
- assessments are evidence-based, include a chronology and give a clear account of how the assessments were completed
- assessments take full account of the placing authority and court requirements
- assessments are realistic about parental capacity for change and the extent to which parents understand the impact of their behaviour on their children
- assessments include strong evidence, where available, of the child's journey to a safe and nurturing family life – the assessment demonstrates how support has been reduced as the assessment progresses and includes a clear account of recommended next steps that are based on the child's best interests and comprehensive evidence
- parents are assessed in accordance with their family placement plan and in a manner consistent with assessment guidance contained within Chapter One of *Working together to safeguard children*<sup>8</sup>

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<sup>8</sup> *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children*, Department for Education, 2013;  
[www.gov.uk/government/publications/working-together-to-safeguard-children](http://www.gov.uk/government/publications/working-together-to-safeguard-children).

- family placement plans are reviewed regularly and updated in line with changing circumstances
- parents are proactively engaged at every stage of the assessment; they receive regular feedback about their parenting and plans for the future
- parents are clear about the assessment process, the elements of their parenting that are being assessed, and the emerging views of the assessors
- parents feel able to challenge elements of the assessment process and changes, if in the interests of their children, are made as a result; their views are clearly recorded
- parents and, as appropriate, children know the content of the assessment report and their views and feedback are addressed fully
- use of surveillance systems for assessment is detailed in the family placement plan and understood by parents
- prior to admission and during assessments, effective liaison with all relevant professionals, including the child's social worker, contributes significantly to high quality assessments and realistic recommendations about future plans
- all professionals working with the family are able to contribute well to the assessment
- staff undertaking assessments are suitably trained and qualified social workers; they have a good knowledge and understanding of child development, attachment theory and models of change, and use that knowledge to support their assessments
- staff practice follows a clear theoretical model and are able to reflect on their practice, resulting in improvements for children and parents.

## **Outstanding**

33. The quality of assessment is likely to be judged outstanding if, in addition to meeting the requirements of a good judgement, there is evidence that:

- the quality of assessments and reports is consistently and exceptionally high
- the residential family centre ensures that professionals from all agencies involved with the family have a coherent understanding of the ethos of the centre and the theoretical model that underpins the assessments
- feedback from court professionals and partner agencies about the quality of assessments and reports is consistently positive
- leaders and managers continually review the effectiveness of the assessment process and adapt it accordingly, improving the quality of the assessments.

## How well children and parents are helped and protected

### Good

34. The judgement on how well children and parents are helped and protected is likely to be good if:

- children's welfare is paramount; they are protected from harm and kept safe while living at the residential family centre
- care plans clearly identify the risk and impact, or likely risk and impact, of any abuse or neglect and the actions required to keep children safe; these are monitored and reviewed regularly, alongside the parents' capacity to protect their children and promote their welfare
- staff identify and respond effectively to the particular vulnerabilities and needs relating to a child or parent's cultural background and personal identity (including disability, age, ethnicity, faith, gender, gender identity, marital status, language, religious belief and sexual orientation)
- the diverse and individual needs of children and their families are central to the services provided by the centre and are addressed in all aspects of planning and direct work with children and their families
- parents are provided with full information about the centre prior to admission
- staff actively promote child and parental health, education and, where relevant, employment
- staff intervene appropriately to ensure that a child's needs are being met, including their emotional and attachment needs
- direct work is undertaken with parents to enable them to bond and attach with their children
- effective parenting support helps children to develop appropriate and secure attachments to their parent or parents
- parents are involved actively and consistently in the planning and review of their guidance and support
- staff and managers have a robust understanding of the impact of the residential experience on children and parents – this is used positively to promote the quality of practice and support provided
- parents are supported to develop skills to build and sustain constructive relationships and resolve conflict positively
- staff manage challenging behaviour well and respond appropriately to anti-social behaviour in the interests of all those resident at the centre
- parents and, as appropriate, their children are able to raise concerns about their experience of the centre; children and parents know what action has been taken as a result of their concerns

- the residential family centre systematically monitors and learns from allegations and the outcomes of child and adult protection investigations. Wider learning is effective, including lessons from key messages in serious case reviews and research
- strong and proactive relationships with the police, social workers, the courts and adult and child protection services support and promote the safety of children and parents
- procedures for dealing with allegations or suspicion of harm are compliant with *Working together to safeguard children*<sup>9</sup> and provide effective protection and support for the child and/or vulnerable adult
- the centre has clear procedures and agreed arrangements with the local police and child and adult protection services, which result in investigations being handled in a fair, consistent, timely and effective way
- the centre follows clear procedures and agreed arrangements with the local police and child and adult protection services, which include the actions to be taken where an adult or child is missing
- the environment is physically safe and appropriately secure, taking full account of the needs and characteristics of the children and parents using the centre; the centre is well-maintained and meets all health and safety requirements
- arrangements for the management and administration of medication are safe and effective.

