

11.1 Guidance for the local authority

Please see Section 10.1

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Your ref:

Our ref:

Date:

Dear Colleague

As part of the performance inspection of (INSERT NAME OF LOCAL AUTHORITY) social work services, the Social Work Inspection Agency (SWIA) is carrying out a staff survey in order to engage directly with a significant proportion of staff.

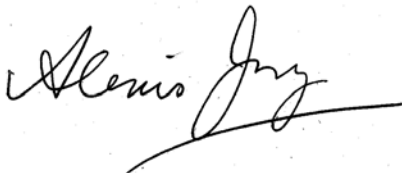
The information collected through the survey will help the inspection team understand the key issues within social work services from the perspective of a cross-sample of staff. Your participation in completing the attached questionnaire would be greatly appreciated.

I would be grateful if you could follow the guidance at the beginning of the questionnaire and return the completed form in the reply paid envelope provided (INSERT DATE).

If you have any queries about the survey, please contact **STATISTICIAN'S NAME AND CONTACT NUMBER**.

Thanking you in anticipation

Yours faithfully



Alexis Jay
Chief Social Work Inspector

QUESTIONNAIRE FOR SOCIAL WORK SERVICES STAFF

Introduction

The Social Work Inspection Agency (SWIA) is looking at the quality of social work services provided or commissioned by the local authority. Inspectors are about to undertake a performance inspection of social work services in your local authority and/or a performance inspection of criminal justice social work services that may be happening at the same time.

This questionnaire will be sent to a cross section of staff on all levels so that the SWIA can gather a range of opinions to assist with the inspection.

Please indicate to what extent you **agree or disagree** with each question, based on your experience of your day to day job.

Only tick the **neither agree nor disagree** box where you truly have no opinion

Please respond to the statements as they relate to **your experience of working in social work services, including criminal justice services**. Some questions refer to your team rather than you individually – the question will indicate where this is the case.

You may come across questions that are not relevant to your day to day job. Where this is the case, select **not applicable** in the response box. Criminal justice staff should **not** complete questions B1 – B7. They should however complete questions B8 – B14, which apply **only** to them.

Please take time to consider your answers carefully. Your responses will be treated confidentially and will not be attributed to you personally in any reported material.

If you have any questions about this questionnaire, please phone **STATISTICIAN'S NAME AND CONTACT NUMBER**.

When you have finished, please return the form to us in the envelope provided by **DATE**.

Thank you for your help.

PART A. Background information about you

Please provide the following information which will help us to put your responses into context

*Please tick which option most closely relates to **you** and please choose **one option** only per question*

A.1	Job type	Manager – senior management team	<input type="checkbox"/>	Day care workers	<input type="checkbox"/>
		Manager – area team or residential	<input type="checkbox"/>	Home help / home carer	<input type="checkbox"/>
		Fieldworker (qualified and unqualified)	<input type="checkbox"/>	Other manual staff	<input type="checkbox"/>
		Administrative or support staff	<input type="checkbox"/>	Other (please state job title)	<input type="checkbox"/>
		Residential care workers	<input type="checkbox"/>		
A.2	Which area of social work are you mainly involved in? Please tick the area that describes the majority of your day to day job.	Older people services	<input type="checkbox"/>	Drug and alcohol services	<input type="checkbox"/>
		Adults – under 65 with a physical disability	<input type="checkbox"/>	Criminal justice	<input type="checkbox"/>
		Mental health services	<input type="checkbox"/>	Youth justice	<input type="checkbox"/>
		People with a learning disability	<input type="checkbox"/>	Children & families services	<input type="checkbox"/>
		People with a sensory impairment	<input type="checkbox"/>	Reception/intake services (including out of hours service)	<input type="checkbox"/>

A.3	Number of years in social work employment (please give total number of years, excluding any gaps in employment)	Less than 2 years	<input type="checkbox"/>	Between 5 and 9 years	<input type="checkbox"/>
		Between 2 and 4 years	<input type="checkbox"/>	10 years or more	<input type="checkbox"/>
A.4	My ethnic background is:	White Scottish	<input type="checkbox"/>	Asian Indian	<input type="checkbox"/>
		Other white British	<input type="checkbox"/>	Asian Pakistani	<input type="checkbox"/>
		White Irish	<input type="checkbox"/>	Asian Bangladeshi	<input type="checkbox"/>
		White other (please state)	<input type="checkbox"/>	Asian Chinese	<input type="checkbox"/>
		Black African	<input type="checkbox"/>	Asian other (please state)	<input type="checkbox"/>
		Black Caribbean	<input type="checkbox"/>	Any mixed background	<input type="checkbox"/>
		Black other (please state)	<input type="checkbox"/>	Other ethnic background (please state)	<input type="checkbox"/>
			Not disclosed	<input type="checkbox"/>	

Part B: What key outcomes have we achieved?

