

Fieldwork visits and interviews - briefing for representatives from partner organisations and other stakeholders

It is important that everybody understands the nature and focus of the review and why they are being seen. Before meeting with members of the joint review team, you should be informed about the nature and purpose of the visit or interview.

The link officer from social services will:

- make arrangements for the interview or meeting;
- provide you with a copy of the leaflet about joint reviews for partners and stakeholders;
- inform you if there are any particular themes that the team wishes to explore with you.

You will be told the name(s) of the reviewer(s) undertaking the visit. Where a lay assessor accompanies the reviewer you will be informed in advance.

We appreciate very much your willingness to provide time for the interview. Fieldwork time scales for the review are usually tight and people have busy diaries, so punctuality is important for all those involved (including the joint review team). Individual interviews are usually scheduled to last between 1 to 1½ hours, group interviews from 1½ to 2 hours.

Areas for examination

The fieldwork visits are a crucial means of obtaining evidence regarding the areas for examination in which judgements are made. The Joint Review Handbook outlines these areas and, when asking questions, the reviewers will focus upon them. We will be looking in particular at two key issues:

- How well are needs currently being met by social services?

- How well equipped is the local authority to deliver improvements in the quality of those services?

We will have prepared some questions, in part to check out the information we've already received. As well as asking questions, we want to make sure that you have the chance to talk about the issues that concern you. We are interested in what is working well as much as what needs to improve.

Code of conduct and complaints

The joint review team is required to meet very high standards of behaviour in carrying out their work. You are welcome to see the code of conduct, which describes these expectations.

If you are not happy about the way in which you have been treated during the visit, the joint review leaflet says how you can get the matter resolved or pursue a complaint.