



# REYADA

Scoring Guidelines for onsite  
assessments of Social Care Facilities

Second Edition



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## Contents:

01. SECTION A - ABOUT THE GUIDELINES	05
1.1 Introduction	06
1.2 Purpose	06
1.3 Distribution	06
1.4 Review & Update	06
02. SECTION B - REYADA SCORING GUIDELINES	07
2.1 Scope	08
2.2 Overview of Reyada Framework Structure	10
2.3 Scoring Guidelines	11
2.4 Understanding the Outcome of Assessment	14
2.5 Additional Resources	15
03. APPENDICES	16

# *ABOUT THE GUIDELINES*



## 1.1 Introduction

To achieve the desired outcomes and ensure the quality of the services provided in the social care sector, DCD has developed the Reyada Framework, comprising a set of requirements that need to be complied with by social care providers. DCD has adopted a transparent model for assessing the quality-of-service provision, and the process of assessment is detailed and well explained in the Assessment Methodology and Scoring Methodology.

## 1.2 Purpose

The purpose of Reyada's Scoring methodology is to help the social care providers understand the scoring method that shall be applied for on-site assessments.

## 1.3 Distribution

- This document shall be made available to social care services providing facilities in a non-editable version to prevent unauthorized modification of the document.
- To ensure that the document referred to by any reader is the current version, the document shall be maintained in a central electronic repository on DCD's network.
- Any copy of the document, if printed out, shall be considered as an uncontrolled document.

## 1.4 Review & Update

A review of the Scoring Methodology can be performed on an annual basis based on the updates to the Assessment Guidelines, and updates can also be made at any time prior if deemed necessary by the DCD.

# REYADA SCORING METHODOLOGY



## 2.1 Scope

The Reyada framework applies to all social service facilities, including those from Private, Government, and third-sector entities or institutions, that provide social care services in the Emirate of Abu Dhabi.

Social Care services provide a spectrum of integrated and multidisciplinary services that offer care, social support, protection, and empowerment to individuals or families/custodians, promoting social well-being and inclusion through an independent, active, and well-led life. Social Care Facilities include the following types of provision:

### 1. Day-care & Therapy:

This type represents Social Care Services offered in facilities where individuals spend a specific number of hours per day to receive temporary care, counseling, a particular kind of therapy, or any other social work-related services. This type of service provision requires a physical space to provide the service. This type of service provision offers:

- Social Work Services, including but not limited to child and family welfare services, child protection, addiction, case management, people with disability and other vulnerable groups' employment placement, sheltered workshops services for people experiencing disadvantage or disability.
- Day-care and Personal Assistive Care.
- Counselling, psychological, and educational support.
- Special Education Services
- Rehabilitation of People of Determination
- Early Educational and rehabilitative services
- Educational Psychological Assessment
- Psychological and Behavioural Therapy
- Social, Psychological & Family Consultancy

## **2. Supported Accommodation:**

Temporary or permanent residential care and support for non-medical purposes, for example, shelters for the abused and distressed, orphanages, homes for the Elderly, and homes for People of Determination (POD).

## **3. Community-based Services:**

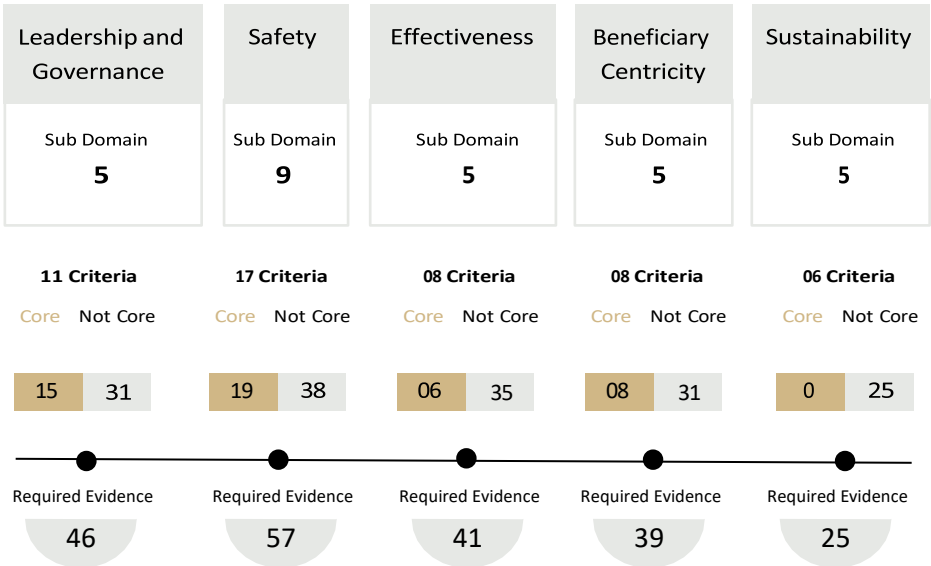
Provision of social care and support outside the social care facility and inside the natural environment of the beneficiaries, such as at home, school, or other community settings. For example, such services would include community-based social rehabilitation, respite care for families, assisted living services, and home-based therapy.

