

REVIEW FEEDBACK QUESTIONNAIRE

Name of local authority:

Lead reviewer

We wish to be open and responsive in the way we carry out reviews and constantly to improve our methodology. To help us, please use this questionnaire to say how you have experienced the review and how you think we might improve.

This questionnaire is in three parts.

Part 1 is for completion at the end of the fieldwork.

Part 2 will be sent out with the published report, for completion at that stage.

Part 3 will be used at the signing off stage (usually about a year after the handover meeting).

The questionnaire should represent the view of the local authority as a whole. It is up to you to decide who completes it – Part 1, for example, may be most easily completed by the nominated link officer for the review. We ask, however, for it to be signed by a senior manager on behalf of the Director of Social Services.

Please send completed questionnaires to:

Jonathan Corbett
Deputy Chief Inspector
Care and Social Services Inspectorate Wales
National Assembly for Wales
Cathays Park
Cardiff
CF10 3NQ

PART 1: THE JOINT REVIEW FIELDWORK

The broad review phase

1.1 How much notice of the review did you receive?

12 weeks or more 10 – 11 weeks Less than 10 weeks

1.2 Did this give you adequate time to prepare? Yes No

You are welcome to make comments about timing, co-ordination with other inspection activity, etc.

1.3 Did you receive ample information about the review? Yes No
(guides, leaflets, handbook material, etc.)

1.4 Was there anything else that would have been useful?

1.5 Did the lead reviewer explain thing clearly to you? Yes No

1.6 Did you have the opportunity to raise any questions or problems with the lead reviewer? Yes No

Questionnaire surveys

1.10 Have you any comments about the surveys or the sampling?

Case file sample

1.11 Do you think the case file sample was reasonably representative?

Yes

No

Any comments about the practicalities?

Interview and meetings

1.12 Do you think that, in the broad phase fieldwork, we met the right range of people?

Yes

No

Any comments?

Overall

1.13 In your opinion, did the broad review phase give us a fair and sufficient basis to carry out the interim assessment? Yes No

Have you any comments about the interim assessment?

The detailed review phase

Have you any comments about the planning for the detailed review?

1.14 Do you think that the joint review team focused upon relevant areas? Yes No

Any comments?

1.15 Did the arrangements run smoothly?

Yes

No

Comments:

1.16 Did the detailed review enable the authority to present a true picture of the social services it provides?

Yes

No

Comments:

The review team

1.17 Were you happy with the composition of the review team?

Yes

No

Comments:

- | 1.18 Did the reviewers (and the lay assessor): | Yes | No |
|--|--------------------------|--------------------------|
| treat everybody with courtesy and respect? | <input type="checkbox"/> | <input type="checkbox"/> |
| take an interest in what they saw and heard? | <input type="checkbox"/> | <input type="checkbox"/> |
| respect individual confidentiality? | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

- | | | |
|--|------------------------------|-----------------------------|
| 1.19 Was there anything that caused you concern about the conduct of the team? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--|------------------------------|-----------------------------|

Comments:

- | | | |
|--|------------------------------|-----------------------------|
| 1.20 Did the reviewers understand the realities of delivering the service? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--|------------------------------|-----------------------------|

- | | | |
|--|------------------------------|-----------------------------|
| 1.21 Did they recognise the efforts of staff and managers to provide a good service? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--|------------------------------|-----------------------------|

- | | | |
|--|------------------------------|-----------------------------|
| 1.22 Did they maintain a focus on the service as it is received and experienced by users and carers? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--|------------------------------|-----------------------------|

Comments:

Feedback

1.23 Did reviewers provide reasonable feedback at the end of the fieldwork? Yes No

1.24 Were the judgements in that feedback:
based clearly on the evidence of the review? Yes No
fair and reasonable?

Comments:

Overall impressions

1.25 Was the review: Yes No
fair?
relevant?
efficiently conducted?

Any other comments?

Signed:
(for the Director of Social Services

Date:

PART 2: THE REPORT

Process

2.1 How soon after the feedback did you receive the draft report?

5 to 6 weeks	7 to 8 weeks	9 to 10 weeks	11 to 12 weeks	Longer

2.2 If there was any delay, did we keep you adequately informed of progress? Yes No

2.3 Did you have adequate opportunity to comment on the draft? Yes No

2.4 Were any comments you made on the draft reasonably taken into account? Yes No

Content

2.5 Do you think the report gives a fair reflection of the review findings? Yes No

2.6 Is it written and presented in a reasonable way? Yes No

2.7 Are the recommendations helpful in making improvements to the service? Yes No

Judgements

2.8 Do you agree with the placing on the grid? Yes No

If not, why not?

2.9 Are the findings presented in a way likely to encourage improvements?

Yes

No

Impact

2.10 Has anything changes already as a result of the review?

Yes

No

What?

2.11 How much influence will the joint review have on future plans?

Very much

Quite a lot

A little

Not much at all

2.12 Which areas will it influence the most?

2.13 In overall terms, how helpful was the review?

Really helpful

Helpful

Not very helpful

Not at all helpful

2.14 What do you see as the biggest benefits of the review?

2.15 What do you see as the biggest disadvantages of the review?

Any other comments?

Signed:
(for the Director of Social Services)

Date:

PART 3: REVIEW FOLLOW-UP

Looking back at the review

3.1 How much did it influence your plans?

Very much

Quite a lot

A little

Not at all

3.2 Which areas did it influence the most?

3.3 In overall terms, how helpful was the review?

Really helpful

Helpful

Not very helpful

Not at all helpful

3.4 What did you see as the biggest benefits of the review?

3.5 What did you see as the biggest disadvantages of the review?

Any other comments?

Signed:
(for the Director of Social Services)

Date: