

<b>Document Reference Number</b>	<b>5.5 Evaluation of DCIL Service</b> (Protection & Rights)		
<b>Document developed by</b>	DCIL CEO Support & Development Team	<b>Document approved by</b>	DCIL CEO & DCIL Board Members
<b>Approval date</b>	November 2020	<b>Revision date</b>	November 2023
<b>Responsibility for Implementation</b>	DCIL Staff	<b>Responsibility for review and audit</b>	DCIL Support & Development Team

**POLICY STATEMENT:**

**Leaders are given the opportunity to feedback and evaluate the service they receive.**

**PURPOSE:**

To work towards providing a quality PA Service for each Leader.

**SCOPE:**

This policy refers to all DCIL Staff (Core Staff and Personal Assistants) employed working within the Donegal Centre for Independent Living.

**PROCEDURE:**

- 5.5.1 Leaders are given the opportunity to give feedback to the DCIL on how they feel about the PAs service they receive.
- 5.5.2 Leaders are also encouraged to carry out a review with their PA on the PA/Leader relationship service.
- 5.5.3 DCIL will also carry out reviews with PAs with the view of evaluating the support given by DCIL and promoting professional development.
- 5.5.4 Leaders are invited to the DCIL Annual General Meeting every year, which brings an opportunity to make comments and suggestions.
- 5.5.5 From home visits to Leader's homes, we are also able to attain feedback and evaluations from Leaders.

**LEGISLATION/ REFERENCES/BIBLIOGRAPHY /OTHER RELATED POLICIES:**

Centre for Independent Living, Carmichael House, Dublin  
Donegal Centre for Independent Living, Donegal

**ROLES AND RESPONSIBILITIES:**

It is the responsibility of DCIL staff to comply with the above policy.  
It is the responsibility of the DCIL Support & Development Team to ensure the compliance of the above policy.

**IMPLEMENTATION PLAN:**

It is the responsibility of the DCIL Support & Development Team to roll out and implement the above policy to all DCIL staff.

**REVISION AND AUDIT:**

This policy will be reviewed in November 2023 by the DCIL Support & Development Team and CEO of DCIL.