



Children's Services Mapping 2009 – Common questions for the service questionnaire

Contact *(Note these fields are being checked with the Parent Know-How standards for Family Information Service Directories)*

- Name of service/team
- Postcode
- Local service directory
 - Address
 - Administration phone number
 - Helpline number (if applicable)
 - FAX
 - Email
 - Website address
 - Description
 - How is the service/team accessed?
 - Innovative Practice
 - Other details
- Opening hours
 - Text box
- Please describe any out of hour services you offer, e.g. answering machine
- Which of the following facilities do you have?
 - Wheelchair access (including accessible toilet)
 - Text phone
 - Leaflets in alternative format i.e. Braille, easy read, large print, audio
 - Hearing loop
 - Translation to other languages
- Which languages are spoken by staff in your service?

What

- **Who is this service for?**
 - Children and young people
 - Parents and carers
 - Professionals and staff
- **Do you provide any of the following:**
 - Disability service (including palliative care)
 - CAMHS
 - Safeguarding service
 - Support for looked after children
 - Promotion of healthy weight for children
 - Teenage pregnancy service.

- **What type(s) of service do you provide?**
 - Choose from service type classification
- Did you have problems fitting your service into a service type or in understanding the definition of this service type? (Please specify)

Where

- **Who provides this service/team?** (Please select all the agencies who contribute to the provision of this service/team).
- **Is this service jointly provided? Yes/no**
 - If Yes – who with?

Service integration

- **What is the funding arrangement for this service/team?**
- **What is the management arrangement for this service/team?**
- **What is the staffing arrangement for this service/team?**
- **What arrangements are in place for accessing care records in this service/team?**

Catchment

- **What catchment area is served?**
 - Regional/national catchment area (tick relevant SHA)
 - Local authority/ PCT catchment (tick all relevant PCT)
 - Sub LA/PCT area (e.g. localities or districts or neighbourhoods)

ECM outcomes

- **Which Every Child Matters outcomes do you primarily aim to address?**
 - Be healthy
 - Be physically healthy
 - Be mentally and emotionally healthy
 - Be sexually healthy
 - Have healthy lifestyles
 - Choose not to take illegal drugs
 - Stay Safe
 - Safe from maltreatment, neglect, violence and sexual exploitation
 - Safe from accidental injury and death
 - Safe from bullying and discrimination
 - Safe from crime and anti-social behaviour in and out of school
 - Have security, stability and are cared for
 - Enjoy and Achieve
 - Be ready for school
 - Attend and enjoy school
 - Achieve educational standards at primary school
 - Achieve personal and social development and enjoy recreation
 - Achieve educational standards at secondary school
 - Make a Positive Contribution
 - Engage in decision making and support the community and environment
 - Engage in law abiding and positive behaviour in and out of school
 - Develop positive relationships and choose not to bully and discriminate

- Develop self-confidence and successfully deal with significant life changes and challenges
- Develop enterprising behaviour
- Achieve Economic Well-being
 - Engage in further education, employment or training on leaving school
 - Ready for employment
 - Live in decent homes and sustainable communities
 - Have access to transport and material goods
 - Live in households free from low income

Targeting

- **Children and young people from black and minority ethnic communities**
- **Female only/ Male only/ Lesbian, gay, bisexual and transgender**
- Which age bands do you provide for?
 - Newborn to 28 days
 - 28 days to 4 years
 - 5 to 11 (primary)
 - 11 to 15
 - 16 to 17
 - 18
 - 19 to 25
 - Over 25
 - Whole family
 - Parents/carers
 - Other professionals

Process

- Emotional health and wellbeing (where provision is indicated in 'What' section only)
 - Do you provide the following?
 - Anger management group work
 - Behavioural management programmes
 - Social skills programmes
 - Counselling
 - Psychological therapies: solution focused brief therapies
 - CBT
 - Other: specify
 - **Are these programmes delivered by staff trained for these specific approaches?**
 - (For counselling and psychotherapy) Are they supervised by a supervisor accredited by BACP or BAC
 - **Are these programmes monitored?**
 - **Do you contribute to the targeted mental health in schools initiative?**
 - **Do you receive regular support from specialist CAMHS Staff?**
- Healthy weight/obesity (where provision is indicated in 'What' section only)
 - **What type of healthy weight/obesity provision is it? (Tick all appropriate)**
 - Do you undertake preventative work and/ or treatment?

- User involvement, information and feedback
 - **Do children, young people, parents/carers who use your service participate in any of the following:**
 - Child/youth/parental forums
 - Management committee
 - Delivery of service (e.g. peer support/young volunteers)
 - Feedback and evaluation
 - Recruitment of staff and training
 - Service design
 - Financial decision making
 - Other
 - If yes, what form does the involvement take?
 - **Do you collect feedback from children, young people and parents on their satisfaction with your service?** (Tick as many as appropriate)
 - **Which of the following methods do you use to provide information about this service to children, families, carers and the wider community?** (Tick as many as appropriate)
 - **Do you provide information about your service?**
 - If yes, in what format is publicity/information produced?
- **Does your service use outcome measures?** [Only for NOT CAMHS (specialist tiers 2-4)]
 - Outcome measures used
 - Outcome measure frequency
 - Do you repeat the measures with individuals to measure change?
- **Does this service provide a Structured Parenting Programme?**
 - If Yes – which programmes?
- **Does your service provide the lead professional role?**
 - What is the background of the staff who undertake this role?

Apportionment

- **Approximately what proportion of the effort and resources of this service/team are associated with:**
 - Direct provision to individual children and young people
 - Universal, targeted and specialist activities?
 - Disability
 - Healthy weight
 - Emotional wellbeing
- Approximately what proportion of the effort and resources of this service/team are associated with the following PCT/LA area?
- Approximately what proportion of the effort and resources of this service/team are associated with the following locality areas?
- Approximately what proportion of the effort and resources of this service/team are associated with the following activities? (List all service types indicated)