

## PERFORMANCE INSPECTION EVALUATION QUESTIONNAIRE FOR THE LOCAL AUTHORITY

Name of local authority

Lead inspector

Dates of fieldwork

We wish to be open and responsive in the way we carry out performance inspections and to constantly improve our methodology. To help us, please use this questionnaire to say how you have experienced the performance inspection 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 LA Inspection Co-ordinator.

We ask, however, for it to be signed by the Director of Social Work Services or a senior manager on his / her behalf.

**It should be returned to:**

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## PART 1: THE PERFORMANCE INSPECTION

### A The Pre-Inspection Phase

1.1 How much notice of the inspection did you receive?

12 weeks or more  
weeks

10-11 weeks

Less than 10

1.2 Did this give you adequate time to prepare?

Yes

No

1.3 Any comments about timing and co-ordination with other inspection activity?

1.4 Did you receive ample information about the inspection? (guides, leaflets, Handbook material, etc.)

Yes

No

1.5 Was there anything else that would have been useful?

1.6 Did the lead inspector explain the process clearly to you?  
Yes  No

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

1.8 Were any problems satisfactorily resolved? No problems   
Problems resolved   
Unresolved problems

1.9 Any comments about the resolution of problems?

1.10 Any other comments about the initial planning for the performance inspection?

**Advance information**

1.11 Have you any comments about your experience of compiling the advance information?

**Questionnaire surveys**

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

**Case file sample**

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

Yes      No  
     

1.14 Any comment about the practical arrangements?

**Interviews and meetings**

1.15 Do you think that, in the pre-fieldwork phase, we met the right range of people? Yes No

1.16 Any comments about the range of people involved?

**Overall**

1.17 In your opinion, did the pre-fieldwork phase give us a fair and sufficient basis to carry out the interim assessment? Yes No

1.18 Any comments about the interim assessment and the interim assessment meeting?

**B The Fieldwork Phase**

1.19 Have you any comments about the planning for the fieldwork phase?

1.20 Do you think that the performance inspection team focused upon relevant areas? Yes  No

1.21 Any comments about the relevant areas?

1.22 Did the arrangements run smoothly? Yes  No

1.23 Any comments about the arrangements?

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1.24 Did the fieldwork phase enable the authority to present a true picture of the social work services it provides and commissions?

Yes      No  
     

1.25 Any comments about the fieldwork phase?

**The performance inspection team**

1.26 Were you happy with the composition of the performance inspection team?

Yes      No  
     

1.27 Any comments about the composition of the team?

1.28 Did the inspectors, the associate inspectors, the lay inspector and carer inspector (if involved):

	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"/>

1.29 Any comments about the inspectors?

1.30 Was there anything that caused you concern about the conduct of the team?

Yes      No  
     

1.31 Any comments about the conduct of the team?

1.32 Do you think that the inspectors understood the realities of delivering services?

Yes      No  
     

1.33 Do you think that they recognised the efforts of staff and managers to provide a good service?

Yes      No  
     

1.34 Do you think that they maintained a focus on the service as it is received and experienced by service users and carers?

Yes      No

1.35 Any comments about the inspection process as undertaken by the inspectors?

**Feedback**

1.36 Did inspectors provide reasonable feedback at the end of the fieldwork phase in the Headline Feedback Meeting?

- Yes
- No
- 
- 

1.37 Were the judgements in that feedback:

based clearly on the evidence of the performance inspection?  
fair and reasonable?

- Yes
- No
- 
- 
- 
- 

1.38 Any comments about the feedback?

**Overall impressions**

1.39 Was the performance inspection:

- |                        | Yes                      |
|------------------------|--------------------------|
| fair?                  | <input type="checkbox"/> |
| relevant?              | <input type="checkbox"/> |
| efficiently conducted? | <input type="checkbox"/> |
|                        | <input type="checkbox"/> |
|                        | <input type="checkbox"/> |

1.40 Any other comments about the performance inspection?

**Signed:**.....  
**(Director of Social Work Services)**

**Date:** .....

## PART 2: THE REPORT

### Process

2.1 How soon after the Headline Feedback Meeting did you receive the draft report?

5 to 6 weeks	7 to 8 weeks	9 to 10 weeks	11 to 12 weeks	
Longer				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.2 If there was any delay, did we keep you adequately informed of progress?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2.3 Did you have adequate opportunity to comment on the draft?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2.4 Do you think that any comments you made on the draft were reasonably taken into account?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

### Content

2.5 Do you think the report gives a fair reflection of the performance inspection findings?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2.6 Is it written and presented in a reasonable way?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2.7 Are the recommendations helpful in making improvements to the service?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

### Evaluations

2.8 Do you agree with the evaluations?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2.9 If not, why not?

2.10 Are the findings presented in a way likely to encourage improvements? Yes  No

**Impact**

2.11 Has anything changed already as a result of the performance inspection? Yes  No

2.12 If so, what?

2.13 How much influence will the performance inspection have on future plans?

Very much     Quite a lot     A little     Not much at all

2.14 Which areas will it influence most?

2.15 In overall terms, how helpful was the performance inspection?

Really helpful     Helpful     Not very helpful   
Not at all helpful

2.16 What do you see as the biggest benefits of the performance inspection?

2.17 What do you see as the biggest disadvantages of the performance inspection?

2.18 Any other comments?

**Signed:**.....  
**(Director of Social Work Services)**

**Date:** .....

## **PART 3: PERFORMANCE INSPECTION FOLLOW-UP**

### **Looking back at the inspection**

3.1 How much did it influence your social work services?

Very much  Quite a lot  A little  Not much at all

3.2 Which areas did it influence most?

3.3 In overall terms, how helpful was the performance inspection?

Very helpful  Helpful  Not very helpful  Not at all helpful

3.4 What did you see as the biggest benefits of the performance inspection?

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

3.6 Do you have any other comments?

**Signed:**.....  
**(Director of Social Work Services)**

**Date:** .....