

## **Partners and stakeholders survey - guidance for the local authority**

The survey takes place at an early stage in the joint review process, while the team is seeking to establish a broad understanding of social services and how they work with key partners and stakeholders. It provides an opportunity for these groups to give, from their perspective, opinions about the quality of social services and the way in which the local authority is managing the social care agenda.

The survey is only one of the methods used to secure this information. The joint review team looks to corroborate evidence from the survey by placing it against the material that comes from other sources such as interviews, meetings and analysis of documents.

We will use the information collected through the partner and stakeholder 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.

### **The questionnaire**

The questionnaire has three parts.

Part 1 - About social services as an organisation

Part 2 - About the provision of social services

Part 3 - Overall impressions

In all three sections, respondents are asked tick boxes in response to statements.

There is space for additional comments, perhaps about areas that are especially good or where there are concerns.

## **Conducting the survey**

Discussion about how the survey will be conducted takes place in the review-planning meeting (Week 3 of the review). The local authority proposes a list of those who should receive a questionnaire for agreement with the lead reviewer. This list will contain a wide range of partners and stakeholders, including:

- organisations represented on strategic planning groups, including other statutory bodies (such as local health boards, NHS trusts, the police service, etc.) and voluntary bodies (including the local council for voluntary action);
- significant providers of social care locally (including representatives from the independent sector and voluntary organisations);
- advocacy groups;
- other departments of the local authority which work closely with social services in delivering key objectives (such as housing and education).

The partner and stakeholder survey is distributed by the joint review team (Week 6 of the review). This can be done electronically or in a paper version. You may wish to supply a letter encouraging participation. Completed questionnaires are returned directly to the joint review team within four weeks of distribution. The questionnaires are analysed and discussed with the local authority during the joint review. The joint review team may include anonymous quotes in the published report taken from all sources of information, including this questionnaire.