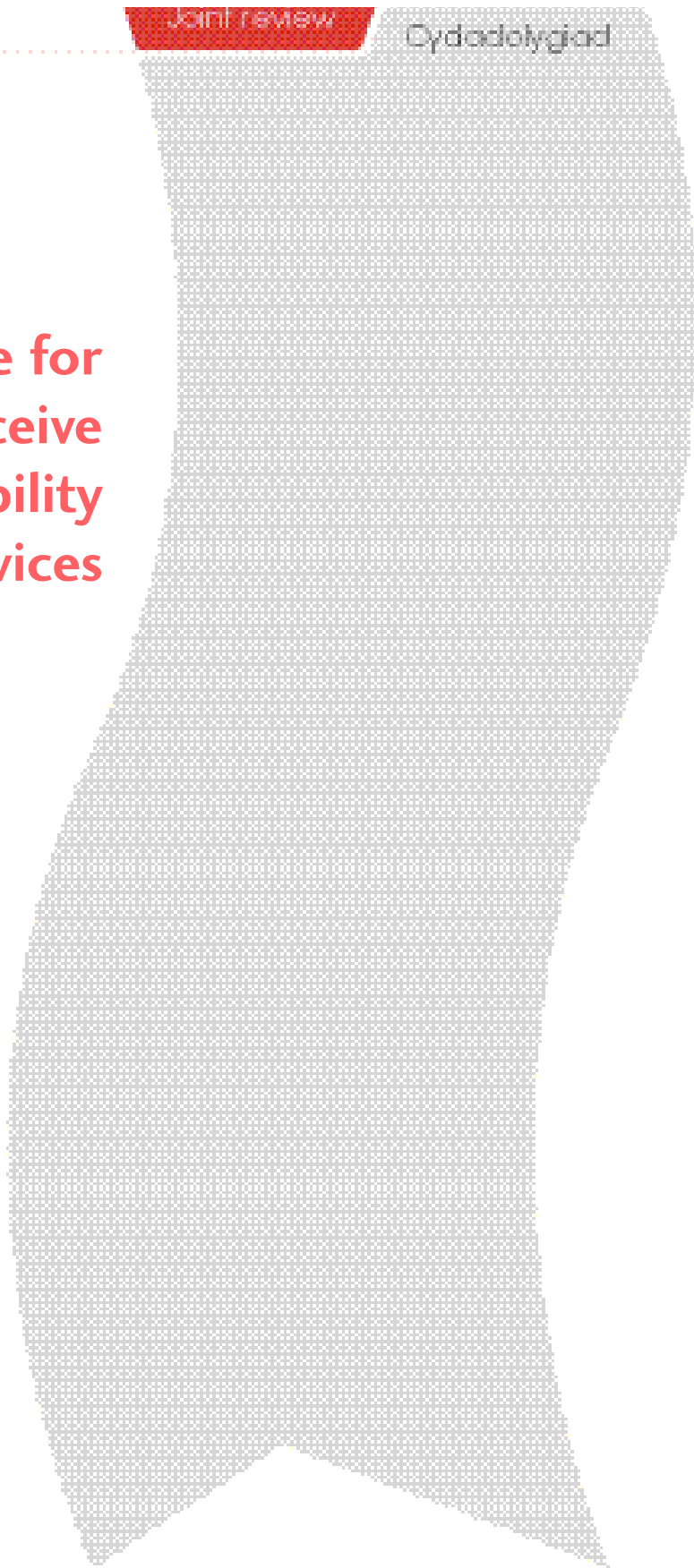


# Questionnaire for people who receive learning disability services



**SSIW AGCC**

SOCIAL SERVICES ARDLYGAETH  
INSPECTORATE CŴASANAETHAU  
FOR WALES CYMRITHASOL CYMRU



**WALES AUDIT OFFICE**  
SWYDDFA ARCHMLIO CYMRU

# HAVE YOUR SAY

How good are social services in your area?

Help us to find out

## What is this questionnaire about?

The Social Services Inspectorate for Wales and the Wales Audit Office are trying to find out how good social services are in your area.

We want to know about the experiences of people who have used learning disability services.

The attached leaflet explains what the review is about and why your views are so important.

