

NCSS Streamlined Service Standards

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NCSS Service Standards

Programme Outcomes

1. The programme has in place processes to monitor and review the achievement of outputs and outcomes.

Intent statement

This ensures the programme systematically tracks its outputs and outcomes using appropriate measurement tools, verifies data internally prior to external use to assess its effectiveness and inform continuous improvement of delivery.

Examples

This can be demonstrated through defined outcome indicators, use of measurement tools, regular data collection and review, internal verification of data prior to submission, and processes to analyse and use findings to inform programme improvements.

NCSS Service Standards

Intake & Assessment

2. The programme has an intake and assessment process which all eligible service users undergo.

Intent statement

This ensures service users' needs are systematically identified and assessed to determine their suitability for the programme and inform appropriate intervention.

Examples

This can be demonstrated through documented intake and assessment processes or tools that capture service users' needs and inform decisions on programme suitability and appropriate intervention.

NCSS Service Standards

Intervention Planning

3. Intervention plans are developed in partnership with the service user, his/her family and/or concerned individuals involved in the care of the service user.

Intent statement

This ensures intervention plans are developed with service users and relevant parties to reflect their needs, preferences and circumstances, and to support appropriate and effective interventions.

Examples

This can be demonstrated through documented intervention plans, goal-setting with service users' and relevant parties, records of shared decision-making, and regular reviews of the intervention plans.

NCSS Service Standards

Intervention Planning

4. The programme has processes to track whether its structured interventions are delivered as designed in its service model.

(Note: If the programme is not required to create the service model, then the interventions should align with what is pre-defined in documentations such as application form, etc.)

Intent statement

This ensures that the planned interventions, i.e. activities and their duration and frequencies are delivered according to service models or programme design to maintain programme fidelity and support achievement of intended outcomes.

Examples

This can be demonstrated through documented processes to monitor intervention delivery, regular reviews of programme fidelity, supervision records, and checks against the service model or programme design.

NCSS Service Standards

Community & Resource Support

5. There are partnerships and coordination efforts with appropriate networks and programmes with the intent to improve service delivery.

Intent statement

This ensures the programme establishes partnerships and coordination with relevant networks to enhance service delivery and better meet service users' needs.

Examples

This can be demonstrated through documented partnerships and/or coordination efforts with relevant networks (e.g. other SSAs, community partners, social enterprises), referral pathways, records of case coordination or co-management, and/or joint planning on delivery of services.

NCSS Service Standards

Discharge Planning

6. There is a procedure and clear criteria for discharge planning.

Intent Statement

This ensures service users are discharged in a timely and appropriate manner based on clear criteria, and the achievement of intended outcomes, where applicable.

Examples

This can be demonstrated through documented discharge criteria and procedures, assessments of readiness for discharge, documented discharge decisions, and records of communication with service users on discharge planning.

NCSS Service Standards

Record Keeping & Documentation

7. The programme ensures that service user records are kept in a secure manner, so that the privacy and confidentiality of service users are protected.

Intent statement

This ensures service user records are securely maintained, with access restricted to unauthorised personnel to protect privacy and confidentiality.

Examples

This can be demonstrated through secured storage of records (physical or electronic), access controls limiting records to authorised personnel, and procedures to safeguard privacy and confidentiality of service user records.

NCSS Service Standards

Accessibility of Services

8. The programme is made available to eligible service users based on equal opportunities and is free of discrimination on all grounds.

Intent statement

This ensures access to the programme is determined by clear and appropriate eligibility criteria, and is applied fairly and consistently without discrimination.

Examples

This can be demonstrated through documented eligibility criteria (e.g. age, needs, functional level), consistent application of the criteria and documented processes to ensure service users are not discriminated based on non-relevant characteristics (e.g ethnicity, gender, religious backgrounds)

NCSS Service Standards

Protection & Safety of Users

9. The programme has guidelines on protecting the safety of service users from harm.

Intent statement

This ensures risks to service users are identified, managed, and mitigated through safeguarding measures, including protection from harm, neglect and abuse.

Examples

This can be demonstrated through documented safety policies and procedures with evidence of staff awareness and training, and implementation of measures to protect service users.

10. There are procedures in place for management of emergencies.

Intent statement

This ensures staff are prepared to respond promptly and appropriately to emergencies to protect service users and help them recover from these emergencies.

Reference

Programme is to comply with the NCSS Standard Operating Procedure on Incident Management & Reporting, which sets out requirements for reporting, responding to and recovering from and learning from incidents.

Staff/Volunteer Management & Competency

11. There are adequate staff and/or volunteer levels and ratios to meet the demand for services.

Intent statement

This ensures service delivery is carried out in accordance with programme design, without overloading staff or compromising quality and safety.

Examples

This can be demonstrated through defined staffing or volunteer arrangements (e.g. staff-to user ratios, caseloads, or SOPs for activities such as outings) aligned to programme needs and documented where applicable.

12. There is documented personnel training/supervision at regular intervals to impart knowledge/skills and maintain/upgrade their competencies.

Intent statement

This ensures staff and volunteers have the necessary expertise to deliver interventions as intended. Implementation science literature (e.g. Fixsen & Blase, 2008) highlights that staff capability, supported through training and supervision, plays an important role in ensuring programmes are delivered as intended and maintain programme fidelity.

Examples

This can be demonstrated through structured onboarding, regular supervision sessions and ongoing trainings relevant to programme delivery, and case reviews or feedback to support consistent delivery of interventions.