

## Appendix 4 - Methodology

- We reviewed relevant documentation from the Investigated Authorities.
- We reviewed relevant documentation from commissioned service providers.
- We reviewed a sample of 10% of completed carers' needs assessments – 173 in total:
  - a. Caerphilly – 22 completed assessments
  - b. Ceredigion – 33 completed assessments
  - c. Flintshire - 82 completed assessments
  - d. Neath Port Talbot - 36 completed assessments
- We gathered lived experience evidence from 19 carers.
- We surveyed staff at both the Investigated Authorities (505 staff) and commissioned service providers (17 staff). 162 responses were received from Investigated Authority staff and 14 responses from commissioned service provider staff.
- We met with and gathered evidence from senior management staff at each of the Investigated Authorities and commissioned service providers.