Policy 47: Service Provisions Changes

Last updated by: SH, RS, NE

Links to policies:

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Policy Date</th>
<th>Next Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>March 19</td>
<td>March 20</td>
</tr>
</tbody>
</table>


1. Introduction and Purpose

i) This policy describes the arrangements when Age UK York (AUKY) makes alterations of any kind to any of AUKY's services;

ii) The Trustees of AUKY (the Trustees) have devolved day to day responsibility on the Chief Officer, but recognise that disruptions of any kind can have difficult and sometimes distressing impact on their service users;

iii) AUKY will always seek to:
   • avoid disruptions to services;
   • ensure that any impact caused by disruptions to services will be kept to a minimum;
   • ensure that any disruptions are publicised as appropriate and that service users directly affected will be kept informed in a range of appropriate ways.

2. Responsibilities

i) AUKY has primary responsibility towards its service users;

ii) AUKY acknowledges its responsibility to its funders, to provide the services for which it receives funding, by Service Level Agreement, contract or some other means;

iii) Acknowledges the importance of maintaining good lines of communication with all interested bodies at national and local level and via a range of appropriate mechanisms.

3. Communication mechanisms

i) AUKY operates internal and external communication mechanisms, some of which are used for both internal and external communication, some of which are either external or internal;

ii) AUKY always explores and adopts as appropriate new communication mechanisms. In doing so it:
   • Provides mechanisms including, for example, mobile phones and tablets to all its workers where appropriate;
   • Provides training in the use of all such mechanisms;
   • Emphasises the importance of security of all mechanisms and materials, requiring good password management and locking devices and requiring all AUKY workers to keep all electronic and paper materials in safety when these items are taken away from AUKY premises;

iii) AUKY currently has a range of communication mechanisms. These include its website, Charity Log, information screens in its shops, telephones and mobile phones, Royal Mail, bulletins and magazine and social media including Facebook and Twitter;

iv) AUKY produces a range information on paper, in particular in information leaflets, some of which are produced by Age UK (national) and circulated in accordance with their instructions;

v) Charity Log is a program for internal use by all AUKY workers and is used for data holding and communication. It has other functions including invoicing for paid for services;

vi) The website is in the public arena, is maintained by the Data Information Officer and carries a range of information about AUKY services, contact details, opening hours and other information considered important to service users, their carers and members of other organisations, funders and members of the public;

vii) The Bulletin is a weekly information medium for all workers. It contains no confidential information;
viii) The Magazine appears twice yearly and carries articles and information about AUKY intended to be of interest and to be read by the public at large;

ix) AUKY is a member of a number of local, regional and national networks and uses meetings of both a formal and informal nature to give information about future plans and events, inviting participants to attend as appropriate.

4. Confidentiality

i) AUKY:

- Places confidentiality as a top priority and operates within the requirements of GDPR and confidentiality legislation;
- Only uses group e-mails where appropriate and with the permission of all potential recipients;
- Ensures total confidentiality in the use of all social media;
- Does not permit its workers to provide personal e-mail addresses or mobile or land line phone numbers to service users;

ii) AUKY recognises that the world of communication technology is constantly developing. The Data Information Officer and all workers have a duty to raise awareness of new communication developments and any difficulties or concerns arising from current and new technology to ensure best practice and to guard the interests of its service users.

5. Possible causes for the disruption of services and changes in provision

i) Possible causes for disruption are short or long term;

a) Short term disruptions include but are not restricted to:

- Worker illness;
- Vehicle breakdown (particularly in the case of Day clubs);

b) In any case of short term disruption the relevant line manager will immediately discuss with the relevant staff and volunteers:

- Whether worker substitution or vehicle substitution is possible;
- Which service users are affected;
- What, if any, alternative arrangements can be made;
- How long the disruption is likely to last;
- Decide what arrangements are to be made;
- Arrange for contacting the relevant service users;
- If necessary, inform the relevant premises manager or other person in charge in the case of Day clubs or other venues;

c) In any case of short term disruption the relevant line manager will:

- Put in place immediate and appropriate action;
- Inform the CO or duty deputy manager for the day;
- Discuss and agree with the CO or duty deputy manager the longer term arrangements and put these in place;

d) Use Charity Log and internal mailings to inform all staff of the disruption so that they can answer outside queries in a professional and confidential manner;

e) Make use of an appropriate script to be recorded for answerphone use in the case of phone enquiries. This script will be adjusted according to the situation but will:
• Strike a reassuring note;
• Provide information about alternative arrangements and time frames as they become known;
• Invite callers to leave a name and phone contact number and assure them that a return call will be made as soon as possible. It is imperative that calls are returned but callers must be made aware that return calls are not on a par with befriending calls and must be kept brief. Charity Log can be used to record calls returned.

ii) In the case of both short term and longer term disruptions, line managers, duty deputy managers and the CO will consider other appropriate ad hoc arrangements such as putting notices on shop doors;

iii) Long term disruptions include but are not restricted to:

• Fire and flood;
• End of contract with no renewal;
• End of service due to lack of financial support or limited service user need or take up;

  a) In any of these instances, the Trustees will be kept fully informed by e-mail, telephone and other appropriate means and will play a decision-making role and may take an active part in ensuring the least disruption to services;

  b) Except in the case of fire or flood there will have been discussion including at Trustee Board meetings to decide on what actions to take to seek to ensure least disruption for service users;

  c) A back up set of records including service users' contact details are kept and maintained off the office premises in a secure setting;

  d) Other mechanisms and programs can also be accessed off the premises in secure and where appropriate passworded settings to enable contact to be readily made to all service users as appropriate.

6. Lessons learned

i) In the interests of continuing improvement and best service to users:

  a) AUKY Trustees will receive a report on any but the most minor disruptions and consider what if any action needs to be taken;

  b) The CO and her deputy day managers will hold an 'inquest' or other feedback meeting following all disruptions to establish what if anything needs to be learned, revised or altered for the future;

ii) The CO and Trustees will consider the overall impact on services and may use lessons learned to inform or improve future arrangements including future funding bids;

iii) The Trustees and CO may consider involving, consulting or conversing with other organisations and the local authority where there has been major disruption in order to improve best practice and in other ways make best use of disruptions;

iv) Service users, as well as being reassured at the time of any disruption, may be invited, with their carers, to share their thoughts and experiences of any disruption in order that any improvements can be made.