PLEASE ANSWER QUESTIONS B1 – B7 (CRIMINAL JUSTICE STAFF JUMP TO QUESTION B8)

Please indicate to what extent you agree or disagree with the following statements. Please choose only ONE ANSWER for each question. If the question is not relevant to your day to day job, please tick the NOT APPLICABLE box.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
B1	In general, the service my team provides is successful in helping people lead as independent a life as possible						
B2	In general, the service my team provides is successful in helping people develop their skills and abilities to the full						
B3	In general, the service my team provides is successful in helping people lead less isolated lives						
B4	In general, my team does everything possible to keep people safe						
B5	In general, the service my team provides is successful in helping people live in the community						
B6	In general, my team works well with other agencies in protecting children and/or vulnerable adults						
B7	The quality of the social work service offered by my team has improved over the last year						

ONLY ANSWER QUESTIONS B8 – B14 IF YOU ARE CRIMINAL JUSTICE STAFF

Please indicate to what extent you agree or disagree with the following statements. Please choose only ONE ANSWER for each question. If the question is not relevant to your day to day job, please tick the NOT APPLICABLE box.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
B8	In general, the service my team provides is successful in helping people address and reduce offending behaviour						
B9	In general, the service my team provides is successful in helping people address offence related needs e.g. addiction						
B10	In general, the service my team provides is successful in helping people develop their abilities and skills to the full e.g. education, employment						
B11	In general, the service my team provides is successful in helping people become more integrated in their communities						
B12	In general, my team does everything possible to keep people safe and prevent harm						
B13	In general, my team works well with other agencies in protecting children, vulnerable adults and/or communities						
B14	The quality of the social work service offered by my team has improved over the last year						

Part C: What impact have we had on people who use our services and other stakeholders?

Please indicate to what extent you agree or disagree with the following statements. Please choose only ONE ANSWER for each question. Please respond based on YOUR EXPERIENCE of working within the social work service. If the question is not relevant to your day to day job, please tick the NOT APPLICABLE box.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
C1	The experience of people who deliver social work services is fully taken into account in planning services						
C2	The collective experience of carers is fully taken into account in planning services						
C3	I feel valued by my managers in carrying out my day to day job						
C4	I enjoy my work						
C5	I feel well supported in situations where I may face personal risk						
C6	Staff morale in my team has been good for at least the last 6 months						
C7	The people who receive a service from my team are treated fairly						

Part D: How good is our delivery of key processes?

Please indicate to what extent you agree or disagree with the following statements, which refer to YOUR TEAM. Please choose only ONE ANSWER for each question. If the question is not relevant to your day to day job, please tick the NOT APPLICABLE box.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
D1	My team has good working relationships with the education service in this local authority						
D2	My team has good working relationships with the housing service in this local authority						
D3	My team has good working relationships with health services in this local authority						

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
D4	My team has good working relationships with other social work services in this local authority						
D5	My team has a plan that provides us with clear direction in carrying out our day-to-day jobs						
D6	We have regular team meetings						
D7	Team meetings are normally purposeful and effective						
D8	My team responds effectively when a crisis situation arises						
D9	The management team responds effectively when a crisis situation arises in my team						
D10	In my job, I have clear guidelines to follow when dealing with risk to/from people who use services						
D11	There are effective links between the out-of-hours service and the wider social work service in this local authority						
D12	There is sufficient staff capacity in <u>my team</u> to undertake preventative work						
D13	There is fair geographic coverage of social work services in this authority						
D14	It is easy for people who use social work services to get information about what help may be available						
D15	Care plans or their equivalent (e.g. probation supervision plans) are regularly reviewed						
D16	Action points arising from the review of plans are normally acted upon within the stated timeframe						

Part E: How good is our operational management?

Please indicate to what extent you agree or disagree with the following statements. Please choose only ONE ANSWER for each question. If the question is not relevant to your day to day job, please tick the NOT APPLICABLE box

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
E1	This local authority has a clear set of local social work priorities						
E2	My team performs well against local service targets						
E3	I am aware of the standards that my team and I are expected to follow						
E4	The annual appraisal system (or similar) helps me improve the way I do my job						
E5	My employer offers flexible working practices which make the job easier to manage						
E6	I am aware of my responsibilities set out in the Code of Practice for Social Service Workers						
E7	My employer is fulfilling its responsibilities under the Code of Practice for Employers of Social Service						
E8	This local authority is able to recruit sufficient staff in my area of social work						
E9	I have received adequate training to fulfil the responsibilities of my job						
E10	Most of the time my workload is manageable within normal working hours						
E11	I receive an adequate level of supervision in undertaking my role						
E12	I am aware of my responsibilities in relation to financial matters						
E13	I make best use of information technology in undertaking my day-to-day job						
E14	There is an adequate level of administrative support available to frontline workers in my team						

Part F: How good is our strategic leadership?

Please indicate to what extent YOU agree or disagree with the following statements. The responses you give should reflect YOUR OWN EXPERIENCE. Please choose only ONE ANSWER for each question.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
F1	The social work service is highly valued by elected members in this local authority					
F2	There is a clear vision for social work in this authority					
F3	Senior managers communicate well with staff					
F4	There is effective leadership of change in the social work service					

Part G: What is our capacity for improvement?

Please indicate to what extent you agree or disagree with the following statements. Please answer based on your own expectations. Please choose only ONE ANSWER for each question.

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
G1	I expect my working conditions will improve over the next 12 months.					
	The most important factors in this are: (please tick all that apply)	Physical environment <input type="checkbox"/>	IT accessibility <input type="checkbox"/>	Staff / Team support <input type="checkbox"/>	Strong leadership <input type="checkbox"/>	Other (please state)
G2	I feel the service my team provides could be improved.					
	Please state how you think the service could be improved, if appropriate.					
G3	I feel I have the ability to improve the service my team provides.					
G4	Overall the services delivered by my team over the next 12 months will be improved by decisions my team have authority to make.					

Please add any comments you may wish to make:

Thank you for taking time to respond