## **4. Digital & Teleservices:**

Provision of social care services digitally via phones, video, or audio conferencing, for example, providing remote support and teletherapy.

## 2.2 Overview of Reyada Framework Structure

Reyada Framework comprises 5 domains, each with its own subdomains and associated criteria. Below is the pictorial representation of the same as a summary.



### 2.3 Scoring Guidelines:

Score is achieved based on fulfilment of the evidence under each criterion. Based on the level of fulfillment, each evidence outcome can have a possibility of four outcomes.

Evidence fulfilment outcome	Score based on outcome
<b>In Place</b>	2
<b>Partially In Place</b>	1
<b>Not In Place</b>	0
<b>Not Applicable</b>	NA

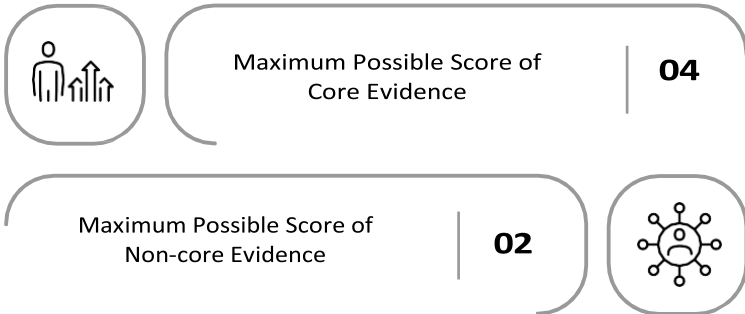
The outcome for each evidence can be 1 out of 4 outcomes as shown in the table below:

Evidence Fulfilment Outcome	Condition
<b>In Place</b>	Evidence presented fully meets the below criteria: <ul style="list-style-type: none"> <li>• Relevant,</li> <li>• Recent,</li> <li>• Complete,</li> <li>• Authentic, and</li> <li>• Approved</li> </ul>
<b>Partially In Place</b>	Evidence presented partially meets the below criteria: <ul style="list-style-type: none"> <li>• Relevant,</li> <li>• Recent,</li> <li>• Complete,</li> <li>• Authentic, and</li> <li>• Approved</li> </ul>
<b>Not In Place</b>	Evidence is not present.
<b>Not Applicable</b>	The evidence required does not apply to this specific facility.

The Core Required Evidence has double the weight compared to the Non-core Required Evidence because of the significance it has and its impact on the safety of beneficiaries and staff, service efficiency, and care roles and responsibilities.

Evidence Type	Score	weight	Max. Score for each evidence
Core Criteria - Required Evidence	2	2	4
Not Core Criteria - Required Evidence	2	1	2

So, while every evidence maximum score is “2”, the maximum score one can achieve for Core Required Evidence is “4” (maximum score x double weight=2x2).



- Evidence that is “Not applicable” shall be excluded from the maximum score points calculation.

**Maximum Possible Score for Not Applicable Evidence  
“0”**

- According to the applicability of the scope and demonstration of fulfillment of the specific criteria, scores shall be assigned to each evidence.
- Each evidence will have a maximum possible score and an achieved score.
- Cumulative score obtained based on fulfillment of all the required evidence under each domain is considered as the Achieved cumulative domain score.
- The sum of maximum possible scores for all applicable, required, and optional evidence is considered as the Total Maximum Possible Domain score.

Leadership and Governance Domain Score	Safety Domain Score	Effectiveness Domain Score	Beneficiary Centricity Domain Score	Sustainability Domain Score
Achieved cumulative Domain score	Achieved cumulative Domain score	Achieved cumulative Domain score	Achieved cumulative Domain score	Achieved cumulative Domain score
Total Maximum Possible Domain score	Total Maximum Possible Domain score	Total Maximum Possible Domain score	Total Maximum Possible Domain score	Total Maximum Possible Domain score

**The percentage of score obtained for each domain =  $\frac{\text{Achieved cumulative domain score}}{\text{Total Maximum Possible Domain score}} \times 100$**

**The Final Score of Facility =  $\frac{\text{Achieved cumulative scores of all domains}}{\text{Total Maximum Possible Scores of all Domain}} \times 100$**

## 2.4 Understanding the Outcome of Assessment:

Once the assessment is completed, an overall score is generated based on the fulfilment of submitted evidence.

The score achieved per each domain and the final score of the facility shall indicate the achievement on a four-point rating scale as below.