## Why is this questionnaire important?

This survey helps to improve the social services that you receive from your council.

## Why have I received this questionnaire?

Your name has been chosen at random from a confidential list of people who receive learning disability services and are in contact with social services.

There won't be anything in our report that would lead to you being recognised.

### Who should fill it in?

If you like, you can ask someone you trust to help you fill it in - perhaps somebody in your family or a friend or your advocate if you have one - but it's your views we want, not theirs.

You don't have to give your name and what you say will be treated in confidence, unless it raises worries about your or anyone else's safety and well-being.

### How should I fill it in?

Tell us what you think. It is not a test and there are no right or wrong answers.

### How should I return the completed form?

Please send it to us in envelope provided. There is no need for a stamp.

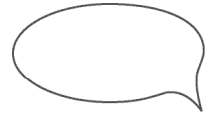
**THANK YOU FOR YOUR HELP**



Please tick one box for each question. You are welcome to add any comments.

## ABOUT YOU

1. Please say how old you are.



2. Please let us know if you are a woman or man.

woman

man

3. Where do you live?



With my family

With others in a group home

On my own

Other

If other, please state what it is \_\_\_\_\_

4. How would you describe your ethnic origin

White European

Black Caribbean

Black African

Pakistani

Bangladeshi

Indian

Chinese

or Please state \_\_\_\_\_

5. Is your first language welsh?

yes

no

## THINGS THAT YOU DO

6. Do you go to any of these?



Day centre

College

Leisure centre eg for swimming, gym, sport

Other, please state what it is \_\_\_\_\_



## PEOPLE WHO HELP YOU

7. Do you have a social worker or care manager?

Social worker

Care manager

Neither

8. How long have you known your social worker/care manager?

Only a few weeks

A few months

Up to a year

More than a year

9. How often do you see your social worker/care manager? every week   
a few times a month   
once a month   
every couple of months

10. Does your social worker/care manager see you with your family? yes   
no

11. Does your social worker/care manager see you on your own? yes   
no



12. Does your social worker/care manager come to visit when you ask? yes   
no

13. Does your social worker/care manager listen to what you have to say? yes   
no   
don't know

**OTHER TYPES OF HELP**

14. What other help have you been given by social services (for example, a support worker, help with money, etc.)?

---

---

---

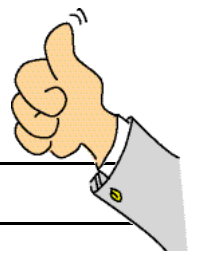
---

---

---

---

15. What was the best thing?



---

---

---

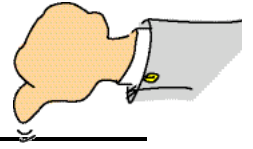
---

---

---

---

16. What was the worst thing?



---

---

---

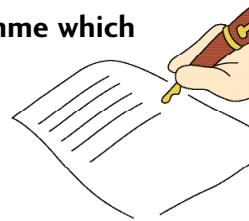
---

---

---

### PLANNING YOUR LIFE

17. Do you have a care plan? (This is a written programme which social services set out)



yes   
no   
don't know

18. Are you asked how things are going by your social worker/care manager?

yes   
no   
don't know

19. Do you have a big say about what you want for the future?

yes   
no   
don't know

20. Have you been to any meetings to talk about how things are going for you and plans for the future?( This is called a review)

yes   
no

21. If you have did you feel able to say what you wanted to at the meeting?

yes   
no

22. Did you feel that the other people in the meeting listened to what you had to say?

yes   
no

### HAVING YOUR SAY

23. Can you ask to have someone to help you speak (or advocate) if you want?

yes   
no

24. If you felt unhappy about something would you want to talk to?

Family carers   
Partners   
Social worker   
Friend   
Other

25. Do you know if there is an “advocate” you could go to, someone outside social services who helps people with learning disabilities to speak up?

yes   
no

26. Do you know what to do if you have a complaint?

yes   
no

**FINALLY**

27. Which of these words best describes the help you’ve had from Social Services?

very good   
good   
OK   
not so good   
bad

28. If there is anything else that would make the support you get from social services better, please tell us below

---

---

---

---

---

---

---

