



Stakeholder points of view (M1)

The stakeholders in the case of Social Services view the service in different ways:

[example notes]

Councillors

They hope that people get excellent services in the localities they represent and that they will vote for them again in future elections. Councillors are involved in decisions to do with operating the Social Services in the city. They take advice from senior professionals within the Social Services field. Councillors are accountable to people for what they do and they will try to listen to local people at surgeries.

Officers

These are the full-time professionals who interpret government policies and advise councillors on the best way to deliver services. These people are not accountable to the electorate so they must act in the interests of the whole department and the City Council. Unlike in a private business, where one boss can guide the whole business, a local council has many different strategies. Officers in a City Council carry out the strategy no matter if it acts against particular persons' particular interests.

Citizens

These people are the ones who could gain from the services offered, if they qualify for help. Everyone might need help from Social Services. This is called a 'common interest'. As a citizen of a city, people can choose to participate in decisions of common interest. They can vote, go to meetings or stand for election to council.

Businesses

Local businesses might get business contracts from the Social Services Department. It is in their interest to work with them and help them to succeed.

Government

National government in London sets the national goals and policies for Social Services and gives standards of service provision. Their perspective is based on making sure that all areas have good Social Services. They will check to see that this happens.

GRADING COMMENTS

For P1, P2 and P3, evidence will offer sound descriptive outlines of contrasting organisations in terms of their strategy, purposes and ownership. Learners will also show understanding of the strategic aims and objectives of different organisations and of the stakeholders' interests in them. There will be little or no detailed analysis of these.

For M1, evidence will include further explanations of the various stakeholder groups and show a good understanding of different viewpoints and how these may be expressed in order to try and influence the strategic aims and objectives of the organisations.