Rating Level	Basic	Intermediate	Achieved	Advanced
Percentage of Score Achieved	0-30	31-60	61-80	81-100

Example of Assessment outcome:

Domain Name	Assessment Outcome	Assessment Level
Leadership and Governance	64%	Achieved
Safety	53%	Intermediate
Effectiveness	39%	Intermediate
Beneficiary Centricity	79%	Achieved
Sustainability	30%	Basic
<b>Overall Reyada Rating</b>	<b>53%</b>	<b>Intermediate</b>

Illustration of Scoring:

Domain	Sub domain	Ref No	Criteria	Guidance to provider	Core requirement	Evidences to verify	Guidance to Auditor	Evidence type	Max. Possible Score	Weight	Outcome	Score Achieved
Leadership & Governance	11 Establishing beneficiary-centered strategic direction.	111	The leadership and management develop beneficiary-centered strategic direction, values, vision, and mission that are well communicated to the organization's stakeholders.	The leadership and management of the organization set its strategic direction and define its vision, mission, values and objectives, ensuring they are aligned with the core principles of <b>empathy, social care, such as person-centredness</b> are made to engage the organization's key stakeholders, such as its staff, beneficiaries and their families, partners, suppliers, regulators, and, where possible, the wider community, in developing its strategy and in its regular reviews.	Yes	11101	Records of strategic planning meetings to draft and review the organization's vision, mission, values, and objectives, while ensuring their alignment with those of the DCD and the social sector.	Required Evidence	4	4	In Place	4
				The organization maintains documentation of its Strategic Plan, including the values, vision, mission, and objectives, in a way that is easily accessible to all staff. It also ensures the regular communication of its Strategic Plan to all relevant stakeholders.	Yes	11102	Records of participation of the organization's relevant stakeholders (beneficiaries, their families, staff, partners, suppliers, regulators, community) in developing or reviewing its strategy.	Required Evidence	4	4	Partially In Place	2
				The organization defines its values, which govern its efforts to deliver its mission. Values which emphasize good notions such as respect, kindness, compassion, dignity, equality, safety.	No	11103	Documentation and communication of the organization's strategy, including its values, vision, mission, and objectives, to its relevant stakeholders.	Required Evidence	2	2	Not In Place	0
				The organization provides training and awareness activities to ensure its staff understand the different components of its strategy and how they are related to their own roles.	No	11104	Documentation of the organization's defined values and their alignment with its vision, mission and objectives.	Required Evidence	2	2	In Place	2
				The organization uses various methods to seek feedback from its staff on its Strategic Plan, assessing and promoting their understanding and commitment to it.	No	11201	Training and awareness activities for staff and management covering the components of the organization's Strategic Plan.	Required Evidence	2	2	Partially In Place	1
				Upon joining, new staff receive an orientation covering all important and required organizational knowledge, such as the organization's vision, mission, values, code of ethical conduct,	No	11202	Feedback from staff to gauge their understanding of the organization's strategy and the alignment with their individual roles and objectives.	Required Evidence	2	2	Not In Place	0
		112	Staff's awareness and orientation with the organization's Strategic Plan and its alignment with their roles.	Upon joining, new staff receive an orientation covering all important and required organizational knowledge, such as the organization's vision, mission, values, code of ethical conduct,	No	11203	Records of orientation given to new staff covering all the needed organizational knowledge and staff's duties.	Required Evidence	2	0	Not Applicable	0

## 2.5 Additional Resources

Additional details on the process of on-site assessment and scoring rules shall be available in the Assessment Guidelines, second edition.

The above methodology shall be read in conjunction with Reyada Standard and Reyada Assessment Guidelines.

# *APPENDICES*



## APPENDIX 1 – Definitions

Ref. No	Term	Definition
1.	Domain	A definite scope of activity or field. In Reyada, each domain acts as a pillar of Quality, indicating a specific section of requirement.
2.	Sub-Domain	Each domain has multiple sub-domains, each specifying a broader aspect of requirements under that domain.
3.	Criteria	Each criterion is a statement or expression of a group of requirements that is expected to be complied with effectively in practice.
4.	Guidance	This provides directions to the service providers on how to meet the criterion in question through elaboration and examples of ways to implement and comply with it.
5.	Evidence	Evidence is a document, or record or any objective data or material that can demonstrate the status of fulfilment of the criteria mentioned in Reyada standard. The evidence under each domain is identified as 2 types as Core evidence and Non-Core evidence.
5.1	Required Evidence	A mandatory requirement that needs to be fulfilled to prove that the service provider is meeting the criterion.
5.2	Core Evidence	A significant requirement that needs to be fulfilled, which is given higher importance in Reyada's context compared to the other requirements, due to its significance and impact on the safety of beneficiaries and staff, efficiency of service planning and provision, and care roles and responsibilities.
6.	Outcome	Status of fulfilment of Criteria through evidence. The evaluation of the evidence can result in either of the four outcome options as – "In place", "Partially in place", "Not in place" or "Not Applicable".
6.1	In place	Relevant evidence exists which is complete, recent, and reliable.
6.2	Partially in place	Evidence exists but not fully. (Incomplete, not recent, partially relevant, or partially reliable).
6.3	Not in place	Evidence does not exist or is not relevant to Reyada's requirements.
6.4	Not applicable	Evidence is not applicable to this service provider's scope of service provision.

7.	Evidence Reference	A reference indication of the collected evidence, whether it is reports, records, meeting minutes, documented policy, or processes with a unique number or specific identifier of that evidence.
8.	Assessor's Remarks	The assessor's description of the observed findings and comments after completing the verification or the assessment process.
9.	Weight or Weightage	This is the multiplier to score assigned based on the importance to the requirement.

## APPENDIX 2 – Abbreviations

Term	Definition
DCD	Department of Community Development
NA	Not Applicable

United Arab Emirates - Emirate of Abu Dhabi  
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