## Outstanding

35. The judgement regarding how well children and parents are helped and protected is likely to be outstanding if, in addition to meeting the requirements of a good judgement:

- staff are highly experienced, skilled, and find creative ways to help and protect children and parents – practice is research-based and, sometimes, innovative leading to sustained improvements to the lives of children and parents
- there is strong evidence that the centre is minimising any unnecessary risks to the safety of children and young people; systematic risk assessment and risk management improve the protection of children and parents and risk assessments are reviewed and updated in response to changes to the resident group
- professionals report consistently that the help and protection children and parents receive are of an exceptionally high standard.

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<sup>9</sup> *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children*, Department for Education, 2013; [www.gov.uk/government/publications/working-together-to-safeguard-children](http://www.gov.uk/government/publications/working-together-to-safeguard-children).

## The effectiveness of leaders and managers

### Good

36. The judgement on the effectiveness of leaders and managers is likely to be good if:

- managers have strong systems in place that prioritise the quality of practice and the difference staff make to the lives of children and their parents
- there is clear evidence of continuing improvement based on the performance since the previous inspection; service planning is founded on robust evidence, tackling key areas of weakness systematically and building on areas of strength
- the centre is managed efficiently and effectively by a permanent registered manager who is suitably experienced and qualified
- leaders and managers conduct a thorough review of the service, at least once annually, and use the results to actively drive continuous improvement. They take prompt action to address weaknesses and make improvements
- leaders and managers are aware of and understand current legislative requirements, research and practice developments in the sector; they share these with staff to improve the quality of service and to inform training
- leaders and managers consistently demonstrate and communicate their high expectations to staff about sustaining improvement
- the centre is properly staffed and resourced; staff are deployed effectively to meet the individual needs of children and parents
- all staff and volunteers working at the centre are carefully selected and vetted – robust monitoring is in place to help prevent unsuitable people from having the opportunity to harm children or vulnerable adults
- leaders and managers make family-centred decisions about admissions – priority is given to the safety and stability of the group of families who are already resident, admission decisions take account of all children and parents' needs and there are good plans to introduce families to the centre and to support them when they leave regardless of the assessment decision
- the centre's statement of purpose clearly sets out the ethos and objectives of the centre, is up to date and contains comprehensive information, in accordance with the requirements of the regulations
- all significant events relating to the welfare and protection of children and adults are notified by the registered persons to the appropriate authorities; necessary action is taken following such events to ensure that the child's needs are met and that they are safe and protected
- managers and staff receive regular and effective supervision that is clearly recorded – supervision offers opportunities for staff to reflect on their practice and to identify their professional developmental needs

- staff receive relevant training to enable them to provide high quality assessments of parenting skills, to write strong and clear reports and to meet the needs of children and parents in the centre; there is an effective and relevant training plan for the team of staff working at the centre.

## **Outstanding**

37. The judgement regarding the effectiveness of leaders and managers will be outstanding if, in addition to meeting the requirements of a good judgement:

- leaders and managers provide a clear strategic direction based on a vision which takes into account the views and needs of all those involved in the life of the centre – they are influential in improving the lives of those who are resident at the centre
- leaders and managers have demonstrably high aspirations for children and parents; they expect staff to provide high quality services to children and parents that result in lasting improvements to their lives
- leaders and managers are innovative and generate creative ideas to sustain the highest quality care, support and guidance for families; they know their strengths and weaknesses well and can provide evidence of continuous improvement over a sustained period
- relationships between the centre, partner agencies and parents ensure the best possible experiences for children and their parents.

## **Working with partners to improve outcomes**

### **Good**

38. The judgement on working with partners will be good if:

- staff build effective working relationships with social workers, staff from placing authorities and the local authority where they are located – they are active participants in reviews of progress and challenge any deficits in support effectively to ensure that children receive the support and protection they are entitled to and require
- staff collaborate positively with other agencies and professionals, including education colleagues, health agencies, housing providers and family courts to ensure good continuity of care and effective holistic support for children and parents and plans for the future
- proactive and effective working relationships with the police help to support and protect children and parents; the adults working at the centre protect the parents living there from any unnecessary involvement in the criminal justice system

- staff work proactively to promote and develop positive relationships with neighbours and the local community that will help children and families to use local resources and promote a sense of belonging and security for children and families
- the residential family centre has strong links with the Local Safeguarding Children Board and the Local Authority Designated Officer and there is regular and effective communication regarding key safeguarding issues, such as incidents of injuries sustained during restraint or allegations against staff at the centre.

