

Charter Mark Review Report

*Derbyshire County Council - Social Services
Department Resource Centres - Day Services for
Older People*

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Derbyshire County Council-Social Service Department Resource Centres-Day Services for Older People

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Date of On-site Review: 23 & 24/08/06

Assessment Criteria: Charter Mark

Lead Assessor: Fred Weston.

Assessors:

Result: Ongoing compliance with the Charter Mark Standard was demonstrated.

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1. Executive Summary

At the on-site review, Derbyshire County Council-Social Service Department Resource Centres-Day Services for Older People demonstrated continuing compliance with the Charter Mark standard and remained enthusiastically committed to the Charter Mark ethos. In addition progress has been made on the Charter Mark Action Plan developed after the previous assessment.

At the conclusion of the assessment a number of areas for improvement were identified, these are recorded in the Action Plan section of this report.

“We are pleased to confirm that Derbyshire County Council-Social Services Department Resource Centres-Day Services for Older People has demonstrated ongoing compliance with the Charter Mark Standard”

As the next stage of the process we would ask you to develop an Action Plan for each of the areas of partial compliance; these areas will be assessed at your next Charter Mark Review.

2. Method of Charter Mark Review

Your Charter Mark certification is valid for three years and this review is a mandatory part of the certification process and ensures ongoing compliance with the Charter Mark standard.

The review was carried out in two stages:

- I) An assessment of evidence to support the progress of your Action Plan;
- II) A review of all criteria to ensure ongoing compliance with the Charter Mark standard and identify areas of improvement.

The objective of this Charter Mark Review was to obtain evidence that the organisation was continuing to meet the requirements of the Charter Mark standard in the area covered by the scope of certification.

During the Charter Mark Review process the Charter Mark criteria are scored on a four-band scale:

Best Practice – All aspects of the element are met, and the applicant can demonstrate that they have gone beyond the requirements.

Full Compliance – All aspects of the element are met.

Partial Compliance – Some but not all aspects of the element are met and remedial action to meet the remainder could be put in place within a short period of time (maximum of three months).

Major Non-Compliance – None of the requirements of the element are met, or the assessor concludes that remedial action to address those elements that are not met would require a time scale in excess of three months.

3. Action Plan

This section of the report outlines the partial compliances identified during the assessment. These points now form your new action plan. You will be asked to present evidence that you have progressed these at your next Charter Mark review.

Partial compliances raised at this review

No issues raised.

Partials compliances carried forward from previous assessment.

6.2.3 Although you have plans in place to establish monitoring of all of your community activity these plans have not yet been effectively implemented.

6.2.4 The systems for capturing and cascading learning from your community activity are not yet effectively established.

Partial Compliances successfully closed at this review.

1.3.3 Although you publish details of performance against your standards at day centres, this data is not published on your Website.

2.3.1 The information provided on your Website has recently been updated and improved, however you are not publishing details of your success in meeting your standards and the high level of customer satisfaction being achieved.

2.3.2 Very limited evidence was available to demonstrate that the improvements made to information are linked to feedback from customers.

2.4.3 No evidence could be found that the views of customers are used in measuring the success of your partnerships.

4.2.2 No evidence could be found of trends in customer satisfaction.

4. Observations

During the site assessment the following general observations were made. These can include positive observations of good practice and opportunities for improvement that were seen over the entire assessment process: -

- Excellent staff whose commitment and dedication to their customers is highly commendable.
- Very effective and often inspirational management at all levels of the Service.
- In the majority of cases the facilities provided for customers are excellent, with an atmosphere that is friendly and welcoming and highly regarded and valued by customers.
- Extremely good performance against standards, including customer satisfaction with a very high level being achieved and a rising trend being demonstrated.
- Excellent work in the community, in particular the establishment of an Alzheimer Café, Training Kitchen and a Dressing Clinic service.
- Excellent levels and volume of training that is provided for staff. This investment is generating an excellent return in terms of the quality of service being provided by staff to customers.

5. Action Planning

The achievement of Charter Mark is an ongoing activity and it is important that Derbyshire County Council-Social Service Department Resource Centres-Day Services for Older People continue to meet the requirements of the Charter Mark criteria throughout the three years that the mark is awarded. In addition the ethos of Charter Mark is that the organisation continually improves during this period.

As a result of the findings, it is not necessary for you to have a further review. The Action Plan created as a result of this review shall be assessed at re-application.

Ongoing review

SGS must be informed if the certificated service begins to receive a significant increase in customer complaints or critical press coverage.

If the organisation is in doubt we strongly recommend contacting the SGS Charter Mark Customer Care Team for advice on the significance of any service or organisation change or issues around customer complaints.

You should inform SGS of any major change in the service provision covered by the scope of the certificate. This includes reorganisation or mergers.

Report

SGS recommends that Derbyshire County Council-Social Service Department Resource Centres-Day Services for Older People retain a copy of this report to aid continuous improvement and as a reference document if the organisation chooses to reapply for Charter Mark.