

Questionnaire for Micro - Providers

The ELS Ensuring Quality framework gives you an opportunity to demonstrate your quality. In the guidance notes section there are some templates and examples to give you some ideas. Some of these were put together in training sessions and were for providers of other types of services, but they might answer some of your questions. There is plenty of guidance online from organisations such as [Think Local Act Personal](#), the [National Development Team for Inclusion](#) and the [Social Care Institute for Excellence](#).

Committing to something is not simply ticking the yes. You must make sure that your organisation does whatever you have promised. You must check what you do at the moment and make changes if you have to. People who buy your service and the people who monitor you against these standards will check that you have done this. If you do not do what you have committed to you will not be meeting the standards and will be removed from the lists of providers who do meet the standards.


If you feel you need to do some more work before applying or wish to develop your business/organisation there is support for you to do so. For example, the [East London Business Place](#) gives advice and business support to established small or medium organisations such as free workshops on how to write Health and Safety, Equality and Diversity, Quality Assurance and Environmental policies. The [East London Small Business Centre](#) offers support to small businesses which could be just starting up. There may also be local support organisations that could help you.

This questionnaire only applies to Micro-Providers. Before you go any further please declare the following:

I am a micro-Provider and work with no more than 5 paid or unpaid full-time-equivalent workers. If this changes I will let you know and/or complete the questionnaire for larger Providers

Yes ☐

No ☐

We want this questionnaire to be easy to fill in and not take you too much time. This symbol  reminds you to keep your answer short. This means if you choose to answer the question with words don't use more than 300.

Remember if you are sending in examples of support plans (agreements) and risk assessments that you must take out the person's name. We should not be able to identify the person they are about. If you answer the question with a 'film/multimedia' don't make it longer than 10 minutes. If you want to show us with pictures don't use more than 10. Make sure you get permission of anyone who might be in the film/picture.

Please complete the following. It will be used for the websites so aim it at people who will buy your services. Think about what they will want to know.

CONTACT DETAILS

Organisation Name:

Contact name:

Responsible person/Chief Exec/Owner name:

Address:

Telephone:

Email:

Website:

Registration Number with Charities Commission/Company

House/Community Interest Company/other as applicable

WHAT

Activity – what exactly is included – for example transport, equipment

Cost



Look [here](#) if you want some ideas

WHY

Why choose this activity/organisation – couple sentences

(for micro – providers a personal statement about the Manager/director/person in charge – which includes



experience/qualifications/references/other accreditations is often helpful for people choosing the service.)

WHO

Who the Activity is aimed at if relevant, for example client group, age ranges, languages catered for, accessibility

WHEN

Time it starts and finishes

Day it takes place

If term time/short term activity what dates does it run from and til

WHERE

Location (link to a map function within website)

HOW

How to access this service

1 initial contact?

2 what the organisation needs the customer to do to attend (ie if they need 1:1 support bringing with them or if they need to be able to swim unaided or if they need to bring their own equipment or code of conduct?)

How to feedback on the service (comment, complain or compliment).

A I have support that is right for me

- I am at the centre of the service
- I am part of the community
- I am independent
- I can make decisions about my support

Q1 Personalisation gives people choice and control over their lives. A personalised service:

- puts the person at the centre of the service
- supports the person to be part of the community
- promotes independence
- encourages the person to make decisions about their support



Decisions around support is about who delivers the support, what kind of support they are receiving, when and how this is delivered.

Do you commit to working within the principles of personalisation?

Yes ☐

No ☐



You could become a [dignity in care](#) champion or make a commitment to [making it real](#). See also the [common core principles for dignity](#).

B I am supported to reach what I want achieve by using the service

- The organisation knows what I want to achieve by going to the service
- They support me to do this safely
- We make sure it is happening

Q2 How do you understand and meet the individual outcomes of people who buy your services? 🕒

- *How do you find out what people want to achieve and what support they need to do so?*
- *How do you make it happen?*
- *Success stories or example?*

REQUIRED EVIDENCE 1 Person Centred Support Plan/Agreement

NB if you run a large casual group activity, for example, a drop in tea dance for older people, this piece of evidence is unnecessary. Any services designed to be bought by the individual will need a support plan.



Here is an example [support plan/agreement](#) between Knitting Nita and someone who buys her services. You don't have to have a policy but some people find it helpful to have their plan written down. Here is an example day centre's [support planning policy](#). There are many guides online which will help you to provide support in a person centred way. Helen Sanderson is one organisation which offers invaluable free tools which explain [person centred planning](#)

C I am supported to take risks and stay safe?

Q3 How do you support people to take risks and stay safe? 🕒



Think about [risk assessments!](#)

D I have all the information I need to understand the service and to make sure it is working well for me

Q4 How will you make sure information about your service is communicated in a way that people who come to your service understand. This includes information about costs, what is included, any rules, how to complain, how to stay safe? 🕒



[Here is some great communication guidance that you could apply to your organisation from the English Federation for Disability Sports](#)

Q5 People need to be able to show where they have spent their social care money. Will you give people a way of proving that they have bought your service? For example, receipts?

Yes ☐

No ☐

Quality Standards the Organisation must meet to ensure the delivery of the individual outcomes:

E The organisation changes and improves because it listens to what people say they want

Q6 How will you make sure that you listen to everyone (including anyone with communication support needs), make changes and let people know what you have changed? 🕒

Every year we will expect you to submit evidence that you have done this. Do you commit to providing this?

Yes ☐

No ☐



Every year we want to see that you have thought about how to get everyone's feedback about what they think is good and bad about the service. People should be asked in a way that they understand at least once a year. Best practice is an action plan that shows us you have listened and made changes.