### **Outstanding**

39. The judgement for working with partners is likely to be outstanding if, in addition to meeting the requirements of a good judgement:

- there is evidence that highly effective, well-embedded, mutually challenging and dynamic partnership arrangements bring enduring benefits to children and parents; the centre's consistently proactive, creative and innovative engagement with a wide range of partners contributes to high-quality support, assessment, care and protection of children and parents.



**Proposal II: that a judgement of 'inadequate' in the judgement of 'how well children and parents are helped and protected' will always limit the 'overall experiences' judgement to 'inadequate'; a judgement of 'inadequate' in other judgements is likely to limit the 'overall experiences' judgement to 'inadequate' and in all instances to no more than 'requires improvement'**

40. We think it is clear that where inspectors judge 'how well children and parents are helped and protected' as 'inadequate', the 'overall experiences' judgement would always be 'inadequate'.
41. We think that a judgement of 'inadequate' for either 'the effectiveness of leaders and managers' or 'working in partnership with others to improve outcomes' would be likely to lead to a judgement of 'inadequate' for the 'overall experiences' judgement but certainly no more than 'requires improvement'. We think that in making that final judgement, inspectors should take into account the impact of the failures on the experiences of children and young people.
42. We welcome your views on this proposal.

## **The consultation process**

43. We welcome your responses to this consultation paper. The consultation opens on 10 June 2014 and closes on 8 July 2014.
44. The information you provide us with will inform our consideration of changes to the inspection framework for the inspection of residential family centres.
45. We will publish a response to the consultation at the same time that we intend to implement inspections in September 2014.

## **Sending back your response**

46. There are three ways of completing and submitting your response.

### **Online electronic questionnaire**

47. Visit our website to complete and submit an electronic version of the response form: [www.surveymonkey.com/s/ResFCs](http://www.surveymonkey.com/s/ResFCs).

### **Download and email**

48. Visit our website to download a Word version of the response form that you can complete on your computer: [www.ofsted.gov.uk/resources/140017](http://www.ofsted.gov.uk/resources/140017) When you have completed the form, please email it to [socialcare@ofsted.gov.uk](mailto:socialcare@ofsted.gov.uk) with the consultation name in the subject line.

## **Print and post**

49. Visit our website to print a Word or PDF version of the response form that can be filled in by hand: [www.ofsted.gov.uk/resources/140017](http://www.ofsted.gov.uk/resources/140017). When you have completed it please post it to:

Social Care Policy Team (8th Floor)  
Ofsted  
Aviation House  
125 Kingsway  
London  
WC2B 6SE

# Questionnaire for the inspection of residential family centres consultation

## Confidentiality

The information you provide will be held by us. It will only be used for the purposes of consultation and research to help us to become more effective, influence policies and inform inspection and regulatory practice.

We will treat your identity in confidence, if you disclose it.

Are you responding on behalf of an organisation?

- Yes  please complete Section 1 and the following questions  
 No  please complete Section 2 and the following questions

## Section 1

If you would like us to consider publishing the views of your organisation, please indicate this below.

Organisation: \_\_\_\_\_

## Section 2

Which of the below best describes you best?

a parent who has stayed at a centre	<input type="checkbox"/>	an independent provider of a residential family centre	<input type="checkbox"/>
a child who has stayed at a centre	<input type="checkbox"/>	a local authority provider of a residential family centre	<input type="checkbox"/>
a relative of a child who has stayed at a centre	<input type="checkbox"/>	an employee of a residential family centre	<input type="checkbox"/>
a commissioner of services for children and families	<input type="checkbox"/>	a social worker or manager working with parents and children who have stayed at a residential family centre	<input type="checkbox"/>
a representative member of a national or regional group involved with a residential family centre	<input type="checkbox"/>	prefer not to say	<input type="checkbox"/>
other (please specify)	<input type="checkbox"/>		

Q1. To what extent do you agree or disagree with the following statement?

The characteristics of good, as they are set out, describe accurately the overall experiences that children and parents should have at residential family centres. (Please see paragraph 28 in the consultation document.)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Comments:

Q2. To what extent do you agree or disagree with the following statement?

