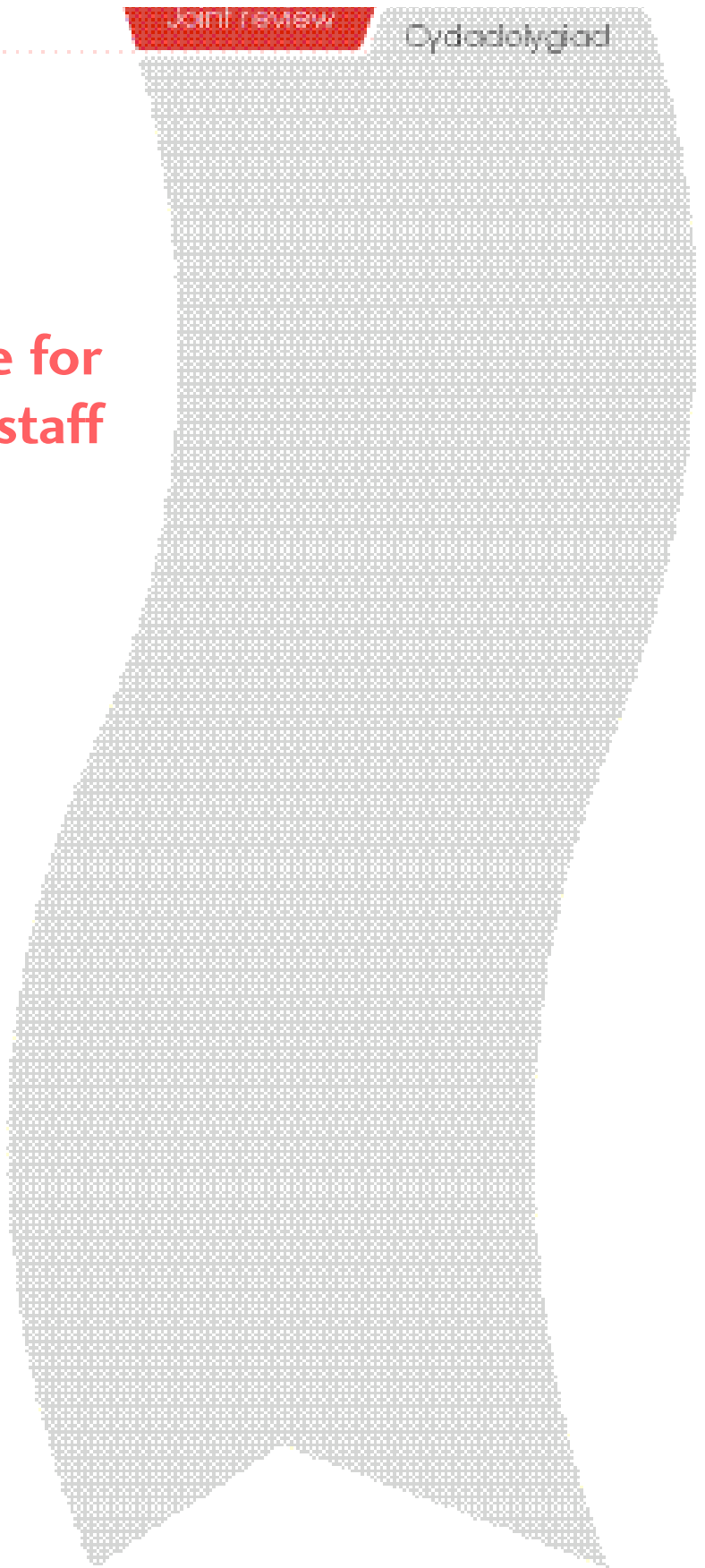


Questionnaire for social services staff



Staff Questionnaire

Introduction

This questionnaire is one opportunity for you to tell us about social services in this authority and to help the joint review team understand the work of the department. During the time the team spends in the authority, there will be opportunities for staff to find out the results of the survey and to discuss these findings in meetings with members of the team.

The purpose of the joint review is to find out how well the local authority is fulfilling its responsibilities for providing social services that meet the needs of service users and carers. The review will result in a published report.

There is a leaflet called *Reviewing your services* which describes how joint reviews are conducted and the part that is played by this questionnaire.

We will use the information collected through this questionnaire to:

- inform our understanding of the key issues within social services;
- identify areas that we will investigate further;
- provide evidence when reaching a judgement.

Please answer the questions honestly. You are not asked to identify yourself by name so your responses will be confidential. The questionnaires are analysed, discussed with the local authority during the joint review and included in the published report. The joint review team may include anonymous quotes in the published report taken from all sources of information, including this questionnaire.

How to complete the questionnaire

The questionnaire has four parts.

Part 1 - About me.

Part 2 - About the organisation of social services in this authority

Part 3 - Social care services

Part 4 - Overall impressions.

All four sections only require you to tick boxes in response to statements. Some people will want to make additional comments, perhaps about areas that are especially good or where there are concerns. There is a space for comments at the end of each section.

Everybody is asked to complete Parts 1 and 4. In Parts 2 and 3, there may be areas where you feel unable to comment. For example, your job may not involve direct contact with service users. You are welcome to tick the box labelled don't know in these circumstances.

Thank you for your help

PART 1 - About me

Please tick the box that most clearly describes your situation.

