



REYADA

Scoring methodology for onsite assessments of social care facilities



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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	15
2.5 Additional Resources	16
03. APPENDICES	17

ABOUT THE GUIDELINES



1.1 Introduction

To achieve the desired outcomes and ensure the quality of the provided services in the social care sector, DCD has developed Reyada Framework comprising the set of requirements that need to be complied 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 Guidelines.

1.2 Purpose

The purpose of Reyada's Scoring Guidelines 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 guidelines can be performed on an annual basis based on the updates to the assessment methodology and updates can also be any time prior if deemed necessary by the DCD.

REYADA SCORING GUIDELINES



2.1 Scope

The Reyada framework applies to all social service facilities from Private, Government and Third sector entities or institutions providing social care services in the Emirate of Abu Dhabi.

Social Care services provide a spectrum of integrated and multi-disciplinary services which provide care, social support, protection, and empowerment of individuals or families/ custodians to promote 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 in a day to receive temporary care, counselling, 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 are 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:

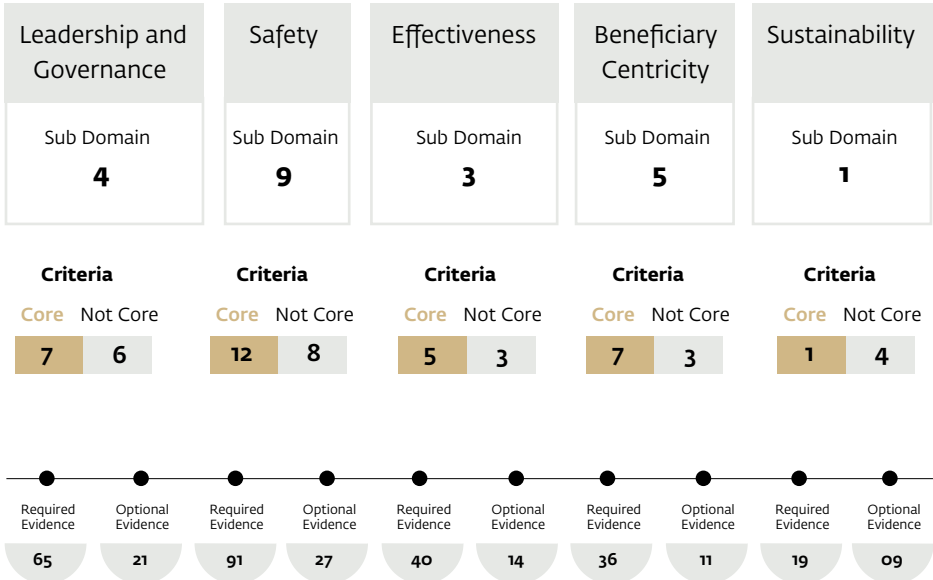
Provision of social care and support outside the social care facility and inside the natural environment of the beneficiaries, such as at home, school, or other community settings. For example, such services would include community-based social rehabilitation, respite care for families, assisted living 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 has 5 domains with subdomains and criteria associated. 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 fulfilment, each evidence outcome can have a possibility of four outcomes.

Evidence fulfilment outcome	Score based on outcome
In Place	2
Partially In Place	1
Not In Place	0
Not Applicable	NA

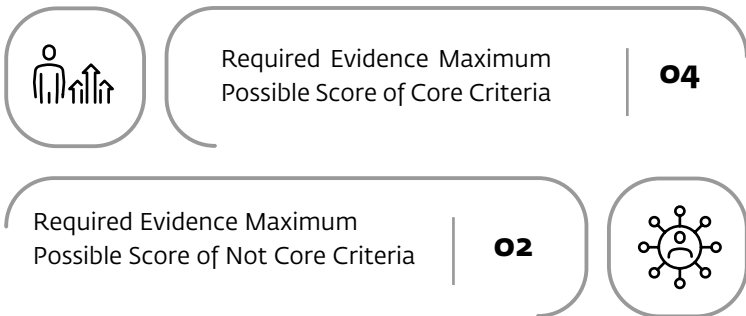
The outcome for each evidence can be 1 out of 4 outcomes as shown in the table below:

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

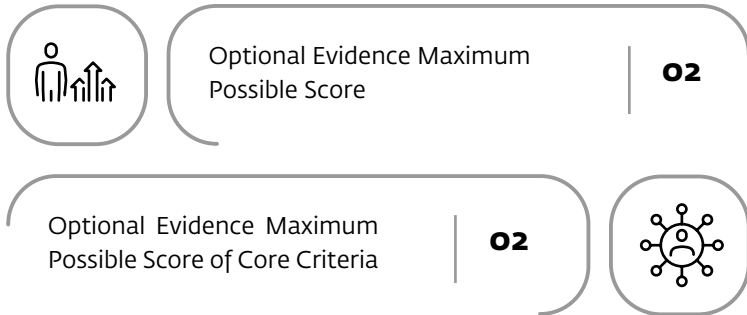
The Required evidence under the core criteria has double the weight compared to the evidence from non-core criteria because of the significance of the impact on the safety of beneficiaries and staff, service efficiency, and care roles and responsibilities.

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

So, while every evidence maximum score is “2”, the maximum score one can achieve for required evidence under core criteria’s is “4” (maximum score x double weight=2x2).



