

12.1 Guidance for partners and stakeholders

Please see Section 10.1

Ladywell House, Ladywell Road,
Edinburgh EH12 7TB
T 0131 244 3526
E alexis.jay@swia.gsi.gov.uk
F 0131 244 5496
W www.swia.gov.uk

Your ref:

Our ref:

Date:

Dear Colleague

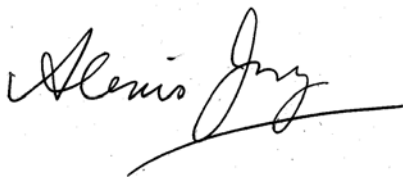
Performance Inspections of local authority social work services

SWIA is undertaking a performance inspection of (INSERT NAME OF LOCAL AUTHORITY) social work services. We enclose a questionnaire which seeks to give us, from your perspective, opinions about the quality of social work services in your area and the way in which the local authority manages these services.

Please could you ensure the questionnaire is completed on behalf of your organisation and return it in the reply paid envelope provided (INSERT DATE).

We appreciate your willingness to assist us undertake an inspection which should ensure that people obtain the best possible social work services.

Yours faithfully



Alexis Jay
Chief Social Work Inspector

QUESTIONNAIRE FOR PARTNER AND STAKEHOLDER ORGANISATIONS

Introduction

A performance inspection is a planned examination of all the local authority's social work services functions. The Social Work Inspection Agency (SWIA) conducts these every three years.

The purpose of performance inspections is to:

- Provide an objective, evidence-based assessment of how well people are being served by their social work services;
- Make a constructive contribution towards the further improvement of the services provided; and
- Help safeguard the interests of people who use services and their carers;

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

Further information can be found in the leaflet *Performance Inspections of Social Work Services: Information for Partners and Stakeholders* which describes how performance inspections are conducted. More detailed information is contained in *The Guide to Performance Inspections in Scotland*. Both of these are available on the Social Work Inspection Agency website www.swia.gov.uk.

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 work services;
- identify areas that we will investigate further; and
- provide evidence when reaching a judgement.

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

Please answer the questions in a frank way which describes your experience of working with social work services. Return your reply in the prepaid envelope provided. The results will be discussed with the local authority and are included in the published report. Anonymous quotes may be included in the published report, which is based on all sources of information, including this questionnaire.

How to complete the questionnaire:

The questionnaire has three parts.

- Part 1 – About social work as an organisation
- Part 2 – About the provision of social work services
- Part 3 – Outcomes for people and carers

You are asked to complete all three parts.

You may feel that you are unable to answer all of the questions, dependent on the nature of the relationship between the organisation you work for and your local social work services. If this is the case, please tick the **not applicable** box. In other areas you may feel you are unable to agree or disagree with the statements. In this case, please tick the **neither agree nor disagree** box, although we urge you to indicate your opinion as much as possible.

Please note the expression “people who use services” covers older people, adults, young people and children.

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.

Please return the questionnaire in the envelope provided by **DATE**.

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

Thank you for your help.

Please give details of the person completing the questionnaire. We may need to contact you for clarification.

Name:	
Job title:	
Name of organisation:	
Is your organisation:	
1. Part of the Local Authority (e.g. Housing, Education)	yes / no
2. A strategic partner (e.g. Police service, NHS)	yes / no
3. A contracted provider	yes / no
If yes, when was the service level agreement or equivalent last reviewed? _____	
4. A voluntary organisation in receipt of funding from social work services	yes / no
If yes, what percentage of your funding comes from the local authority? _____	
Address:	
Telephone number:	
E-mail address:	

Questionnaire for partner and stakeholder organisations

PART 1 - About social work services as an organisation

Planning and Partnership	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
1. There are effective planning structures and processes for social work services that engage all major stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Plans are based on the analysis of both need and demand for services (these may be joint plans or social work services plans).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. There are clear plans and strategies in place for social work services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. People who use services and their carers are properly involved in service planning and development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. There is good evidence of service improvements achieved on the basis of joint plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. There is good evidence of appropriate service reconfiguration on the basis of joint plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Commissioning and contracting

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
7. Social work services have an appropriate range of commissioning strategies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. These strategies reflect the plans of the social work department to have different types of services that meet needs such as promoting independence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. There are effective arrangements in place to ensure consideration of potential partnerships with others in the statutory sector.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. There are effective arrangements in place to ensure consideration of potential partnerships with others in the independent sector (voluntary and private).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. There are effective arrangements in place for:						
a) contracting of service provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) monitoring service provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) reviewing service provision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Resources	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
12. Social work services deliver a good service for people who use social work services and their carers within the resources available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Social work services are actively engaged in achieving best value in the provision of services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
14. Senior managers know what is happening at the point of service delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Senior managers display fairness and integrity when carrying out their business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The organisational/management structure for social work services in the authority work well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Changes are well managed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate and political culture	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable

18. There is clear political leadership for social work services in the authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Elected members are well informed and engaged with the work of social work services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The aims of social work services are promoted by the local authority as a whole.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Other parts of the authority (such as Housing, Education and the corporate centre) work well with social work services to deliver good social care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The local authority engages well with key stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This space is for comments you would like to make about any issues arising from the statements in Part 1.

PART 2 - About the provision of social work services

Access to services	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
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"/>	<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"/>	<input type="checkbox"/>
3. People who use services and their carers can access services easily during office hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The out-of hours service meets the needs of people who use social work services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment for services	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
5. Assessments are done on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Social work services pay a lot of attention to the views of people who use services 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"/>	<input type="checkbox"/>
7. The arrangements for sharing information about people who use services across organisational and professional boundaries work effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Care management and review						
8. People who use services have good written care plans that are up to date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Social work services provide a structured service, keeping in regular touch with people who use services and their carers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Reviews are held on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. People who use services do not experience frequent changes of case manager/ social worker.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Other agencies, professions and service providers carry out their responsibilities in helping social work services to manage cases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of services						
13. Social work services provide a good range of services to people who use services and their carers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The range of services has increased over the last two years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Services are provided in a flexible way, in response to the individual circumstances of people who use services and their carers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
16. Social work services work well with partners to provide services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. There is a lot of priority need that is unmet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Services are provided on the basis of clear eligibility criteria.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of services	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
19. The quality of social work services has improved over the last two years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Services are responsive to problems and emergencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. People who use services and their carers have a say in how services are run.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Social work services are working hard to promote equality and diversity in the work done with people who use services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Protection of vulnerable people

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
23. Social work services meet their responsibilities to keep vulnerable adults and children safe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Arrangements to respond quickly to 'risk' situations are in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The multi-agency procedures for protecting vulnerable adults and children work well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Promotion of social inclusion

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
26. Social work services are actively involved in initiatives to reduce dependency and social dysfunction (including income maximisation, employment/education/training opportunities).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Social work services work hard to engage with people who may potentially use services, in hard to reach groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Social work services promote equality and diversity in their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This space is for comments you would like to make about any issues arising from the statements in Part 2.

PART 3 – Outcomes for people and carers

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
1. Overall, social work services provide good outcomes for people who use services and their carers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, social work services are well organised to improve service and outcomes for people who use services and their carers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Overall, people who use service and carers value social work services and find using them a positive experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

What are the main areas in need of development?