1. I have been working with this local authority for:

Less than 1 year	1-2 years	3-5 years	6-9 years	More than 10 years
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. I am:

Under 21 years	21-30	31-40	41-50	51 and over
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. My employment status is:

Full-time	Part-time	Job Share
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. My terms of employment are:

Permanent	Fixed Term	Temporary	Casual	Agency	Relief
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. The general nature of my work is:

Assessment and case management (<i>including Occupational Therapy</i>)	<input type="checkbox"/>
Business support (<i>including Administrative/Clerical/Finance/IT/Human Resources/Performance Management/Planning</i>)	<input type="checkbox"/>
Residential Care	<input type="checkbox"/>
Day Care	<input type="checkbox"/>
Domiciliary Care	<input type="checkbox"/>
Management	<input type="checkbox"/>
Other	<input type="checkbox"/>
Please specify _____	

6. The main service user group with which I work is:

- Children and Families
- Older People
- Mental Health
- Learning Disability
- Alcohol/ Substance Misuse
- Youth Offending
- Physical Disability/Sensory Impairment
- All
- None
- Other
- Please specify _____

7. Below is a series of statements. After considering each statement, please tick the box that best fits with your views.

Strongly agree Agree Disagree Strongly disagree Don't know

7.1 I know what I am expected to achieve at work.

7.2 This local authority has identified the skills and knowledge I need to do the job that is asked of me.

7.3 This local authority has helped me to gain the necessary skills and knowledge I need to do the job that is asked of me.

7.4 I receive good support and guidance in my work.

7.5 I have regular supervision.

7.6 I am able to get my work done within my normal working hours.

7.7 Staff recruitment and retention problems have had an impact on my area of work.

*Strongly
agree*

Agree

Disagree

*Strongly
disagree*

*Don't
know*

7.8 My work is valued within social services.

7.9 My work is valued within the local authority.

7.10 I enjoy my work.

7.11 Overall, my morale is high.

The space below is for comments you would like to make about any issues arising from the statements in Part 1.

The space below is for comments you would like to make about any areas of notable practice relating to Part 1.

PART 2 – About the organisation of social services in this local authority

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Workforce

1. Social services are able to recruit sufficient staff with suitable qualifications and experience in my area of work.

Performance management

2. There are clear standards for my area of work.

3. The performance indicators and the targets for improving the performance of my team or service help us to do a better job.

Planning and partnership

4. My team makes a good contribution to the plans for social services.

5. There is a strong emphasis on partnership working in my area of work.

6. My team has a good business plan to provide us with clear direction.

7. Service users and carers are involved in service planning for my area of work.

Commissioning and contracting

8. Social services are changing in ways that reflect the plans of the department to have different types of services that promote independence.

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Resources

9. Social services provide me with the resources I need to do my job (work space, equipment, etc.).

10. My area of work receives a fair share of the social services resources available.

Leadership

11. I am consulted about decisions that affect my service and me.

12. Top level managers communicate well with staff.

13. Changes in social services are well planned and delivered effectively.

14. The organisational/management structure for social services in this authority makes good sense.

15. Social services learn from service users and carers.

16. Social services learn from front line staff.

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Corporate and political culture

17. There is clear political leadership for social services in this authority.

18. Elected members are well informed and engaged with the work of social services.

19. The aims of social services are promoted by the local authority as a whole.

20. Other parts of the authority (such as Housing, Education and the corporate centre) help to deliver good social care in my area of work.

The space below is for comments you would like to make about any issues arising from the statements in Part 2.

The space below is for comments you would like to make about any areas of notable practice relating to Part 2.

PART 3 - About social care services

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Access

1. **There is good quality information about what services are available.**
2. **This information is available in the right places.**
3. **Users and carers can access services easily during office hours.**
4. **The out-of-hours service works well.**

Assessment

5. **Assessments are done on time.**
6. **There are effective systems for prioritising assessment work.**
7. **Social services pay a lot of attention to the views of service users and their carers about how they would like their needs to be met.**
8. **Where users and carers have a need that cannot be met, this is recorded.**
9. **Service users have good written care plans that are up-to-date.**

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Care management and review

10. Current cases are allocated.

11. Social services provide a structured care management service, keeping in regular touch with users and carers.

12. Reviews are held on time.

13. Service users do not experience frequent changes of case manager/ social worker.

14. Other agencies, professions and service providers carry out their responsibilities in helping social services to manage cases.

Range of services

15. Social services have made available a good range of services to users and carers in my area of work.

16. The range of services has increased over the last three years.

17. Services are provided in a flexible way in response to the individual circumstances of users and carers.

18. Social services work well with partners to provide services in my area of work.

19. There is a lot of priority unmet need in my area of work.

20. Services are provided on the basis of clear eligibility criteria.

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Quality of services

21. The services available to users and carers meet required standards.

22. The quality of social services has improved over the last three years.

23. Services are responsive to problems and emergencies.

24. Users and carers have a say in how services are run.

25. Social services are working hard to promote equality and diversity in the work done with service users.

Protection of vulnerable people

26. Social services meet responsibilities for keeping people safe in my area of work.

27. Arrangements to respond speedily to 'risk' situations are in place.

28. The multi-agency procedures for protecting vulnerable people work well for my client group(s).

29. Service users live in the right setting to keep them safe.

30. Children looked after receive good corporate parenting.

Strongly agree *Agree* *Disagree* *Strongly disagree* *Don't know*

Promotion of social inclusion

31. In my area of work, social services are successful at helping people to live in the community.

32. There are good opportunities for service users to increase their independence in my area of work.

The space below is for comments you would like to make about any issues arising from the statements in Part 3.

The space below is for comments you would like to make about any areas of notable practice relating to Part 3.
