

AGE UK EXETER

Controlled Document

Document Name: Service Standards Policy

Document Version Number: 4

Agreed by Standards Committee on: 6 January 2020

Approved by Board of Trustees on: 14 January 2020

Review Schedule: Every three years

Next review due: January 2023

Owner (Responsibility): CEO

Pass amendments to: Governance Officer

Revision History: See end of document.

Document Location: www.ageuk.org.uk/exeter/about-us/policiesandguidelines/

Document Description

This document sets out what service users can expect from Age UK Exeter in delivering its services.

Implementation & Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the CEO on, info@ageukexeter.org.uk or at Age UK Exeter, Sycamores, Mount Pleasant, Exeter, EX4 7AE, 01392 202092.

Service Standards Policy

Service users have a right to expect from Age UK Exeter:

1. to be listened to and treated with dignity, respect and compassion
2. to be treated as an individual
3. to be provided with information that is easy to understand
4. to be able to access information that is about you
5. to be supported to enable you to make key decisions about your life
6. to be supported to develop your strengths and abilities, enabling you to lead the life that you choose
7. for us to do everything possible to ensure you only have to give your details once
8. opportunities to use your experience to help shape, develop, deliver and evaluate our services
9. a service that, where appropriate, complies with all of the latest regulations relating to care standards
10. Clear information about services.
11. Clear information about charges, where they apply.
12. Reasonable notice of any changes to the service
13. A friendly, courteous, prompt and efficient service.
14. A service which is, as far as possible, responsive to individual identity, circumstances, wishes and preferences.
15. A service that encourages users and carers to be involved in decisions regarding the services they receive and seeks their views by a variety of means to inform the design and delivery of the service.
16. A service that does not discriminate on the grounds of any protected characteristic as defined by the Equality Act 2010, to include sex, age, disability, ethnicity / ethnic origin, marital status religious beliefs, gender reassignment or sexual orientation.
17. A service that does not discriminate on the grounds of political allegiance.
18. A service that is agreed and reviewed on a regular basis.
19. A service which actively seeks to promote choice and independence.
20. Services which are dementia friendly
21. Staff and volunteers who possess the skills, knowledge and experience the service demands.
22. An accessible and easy to understand complaints procedure.
23. To be listened to when making a comment, suggestion or raising a concern and to be advised of the outcome.

24. A service that works in partnership with users and carers to better meet both sets of needs.
25. Confidentiality and respect for the individual's privacy and right to self-determination.
26. A safe environment that takes note of current Health & Safety, Food Safety and allied legislation.
27. A service that keeps abreast of "best practice" and continuously seeks to improve.
28. Staff who will liaise with other agencies and professionals with the agreement of the service user to provide a coordinated, integrated service.
29. An accessible environment that promotes people's abilities rather than their disabilities.
30. Non-judgmental attitudes from staff and volunteers.
31. Staff and volunteers who are supported and aided in their professional development by regular supervision and annual appraisal.
32. Regular monitoring and review of services to ensure they consistently meets their aims and service standards. The results of this monitoring and review to be reported regularly to the Board of Trustees.

When carrying out next review add in some information about the Accessible Information Standard. See here for some information I:\Temp Folder for Sue

Revision History

Revision date	Summary of Changes	Other Comments
26.6.15	Routine review by Standards Committee	
14.7.15	Approved by Board of Trustees	Next review due June 2017
4.9.17	Routine Review by Standards Committee Insertion of two bullet points about clear information about charges and reasonable notice of any changes to service	Recommended to the Board for approval
12.9.17	Approved by Board of Trustees	Next review due September 2019
9.9.19	Routine review by Standards Committee Nine new bullet points at the beginning which have been taken from the Age UK Services Charter	Recommended to the Board for approval
10.9.19	Reviewed by the Board of Trustees who asked for details of the protected characteristics to be tidied up.	Returned to Standards Committee.

6.1.20	Further review by the Standards Committee. The paragraph outlining protected characteristics has been rewritten.	Recommended to the Board for approval
14.1.20	Reviewed by Board of Trustees.	Approved. Next review due January 2023