**SURVEY OF PARENTS’ VIEWS**

**on the Kent Independent Reviewing Officer Service**

The Kent Independent Reviewing Officer Service continually strives to improve the way we work to ensure that we provide the best service for Children in Care.  **We value your views and want to know what you think about your child's review meetings so that we can make these better.**

**Please tell us your views on what we are doing well and what we need to do to improve.** The survey below will take about 10 minutes of your time. **The answers that you give us will be used by the Independent Reviewing Officer Service to improve the way in which reviews take place.**

Anything you say will be kept confidential and protected under the Data Protection Act.

You can either complete the survey online at

<http://www.virtualschool.lea.kent.sch.uk/professionals/social-worker/182-independent-reviewing-officers-iros>

or return the completed survey (paper copy) to

* South-East Kent IRO Service, Brook House, John Wilson Business Park, Whitstable, Kent. CT5 3SS
* or North-West IRO Service, Worrall House, 30 Kings Hill Avenue, West Malling, ME19 4AE

**YOUR EXPERIENCE OF REVIEWS**

1. **Prior to the review, are you given details of the:**

Independent Reviewing Officer □ Yes □ No

Date of review □ Yes □ No

Time of review □ Yes □ No

Venue □ Yes □ No

Consultation document □ Yes □ No

Support to attend the review □ Yes □ No

1. **Do you know the purpose of the review?**

□ Yes □ No

1. **Did the IRO spend time talking to you before your child's review?**

 □ Yes □ No

1. **At the review, do you think your views have been considered by the IRO?**

 □ Yes □ No

1. **Do you know the care plan for your child's future?**

 □ Yes □ No

1. **What do you like about your child's review?**

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1. **What are the things you do not like about your child's review meeting?**

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1. **How could things be made better?**

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**AFTER REVIEW**

1. **Did you receive the full review report within 20 working days?**

 □ Yes □ No

1. **How would you describe the IRO report?**

 □ Poor □ Satisfactory □ Good

1. **Does the review report accurately reflect the review discussion?**

 □ Yes □ No

1. **Are you able to contact the IRO between reviews to discuss issues and notify relevant changes?**

 □ Yes □ No

**ANY OTHER COMMENTS**

1. **Do you have any other comments or suggestions that would help to improve your child’s review process?**

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**ABOUT YOU**

1. **Are you:** □ Male □ Female □ Prefer not to say
2. **What is your postcode?** ………………………………
3. **a. Do you regard yourself as belonging to any particular religion or belief?**

 □ Yes □ No □ I would prefer not to say

|  |
| --- |
|  **b. If you answered Yes to Q19a. which one listed below applies to you?**  |
| □ | Christian | □ | Hindu | □ | Muslim | □ |  Any other religion, please specify**:** |
| □ | Buddhist | □ | Jewish | □ | Sikh |  | …………………………………… |

1. **To which of these ethnic backgrounds do you feel you belong?** *(Your ethnic background is about lots of things, such as where your family comes from and the language you speak)?*

|  |  |  |  |
| --- | --- | --- | --- |
| **White** | **Mixed** | **Asian or Asian British** | **Black or Black British** |
| □ | British | □ | White & Black Caribbean | □ | Indian | □ | Caribbean |
| □ | Irish  | □ | White & Black African | □ | Pakistani | □ | African |
| □ | Gypsy/Roma | □ | White & Asian | □ | Bangladeshi | □ | Other black**\*** |
| □ | Irish Traveller | □ | Other mixed**\*** | □ | Other Asian**\*** |  |  |
| □ | Other white**\*** |  |  |  |  |  |  |
|  |  | □ | Arab | □ | Chinese | □ | I prefer not to say |
| \*Other ethnic group – if your ethnic group is not specified in the list, please describe it here:…………………………………………………….. |



Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.

**Thank you for providing this information**

***Independent Reviewing Officers Team***

*Kent County Council*