The characteristics of good, as they are set out, describe accurately what should be expected in the following judgement areas:

- quality of assessment (see paragraph 32)
- how well children and parents are helped and protected (see paragraph 34)
- the effectiveness of leaders and managers (see paragraph 36)
- working with partners to improve outcomes (see paragraph 38).

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Comments:

Q3. To what extent do you agree or disagree with the following statement?

The outstanding criteria as set out across the judgement areas capture well the characteristics of those residential family centres that are making an exceptional and enduring positive difference to the lives of children and parents? (Please see paragraphs 29, 33, 35, 37 and 39 in the consultation document.)

Strongly agree  <input type="checkbox"/>	Agree  <input type="checkbox"/>	Neither agree nor disagree  <input type="checkbox"/>	Disagree  <input type="checkbox"/>	Strongly disagree  <input type="checkbox"/>	Don't know  <input type="checkbox"/>
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Comments:

Q4. To what extent do you agree or disagree with the following statement?

A judgement of 'inadequate' in the judgement of 'how well children and parents are helped and protected' will always limit the 'overall experiences' judgement to 'inadequate'?

Strongly agree  <input type="checkbox"/>	Agree  <input type="checkbox"/>	Neither agree nor disagree  <input type="checkbox"/>	Disagree  <input type="checkbox"/>	Strongly disagree  <input type="checkbox"/>	Don't know  <input type="checkbox"/>
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Comments:

Q5. To what extent do you agree or disagree with the following statement?

A judgement of 'inadequate' for either 'the effectiveness of leaders and managers' or 'working in partnership with others to improve outcomes' is likely to lead to an 'inadequate' judgement for the 'overall experiences' judgement, and in all instances to no more than 'requires improvement'?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Q6. Do you have any further comments? Please include them here.

## What did you think of this consultation?

One of the commitments in our strategic plan is to monitor whether our consultations are accessible to those wishing to take part.

Please tell us what you thought of this consultation so that we can make necessary improvements to how we consult.

	Agree	Neither agree nor disagree	Disagree	Don't know
I found the consultation information clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the consultation easy to find on the Ofsted website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had enough information about the consultation topic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would take part in a future Ofsted consultation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## How did you hear about this consultation?

- Ofsted website
- Ofsted News*
- Ofsted's email alert service
- @ofstednews (Twitter)
- Ofsted conference
- Another organisation (please specify, if known)
- Other (please specify) .

Is there anything you would like us to improve on or do differently for future consultations? If so, please tell us below.

Thank you for taking part in our consultation.



## Additional questions about you

Your answers to the following questions will help us to evaluate how successfully we are communicating messages from inspection to all sections of society. We would like to assure you that completion of this section is optional; you do not have to answer any of the questions. All responses are confidential.

Please tick the appropriate box.

### 1. Gender

Female <input type="checkbox"/>	Male <input type="checkbox"/>
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### 2. Age

Under 14 <input type="checkbox"/>	14–18 <input type="checkbox"/>	19–24 <input type="checkbox"/>	25–34 <input type="checkbox"/>	35–44 <input type="checkbox"/>	45–54 <input type="checkbox"/>	55–64 <input type="checkbox"/>	65+ <input type="checkbox"/>
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### 3. Ethnic origin

(a) How would you describe your national group?

- British or mixed British
- English
- Irish
- Northern Irish
- Scottish
- Welsh
- Other (specify if you wish)

(b) How would you describe your ethnic group?

<b>Asian</b>		<b>Mixed ethnic origin</b>	
Bangladeshi	<input type="checkbox"/>	Asian and White	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Black African and White	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Black Caribbean and White	<input type="checkbox"/>
Any other Asian background (specify if you wish)	<input type="checkbox"/>	Any other mixed ethnic background (specify if you wish)	<input type="checkbox"/>
<b>Black</b>		<b>White</b>	
African	<input type="checkbox"/>	Any White background (specify if you wish)	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	<b>Any other ethnic background</b>	
Any other Black background (specify if you wish)	<input type="checkbox"/>	Any other background (specify if you wish)	<input type="checkbox"/>
<b>Chinese</b>			
Any Chinese background (specify if you wish)	<input type="checkbox"/>		

#### 4. Sexual orientation

Heterosexual <input type="checkbox"/>	Lesbian <input type="checkbox"/>	Gay <input type="checkbox"/>	Bisexual <input type="checkbox"/>
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#### 5. Religion/belief

Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Any other, please state:	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	None	

#### 6. Disability

Do you consider yourself to have a disability?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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