The optional evidence under any criteria, core/non-core, has the maximum score as “2”.



- Not submitting optional evidence shall be excluded from score calculations and it shall not result in any score deduction.
- 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 from all the required and optional evidence under each domain is considered as 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 =

$$\frac{\text{Achieved cumulative scores of all domains}}{\text{Total Maximum Possible Scores of all domains}} \times 100$$

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
Overall Reyada Rating	58.82%	Intermediate

Illustration of Scoring:

Domain	Sub domain	Ref No	Criteria	Guidance to provider	Core Criteria	Evidences	Evidence type	Max. Possible Score	Weight	Outcome	Score Achieved
Leadership & Governance	1.1 Establishing beneficiary-centered strategic direction.	1.1.1	Establishing beneficiary-centered strategic direction.	a. The organization engages key stakeholders including staff, beneficiaries, their families, and where possible the wider community, in developing its strategy and planning service provision. This exercise should involve a comprehensive assessment of the current and future needs and objectives. b. The organization defines and demonstrates its vision, mission, values and strategic thinking in both policy and practice ensuring that these align with the core principles of exemplary social care, such as person-centered care, observance of beneficiaries' dignity and respect and the promotion of their independence and empowerment. c. The organization documents its strategy, values, vision, and mission in a way that is easily accessible to all staff. d. The organization provides training for staff to understand its goals and values, and the leadership team keeps stakeholders regularly informed about the organization's strategy and updates.	Yes	1. Records of strategic planning meetings, drafts of the values, vision, and mission statement, and any revisions made.	Required Evidence	4	2	Not In Place	0
						2. Records of participation of stakeholders (staff, beneficiaries and their families, carers, representatives, or advocates) on training sessions and workshops related to developing the organization's strategy.	Required Evidence	4	2	In Place	4
						3. Log of communications and updates sent to staff regarding the organization's strategy, values, vision, and mission.	Required Evidence	4	2	Not In Place	0
						4. Feedback from staff to gauge their understanding of and alignment with the organization's strategic objectives, values, and mission.	Required Evidence	4	2	In Place	4
						1. Proof of staff's engagement in achieving the organization's mission through participating in activities that help achieve the mission, such as volunteering, community involvement, or innovative evidence-based care practices.	Optional Evidence	2	2	Partially In Place	1
						2. Document and share success stories that highlight how staff have integrated the organization's values and mission into their daily work, showcasing a practical application of these principles.	Optional Evidence	0	0	Not Applicable	0
	1.2.2	The leadership promotes and demonstrates the organization's values which include respect, kindness, compassion, equality, openness, transparency, and well-being.	a. The organization defines its values, which at least includes respect, kindness, compassion, equality, openness, transparency, and well-being and ensures that these values align with its mission and goals. b. The organization communicates these values to all its stakeholders through various means such as mission statements, policy documents, and orientation materials. c. Leadership at all levels consistently demonstrates a strong commitment to these values in their daily interactions with staff and beneficiaries. d. The organization ensures that its values are integrated into all policies, procedures, and decision-making processes, emphasizing their importance. e. Implement recognition and reward system that acknowledges and celebrates individuals and teams who demonstrate the organization's values in their practice.	No	1. Documentation of the organization's defined values, including their alignment with the organization's mission and objectives.	Required Evidence	2	2	In Place	2	
					2. Communication materials from the leadership that convey the organization's values to staff, beneficiaries, and stakeholders.	Required Evidence	2	2	In Place	2	
					3. Records of training or staff orientation on values.	Required Evidence	2	2	In Place	2	
					4. Documentation indicating how the organization's values are integrated into policies, procedures, and decision-making processes.	Required Evidence	2	2	Partially In Place	1	
					1. Records of recognition and reward program that acknowledges individuals or teams who uphold the organization's values.	Optional Evidence	0	0	Not Applicable	0	
					2. Documentation of success stories that highlight how the leadership is going out of its way to promote organization's values and mission.	Optional Evidence	2	2	In Place	2	

2.5 Additional Resources

Additional details on the process of on-site assessment and scoring rules shall be available in the Assessment methodology.

These guidelines shall be read in conjunction with Reyada Standards and Reyada On-site Assessment Methodology.

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 definite requirement that is expected to be complied with effectively in practice. Few criteria from each domain are identified as Core and the remaining are considered as usual criteria or not core.
3.1	Core Criteria	A core criterion is one with greater importance and is expected to be strictly complied with.
3.2	Not mentioned as Core Criteria	A criterion that is not specified as Core does not reduce the importance of it, however, is comparatively of medium significance and shall still have a scoring impact consequently if not implemented.
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 required evidence and optional evidence.
5.1	Required Evidence	It is mandatory evidence that needs to be demonstrated to prove that the service provider is meeting the criterion.
5.2	Optional Evidence	Evidence that the service provider may present to demonstrate their extra efforts and initiatives to achieve beyond the set requirements.
6.	The 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 and reliable.
6.2	Partially in place	Evidence exists but not fully. (Incomplete or partially relevant or partially reliable).

6.3	Not in place	Evidence does not exist or not relevant to Reyada.
6.4	Not applicable	Evidence is not applicable to this service provider.
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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