

Service Charter Actions – Status Update		
Service standard commitment 1		
<p>We will foster a culture of mutual respect with our stakeholders by engaging in a respectful responsive and informed way.</p> <p>We will put quality at the centre of our work.</p>		
Regulatory activities: when carrying out our registration function under the Health Act 2007 we will:	Targets	Status
<ul style="list-style-type: none"> <li>▪ be accountable for how we operate our regulatory functions</li> <li>▪ handle your information correctly and confidentially</li> <li>▪ make the registration process accessible and easy to use so that registered providers get things right first time</li> <li>▪ explain the decisions we make about you and respect your right to request a review of the decision</li> <li>▪ respect your right to make comments, compliments or complaints</li> <li>▪ expand and optimise online services to providers</li> <li>▪ seek feedback on the online experience, which will be reflected in regular reviews</li> </ul>	<p>By the end of 2019, providers will be able to submit an application to renew the registration of their designated centre via the HIQA Provider Portal</p>	<p><b>Not achieved:</b> It hasn't been possible to make renewal of registration functionality available for providers via the portal, using our current Microsoft Dynamics (prism) IT system. Our priority changed to updating HIQA's IT system over the next two years, funding for which has yet to be approved. The development of our portal, including functionality for renewal of registration will be included in the requirements for the procurement of a new system.</p>
	<p>We will process applications for new registrations and for amendments to a condition of registration within 16 weeks</p>	<p><b>Achieved according to new Business rules:</b> Over the course of 2019 we issued notices of proposed decision for 94% of all applications for new registrations and applications to vary or remove a condition of registration, within 20 weeks of the date that the application was made (434 out of 460 applications).</p>
	<p>We will provide support for providers on the effective use of the HIQA Provider Portal</p>	<p><b>Achieved:</b> We published an updated portal guidance in November 2019, which is available on the HIQA website. We also delivered presentations on the portal at 13 provider roadshows during the year – 5 Older People; 4 Disability; 4 Ionising Radiation.</p>

Regulatory activities: when carrying out inspections we will:	Targets	Status
<ul style="list-style-type: none"> <li>▪ produce official identification upon entering premises</li> <li>▪ be courteous, respectful and professional</li> <li>▪ provide information, advice and guidance on our regulatory processes and judgement frameworks</li> <li>▪ talk to those using the service, to staff and to the service provider</li> <li>▪ provide information to providers on our findings and judgments</li> <li>▪ welcome feedback on our processes</li> <li>▪ respect your right to a review of regulatory decisions via our submissions process</li> <li>▪ enforce legislation in a proportionate, fair, consistent, open and accountable manner and in response to the risks identified.</li> </ul>	<p>Provide 80% of stage one inspection reports within 15 working days of the inspection</p>	<p><b>Achieved according to new Business rules:</b> We issued stage one reports within 20 working days for 84% of inspections during the course of 2019.</p>
	<p>Residents' views and their experiences will be reported in all inspection reports</p>	<ul style="list-style-type: none"> <li>- <b>Achieved:</b> In May 2019, we changed the section in our inspection report template which was previously titled 'Views of people who use the service', to 'What residents told us and what inspectors observed'. We made this change to ensure that our inspection reports articulate resident's views on what it is like to live in the centre.</li> <li>- Targeted human rights training for all inspection staff will be facilitated in 2020.</li> </ul>
	<p><i>complete all submission process reviews in line with published procedure and within committed timelines</i></p>	<ul style="list-style-type: none"> <li>- <b>Achieved according to new business rules:</b> During 2019, submission panels were convened within 35 working days for 96% of submissions which progressed to a panel in line <b>with</b> our published procedures. (The submission process is a facility that HIQA offers to healthcare and social service providers - there is no legal requirement to do so however HIQA believes it is a worthwhile process).</li> </ul>

<b>When delivering our Standards, Health Information and Health Technology Assessment (HTA) functions, we will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ develop our standards, recommendations and HTAs on the basis of evidence and best international practice</li> <li>▪ engage with our stakeholders by forming advisory groups and through consultation.</li> </ul>	100% of standards, recommendations and HTAs will be evidence based	<b>Achieved</b> (HTA and HIS)
	All standards, guidance and recommendations will include the perspective of service users	<b>Achieved</b> - All standards and guidance undergo scoping review and a 6-8 week public consultation. This was completed for National Standards for Adult Safeguarding, Guidance on a Human Rights Based approach in Health and Social care services. A scoping review was completed for the National Standards Children’s Social Services
	We will explain what each of our standards will mean for the service user	<b>Achieved:</b> Standards now have a section on what this means for service users. This was completed for the National Standards for Adult Safeguarding.
	All advisory groups will have broad representation from all parties relevant to the area in question, including a public perspective.	<b>Achieved</b> (HTA and HIS)

<b>In relation to all our functions, we will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ ensure that there are sound systems and processes in place for all of our functions</li> <li>▪ ensure that any inconsistencies, inaccuracies or inefficiencies are addressed and improvements are implemented</li> <li>▪ monitor our performance on a continual basis</li> <li>▪ ensure that your privacy is respected and that all matters are dealt with in line with General Data Protection Regulations (GDPR)</li> <li>▪ seek feedback from our stakeholders on how we deliver our functions on a three-yearly basis.</li> </ul>	<p>70% of internal audit recommendations will be implemented within the timeframe identified in the internal audit report</p>	<p>Achieved</p>
	<p>70% of quality review actions will be implemented within specified timeframe.</p>	<p>Achieved</p>

