**Guidance to survey administrators [REMOVE THIS SECTION BEFORE ADMINISTERING SURVEY]**

The below survey questions are primarily designed for staff in organisations with whom you have service delivery relationships and referral agreements. It could be used to help you to:

* Measure the strength of your relationship with an organisation;
* Determine their views about the effectiveness and quality of your referral relationship;
* Determine whether you have built their capability to spot legal issues and refer clients
* Seek their general feedback on your service and how you could improve
* Gather evidence on the outcomes of you work for use in communications and advocacy

 These questions are taken from the Federation of CLCs full Stakeholder and Partner Feedback Survey, which is available on the Federation’s website.

We are surveying our stakeholders and partners to help us improve our services. Please give us your honest feedback so that we can continue to get better at what we do.

This survey is anonymous and confidential. The results will be collated and used for internal quality improvement. Findings may also be included in publications. Care will be taken to ensure that all data included in reports and publications is fully de-identified.

If you have any queries or concerns about this survey, please contact [Name, phone, email]

A. About you and your organisation

1. What is the name of your organisation? (Optional – leave blank if not applicable)

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2. What is your role? (Select the role most relevant to your responses to this survey.)

|  |  |
| --- | --- |
| 🞏 Legal practitioner🞏 Other practitioner / frontline worker🞏 Middle manager🞏 Senior manager🞏 Board member | 🞏 Community member🞏 Policy development, research or evaluation🞏 Funder / Regulator🞏 Judiciary or court/tribunal staff🞏 Other (please specify)  |

# B. Your view of our relationship

3. Overall, how would you rate the strength of the relationship between your organisation and our organisation at present?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Very weak | 🞏 Weak | 🞏 Moderate | 🞏 Strong | 🞏 Very strong | 🞏 N/A |

# C. Your view of our service

4. Do you, or others with whom you work, sometimes need to refer people to legal assistance services? If so, do you agree or disagree with the following statements about referrals?

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. The CLCs referral pathways are easy to access | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. The CLC provides clear and transparent guidance about who to refer and how to refer | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| c. The CLC provides prompt feedback on referrals received | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| d. We feel confident to refer people to the CLC for legal assistance | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

5. Have you received training or other information from our service about the work CLCs do and how to refer people to us? If so, do you agree or disagree with the following statements:

|  |
| --- |
| **As a result of the training or other information I received…** |

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. I am more able to identify when a person has a legal issue that a CLC could help with | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. I am more confident to make appropriate referrals to the CLC | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

6. Have you, or others with whom you work, received referrals from our organisation? If so, do you agree or disagree with the following statement regarding referrals from our organisation?

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. The CLC makes appropriate referrals to me / my organisation | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

7. What are the best aspects of the services we provide?

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| --- |
|  |

8. How could we improve our services to further benefit clients and the community?

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9. Overall, in your view, how important is the work of our CLC for increasing the likelihood that people most in need experience justice?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Not at all valuable | 🞏 A little valuable | 🞏 Somewhat valuable | 🞏 Quite valuable | 🞏 Very valuable | 🞏 Don’tknow |

10. What other comments do you have about our organisation and how we can continue to improve our work?

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