**KCC STAFF SURVEY**

**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 are doing a survey of the Independent Reviewing Officer Service.

**Would you please tell us your views on what we are doing well and what we need to do to improve.** **The answers that you give us will be used by the Independent Reviewing Officer Service to improve the way in which reviews take place.**

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

**ABOUT YOU**

1. **What is your role?**

□ Social Worker

□ Social Worker Assistant

□ Senior Practitioner

□ Team Manager

□ Service Manager

□ Administration Officer

□ Other – Please specify: ...............................................................................................................

1. **What district do you work in?**

□ Dartford □ Gravesham □ Sevenoaks

□ Maidstone □ Tonbridge & Malling □ Tunbridge Wells

□ Ashford □ Shepway □ Dover

□ Canterbury □ Swale □ Thanet

□ UASC □ Adolescent Teams □ DCS (WK, EK, Sensory)

□ Adoption/Family finding □ Leaving Care Team

□ Other – Please state: ……............................................

**YOUR EXPERIENCE OF BOOKING REVIEWS**

1. **When booking a LAC review, how responsive and prompt do you find the service?**

□ Extremely prompt and responsive □ Very prompt and responsive

□ Satisfactory □ Not very prompt or responsive

□ Very poor

1. **Are you given details of the IRO, date, time and venue of the review within a reasonable timescale?**

□ Yes □ No

**THE LAC REVIEW ITSELF**

1. **Does the IRO spend time talking to the child/young person before the review?**

□ Yes □ No □ Partially □ I don’t know

1. **Do you feel the review is appropriately managed by the IRO?**

□ Yes □ No □ Partially □ I don’t know

1. **Does the IRO take into consideration the views of:**

a. The child/young person

□ Yes □ No □ Partially □ I don’t know

b.The parents/family

□ Yes □ No □ Partially □ I don’t know

c.The carer

□ Yes □ No □ Partially □ I don’t know

d.The social worker

□ Yes □ No □ Partially □ I don’t know

e. Other professionals

□ Yes □ No □ Partially □ I don’t know

1. **Are all the issues from the child/young person’s care plan discussed?**

□ Yes □ No □ Partially □ I don’t know

**AFTER THE LAC REVIEW**

1. **Did you receive completed IRO Quality Assurance audit form within 5 working days?**

□ Yes □ No

1. **Did you receive the full review report within 15 working days?**

□ Yes □ No

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

□ Yes □ No □ Partially □ I don’t know

1. **How would you rate the quality of the IRO review report?**

□ Extremely good □ Very good

□ Satisfactory □ Not very good □ Very poor

1. **Does the IRO demonstrate case oversight and appropriate involvement between reviews?**

□ Always □ Almost always

□ Most of the time □ Not very often □ Never

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

□ Always □ Almost always

□ Most of the time □ Not very often □ Never

**SUMMARY AND COMMENTS**

1. **How would you rate the overall performance of the IRO service?**

□ Excellent □ Very good

□ Satisfactory □ Not very good □ Very poor

1. **If you have any other comments or suggestions that would help in the development or delivery of the Independent Reviewing Officer Service please add these here:**

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1. **If you would like us to respond to your submission please provide your name and e-mail address.**

**Name:** ...................................................................................................................................................

**Email address:** ...................................................................................................................................



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 giving us your views**

***Independent Reviewing Officers Team***

*Kent County Council*