<b>Service standard commitment 2</b>		
We will provide equal access to all groups and work to remove any barriers that may impact on accessibility		
<b>We will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ conduct regular user satisfaction surveys on HIQA’s website to identify areas where accessibility to information can be improved</li> <li>▪ comply with web accessibility guidelines</li> <li>▪ provide information on our business processes</li> <li>▪ respond to requests for information in a timely and helpful manner</li> <li>▪ maximise transparency in our work</li> <li>▪ ensure that our offices are accessible to people with disabilities.</li> </ul>	Requisite web accessibility guidelines will be complied with	Achieved
	User experience survey on HIQA’s website to be conducted every two years	Achieved: a UX review of the website has been carried out. Relevant recommendations will be implemented during 2020.
	All queries regarding disability issues or physical access will be dealt with by the Access Officer.	Achieved

<b>Service standard commitment 3</b> We will provide information in simple, plain English (and Irish where required) and work to increase the availability of, and access to, information in a variety of ways.		
<b>We will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ provide information in plain English and follow National Adult Literacy Agency (NALA) guidelines, where possible</li> <li>▪ train our staff on the use of plain English</li> <li>▪ use a range of communication channels and tools to ensure maximum reach</li> <li>▪ provide information in Irish on request</li> <li>▪ continue to improve the online experience of our stakeholders</li> <li>▪ examine our processes to increase the transaction choices we offer our stakeholders.</li> </ul>	95% of Freedom of Information requests will be completed within the legislative timeframes	Achieved
	All media requests will be responded to in a prompt, accurate and transparent manner	Achieved
	All parliamentary questions will be responded to within the specified timeframe	Achieved
	Requests made by an individual relating to personal data held by HIQA will be actioned in accordance with Data Protection legislation and regulations.	Achieved

<b>Service standard commitment 4</b>		
We will welcome your complaints and comments as a means of improving the way in which we work.		
<b>We will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ welcome and examine feedback on how our services can be improved</li> <li>▪ publish our complaints procedure on our website and meet the timelines set out therein</li> <li>▪ handle complaints fairly, respectfully, consistently and efficiently and will keep the complainant informed during the process</li> <li>▪ provide a formal and accessible appeals system for those who are dissatisfied with the outcome of stage one of the complaints process.</li> </ul>	All feedback will be examined and acted upon where appropriate.	Achieved
	100% of complaints will be responded to within the timelines set out in the complaints policy.	Achieved: Three complaints were received in 2019 and responded to within the specified timelines.
	100% of appeals will be processed within the timelines set out in the policy.	N/A There were no complaints referred to the Stage two appeals process in 2019

<b>Service standard commitment 5</b>		
We will hold structured consultations with stakeholders on the development and delivery of our services and ensure that there is effective evaluation of our work.		
<b>We will:</b>	<b>Targets</b>	<b>Status</b>
<ul style="list-style-type: none"> <li>▪ ensure that there is a public consultation on every HIQA standard, recommendation, guidance and relevant HTA project, and that feedback is addressed in the final document</li> <li>▪ engage with specific sector experts to ensure that technical aspects of our work are accurate</li> <li>▪ develop memoranda of understanding (MOUs) and data sharing agreements with key stakeholders</li> <li>▪ exchange information with key stakeholders and work collaboratively, where appropriate</li> <li>▪ inform you when there are significant changes in the way we do our work</li> <li>▪ provide opportunities to service users and providers to share their views on the regulatory process</li> <li>▪ include an evaluation element on the delivery of our functions as part of our service action plan and align it with our corporate planning process.</li> </ul>	Consultations will last a minimum of six weeks	Partially achieved: Four consultations were carried out in 2019. Of these, 2 were of 6 weeks duration while the remaining 2 were of 5 weeks.
	A statement of outcomes will be published for every consultation process	Achieved: A statement of outcomes has been published for every consultation process carried out in 2019.
	100% of feedback from consultation processes will be analysed and acted upon, where feasible and appropriate	Achieved for the 2 x HTA public consultations  Achieved for National Standards for Adult Safeguarding and for Guidance on a Human Rights based approach to health and social care services.
	A user satisfaction survey on the delivery of HIQA's key functions will be carried out every two years	<ul style="list-style-type: none"> <li>- Survey scheduled for 2020</li> <li>- Service provider forums (disability and older person's services) are facilitated nationally - these forums are a channel for providers to provide feedback on the sessions and the wider regulation functions.</li> <li>- Quarterly information sharing to include user satisfaction meeting are held with providers and representative groups.</li> </ul>
	Workshops and focus groups will be conducted with key stakeholders for every new area of work, or where	Achieved: All thematic inspection and monitoring activity is informed by an Advisory group which includes service users and providers, subject matter experts and policy



	<p>processes have changed significantly</p>	<p>makers and representative bodies. Outputs from this work includes the publication of guidance and communications forums with the relevant stakeholders.</p> <p><b>Achieved:</b> Focus groups were conducted for the following projects:</p> <ul style="list-style-type: none"> <li>- Adult Safeguarding</li> <li>- Guidance on a Human Rights based approach to health and social care services</li> <li>- Review of information management practices in the HSE Computerised Infectious Disease Reporting System</li> <li>- Review of Information management practices in the HSE Primary Care Reimbursement System</li> <li>- Standards for Children’s SocialCare Services</li> </ul>
	<p>A mechanism for achieving increased engagement with the public will be developed by 2020.</p>	<p><b>On target:</b> An internal Citizen Forum working group has been established. A best-practice review of public and service user engagement will commence in early 2020.</p>
<p><b>Service standard commitment 6</b> We will support our staff to deliver a quality service.</p>		
<p><b>We will:</b></p>	<p><b>Targets</b></p>	<p><b>Status</b></p>
<p>Ensure that all staff are aware of the commitments in the customer charter and this action plan.</p>	<p>A module to support this charter will be delivered for staff training and induction in 2019.</p>	<p><b>Achieved:</b> Module ready for release</p>