

Questionnaire for Partners and Stakeholders

SSIW AGCC

SOCIAL SERVICES ARDLYGAETH
INSPECTORATE CWRASANAETHAU
FOR WALES CYMRITHASOL CYMRU



WALES AUDIT OFFICE
SWYDDFA ARCHMLIO CYMRU

Partners and Stakeholders questionnaire

Introduction

Joint review is a planned examination of all the local authority's social services functions. It takes place every five years. The name joint review comes from the fact that responsibility for managing the whole programme of reviews and for carrying out each individual review is shared by the Social Services Inspectorate for Wales (SSIW) and the Wales Audit Office (WAO).

The purpose of joint reviews is to:

- provide an objective, evidence-based assessment of how well people are being served by their social services;
- make a constructive contribution towards the further improvement of the services provided;
- help safeguard the interests of service users and carers;
- secure better value for money in the provision of social services.

A range of methods are used to judge about how well people are served by social services and how well the local authority has organised itself to maintain and improve services.

There is a leaflet called *Reviewing Social Services: Information about Joint Reviews for Partners and Stakeholders* which describes how joint reviews are conducted and the part that is played by this questionnaire. More detailed information is contained in *The Guide to Joint Reviews in Wales* and the toolkit that accompanies it, both of which are available on the website.

How the information from this questionnaire is used

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.

This questionnaire is sent out for completion at an early stage in the review process, while the team is seeking to establish a broad understanding of how social services operate and how they work with key partners and stakeholders. It is your opportunity to provide, at an important time, your department's or organisation's perspective on a number of key issues to help to shape the work of the team.

Please answer the questions honestly. 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 three parts.

Part 1 - About the organisation of social services in this local authority

Part 2 - About the provision of social services

Part 3 - Overall impressions.

You are asked to complete all three parts.

These sections only require you to tick boxes in response to statements. You may want to make additional comments, perhaps about areas that are especially good or where you have concerns. There is a space for comments at the end of each section. You are welcome to use the reverse of the form or attach additional sheets of paper.

An electronic version of the questionnaire is available on request.

Thank you for your help

Please give details of the person completing the questionnaire

Name: _____

Designation: _____

Department/Organisation: _____

Address: _____

Telephone number: _____

E-mail address: _____

PART 1 - About the organisation of social services within the local authority

Planning and partnership

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

1. **There are effective planning structures and processes for social services that engage all major stakeholders.**
2. **There are clear plans and strategies in place.**
3. **Plans are informed by a comprehensive needs assessment based on qualitative and quantitative information.**
4. **Plans are informed by current service demand and future projections for service provision.**
5. **Service users and carers are properly involved in service planning and development.**
6. **There is good evidence of service improvements achieved on the basis of joint plans.**
7. **There is good evidence of appropriate service reconfiguration on the basis of joint plans.**

Commissioning and contracting

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

8. **Social services have an appropriate range of commissioning strategies.**
-
9. **These strategies reflect the plans of the department to have different types of services that promote independence.**
-
10. **There are effective arrangements in place to ensure consideration of potential partnerships with others in the statutory sector.**
-
11. **There are effective arrangements in place to ensure consideration of potential partnerships with others in the independent sector (voluntary and private).**
-
12. **There are effective arrangements in place for contracting, monitoring and reviewing services.**
-

Workforce

13. **Social services are able to recruit sufficient staff with suitable qualifications and experience.**
-
14. **Social services are dealing proactively with any problems in recruiting or retaining staff.**
-
15. **Social services take a lead role in developing a workforce strategy for the social care sector as a whole.**
-

Resources

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

16. Social services manage well within the resources available.

17. All areas of work receive a fair share of the social services resources available.

18. Social services have good systems for measuring unit costs.

Leadership

19. The financial systems in social services work efficiently.

20. Social services are very concerned to achieve best value in the provision of services.

21. Top level managers communicate well with staff.

22. Top level managers know what is happening at the point of service delivery.

23. Top level managers model good ways of doing business and treating people.

24. The organisational/management structure for social services in the authority work well.

25. Changes are managed well.

26. Social services learn from front line staff.

27. Social services learn from service users and carers.

Corporate and political culture

*Strongly
agree*

Agree

Disagree

*Strongly
disagree*

*Don't
know*

28. There is clear political leadership for social services in the authority.

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

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

31. Other parts of the authority (such as Housing, Education and the corporate centre) help to deliver good social care.

32. The authority engages well with key stakeholders.

PART 2 - About the provision of social services

Access

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
1. There is good quality information about what services are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. This information is available in the right places.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Users and carers can access services easily during office hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The out-of hours service works well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment

5. Assessments are done on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. There are effective systems for prioritising assessment work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The arrangements for sharing information about service users across organisational and professional boundaries work effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Care management and review

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

9. Service users have good written care plans that are up-to-date.

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

11. Reviews are held on time.

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

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

Range of services

14. Social services have made available a good range of services to users and carers.

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

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

17. Social services work well with partners to provide services.

18. There is a lot of priority unmet need.

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

Quality of services

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

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

21. Services are responsive to problems and emergencies.

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

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

Protection of vulnerable people

24. Social services meet responsibilities for keeping people safe.

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

26. The multi-agency procedures for protecting vulnerable people work well.

Promotion of social inclusion

27. Social services are actively involved in initiatives to reduce dependency and social dysfunction (including income maximisation, employment/education/training opportunities).

28. Social services work hard to engage with potential service users in hard to reach groups.

29. Social services promote equality and diversity in their work.

PART 3 - Overall impressions

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

Overall, social services provide good outcomes for service users and carers.

Overall, social services are well organised to improve service and outcomes for users and carers.

What are the main strengths of social services in this local authority?

What are the main areas in need of development?

Additional Comments