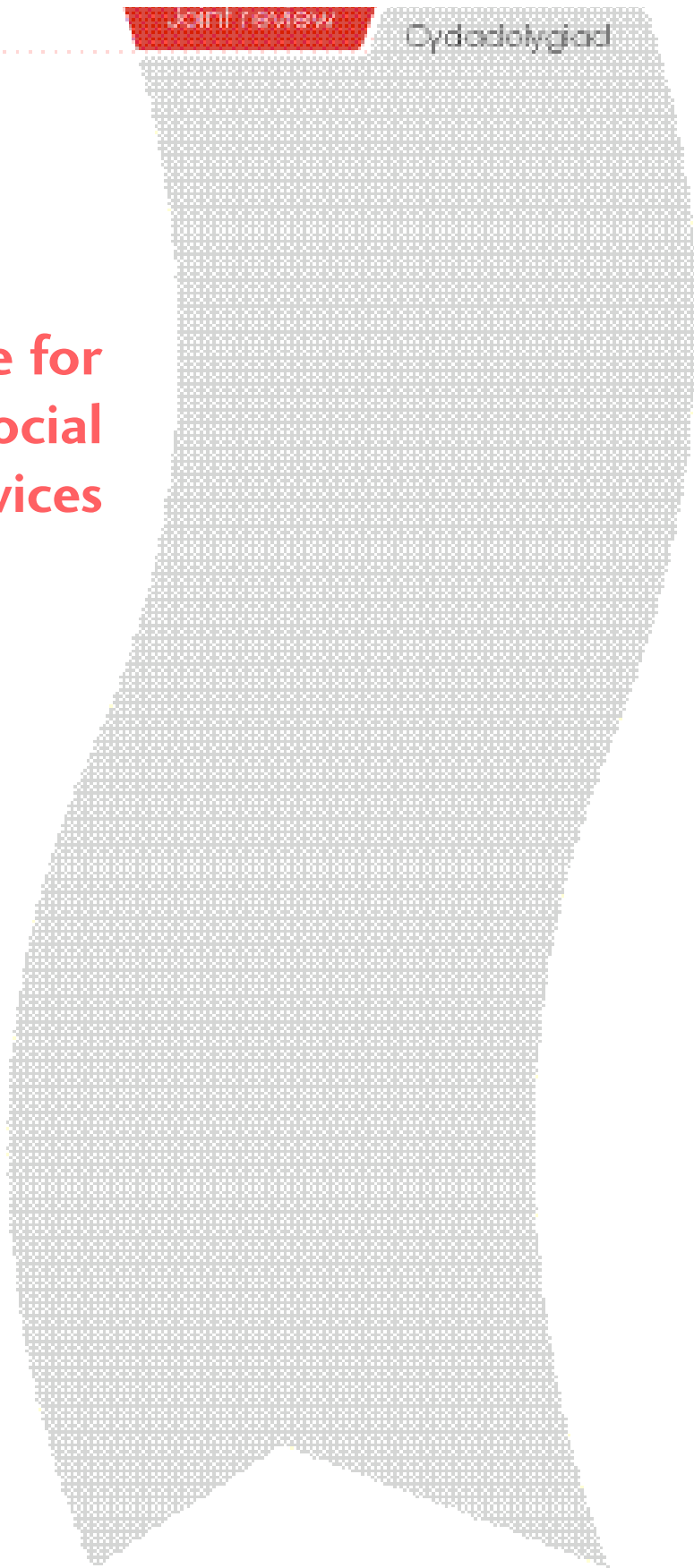


Questionnaire for people who use social services



SSIW AGCC

SOCIAL SERVICES AUDITING
INSPECTORATE
FOR WALES

AROLYGAETH
CWRASANAETHAU
CYMRU



WALES AUDIT OFFICE
SWYDDFA ARCHMLIO CYMRU

How good are social services in your area?

Help us to find out

What is this survey about?

The Social Services Inspectorate for Wales and the Wales Audit Office are jointly examining the quality of social services in your area.

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

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

Why is this survey important?

This survey will help to improve the social services people receive from the council.

Why have I received this survey?

Your name has been chosen at random from a confidential list of people in contact with social services. Your comments cannot be traced back to you.

Who should fill it in?

The answers should be given from the point of view of the person whose name is on the envelope.

If you need some help to fill it in, you could ask other members of your family or a friend or your advocate if you have one.

How do I fill it in?

Part 1 of this survey asks about your experience of social services within the past few months. All you need do is tick the box that best fits with your views for each question.

Part 2 asks you to write additional comments. Only fill this in if you wish.

How should I return the completed form?

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

THANK YOU FOR YOUR HELP

PART 1 - Getting a Service

- | | <i>Strongly agree</i> | <i>Agree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. I have found it easy to get clear information about the services I might need. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I get a good response when I contact social services: | | | | |
| (a) During the day | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) At evenings or weekends. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I have seen the written assessment of my needs done by social services. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. I have been fully involved in deciding what help or services I should receive. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Making use of social services

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 5. I have been given a clear plan that describes the services I will receive. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. My social worker or care manager responds quickly when there is an important change in my situation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. At least once a year there is a review to discuss the services I receive. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I think there is a good range of services available. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. I have been given choices about the type of care I receive. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. The services I receive are reliable. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Strongly agree *Agree* *Disagree* *Strongly disagree*

11. The services I receive are of a good quality.

12. I am treated with dignity and respect when using social services.

13. I have received the help I need at the time I needed it most.

14. I feel that social services understand important matters about my racial or cultural background.

15. I have been able to use the language of my choice when dealing with social services.

Outcomes

16. Social services have helped me to feel safer.

17. Social services have helped me to lead a more independent life.

18. Social services have helped me to feel a part of my community.

Personal Details

These personal questions are needed to make sure that the survey is completed by people from the whole range of groups who use social services.

Are you male or female?

Male

Female

How old are you?

Over 65

25-64

18-24

Are you registered as a disabled person?

Yes

No

Please complete both these sections.

(i) Ethnicity

Asian

Bangladeshi

Indian

Pakistani

Any other Asian background

Please specify _____

White

Any White background

Specify if you wish _____

Any other ethnic background

Specify if you wish _____

Black

African

Caribbean

Any other Black background

Specify if you wish _____

Chinese

Any chinese background

Specify if you wish _____

Mixed Ethnic background

Asian and White

Black African and White

Black Caribbean and White

Other mixed ethnic background

Specify if you wish _____

Nationality

British or Mixed British

English

Irish

Scottish

Welsh

Other

Specify if you wish _____