It is very important that you communicate questions in a way that people who use your service can understand and communicate back. There are various ways you can do this. For example, if you are running a cooking class with people who don't communicate using words you could ask to use their communication packs or work with their support network ie the family member who brought them along the first time to see if they communicate through pictures or maketon.

F The organisation treats people fairly and equally

Q7 In light of Equalities Laws and your borough's equality plans - do you commit to treating everybody fairly and as equally important?

Yes ☐

No ☐



The Equalities and Human Rights Commission has [guidance for businesses](#)

G The organisation has staff and volunteers with the right qualities, skills and experience

Q8 People have told us that they want staff who care, listen, respect, empathise and don't judge. Do you commit to showing these qualities?

Yes ☐

No ☐

If you use staff or volunteers, how will you make sure your staff have the qualities that people who buy your service want? 🕒



Look at this [toolkit about value based recruitment](#) to give you some ideas! Or the [Volunteer Centre](#) can support you to find the right people.

Q9 How do you make sure that you (and your staff) continue to develop the knowledge and skills to deliver this service. 🕒



This can include:

- Experience
- Qualifications
- Plans for learning and training
- A personal statement
- Supervisions/shadowing
- Working with other organisations for support

A good way of showing that you are working towards this is to include the action plan from the <https://www.thesocialcarecommitment.org.uk/>

H The organisation has everything in place to work safely

Q10 Do you know what your legal health and safety requirements are and do you commit to meeting them?

Yes ☐

No ☐



For more information read the [health and safety note!](#)

Q11 Do you commit to keeping the people who buy your service safe by:

- If the law says you need to, checking the criminal records of you and your staff. (Check [here](#) or [here](#) to find out if you need one)
- Refusing to employ anyone who has done a crime that is violent, fraudulent or sexual.

- Getting the consent of the people who work with you to a) do these checks, b) record the results and c) share this information with us should we ask for it
- Showing the people who buy your services that you follow the DBS guidance?

Yes ☐

No ☐

NB if any of your activities are regulated you also need to be aware of your legal [duty to refer](#).

EVIDENCE 2 (if relevant): copy of recent DBS or CRB certificate

Q12 How do you make sure that you (and your staff/volunteers) understand what abuse is, how to stop it happening within your service and what to do if they find out abuse is happening both within and outside of the service. 🕒



Some organisations ask staff to formally commit to preventing abuse using a form like [this](#).

EVIDENCE 3 confirmation that you have attended borough Safeguarding training

Q13 Do you understand and work to the [Pan London Safeguarding Procedures](#) and agree to cooperate fully with any borough investigations?

Yes ☐

No ☐



See [how to report abuse in different boroughs](#) for more information

Q14 Do you commit to using our [Professional Boundaries Guidance](#)?

Yes ☐

No we have our own policy ☐

Q15 Please provide a copy of your relevant insurance documents.

EVIDENCE 4: Insurance documents

- **1 million minimum for public liability**
- **10 million for employers liability if appropriate**

Q16 Have you or your company been convicted of a criminal offence, or committed an act of grave misconduct relating to the conduct of your service?

Yes ☐

No ☐

Q17 Have you or your company fulfilled your obligations relating to the payment of taxes and social security?

Yes ☐

No ☐



If you're thinking about becoming self-employed, you can call the HMRC Helpline for the newly self-employed on 08459 15 45 15, and read the official HMRC advice pages on the [HMRC website](#)

Q18 Do any of the matters included in [Regulation 23 of the Public Contracts Regulations 2006](#) apply to you?

Yes ☐

No ☐

Q19 Please declare any potential conflicts of interest and how you have dealt with them? For example, are you or anyone connected to your organisation an employee/ex-employee/elected member of one of the ELS boroughs?



If this applies we would expect a statement or evidence from yourself (for example, an email from former manager and/or Social Worker) that the situation has been appropriately managed in relation to borough policies.

Q20 Is your organisation ready for when things go wrong which means you might struggle to deliver the service? 🕒

Yes ☐

No ☐



For example, if you normally meet in a café and it is closed, where would you go? If you are sick do you have a list of everyone's up-to-date numbers? If you need 3 staff to go swimming and 1 is on holiday do you have a trained backup who knows the people who buy your service? If your activity is on a mini bus and it has broken down do you know what you would do?



Q21 Do you commit to meeting your obligations under the Data Protection Act 1998?

Yes ☐

No ☐



Look at this information commission guidance about the Act for [charities](#) and [small businesses](#)

Q22 Do you commit to working within [good practice standards of financial management](#)?

Yes ☐

No ☐

Do you commit to following guidance from the [Charity Commission](#) and/or [Companies House](#) as relevant to your organisation? If applicable, by what date each year will your submitted accounts be available for viewing?

Yes ☐ Date: /

No ☐

N/A ☐

Q23 How you check quality within your organisation? 🕒



How do you make sure your plans are being made to happen, policies are being followed, contracts are being kept to and the people who buy your services are happy? For example, if you are working on an allotment with people with mental health problems, you could find out what they want to get out of gardening/what their outcome is and check that this is happening for them through casual conversation. You could do a monthly check that your tools are in good condition, being used and

Q23 Is there anything else you would like to share with us that you think we should know?

Legal Appendix

In applying to have your service placed on the Ensuring Qualities Framework, you agree that if you cease to meet the standards or concerns arise in respect of any risk you or your staff may pose to vulnerable adults or children, Ensuring Quality or any individual Council which is a member of Ensuring Quality may share this information with the other boroughs and any service users currently buying your service. Where possible we will give you an opportunity to respond to any concerns raised, but if those concerns are sufficiently serious, that notice may be given immediately, due to our safeguarding responsibilities. You will then be given an opportunity to respond or appeal the decision, and this will be adjudicated on.

I confirm that I agree to these terms

Yes ☐

No ☐

1 Learning Disability Micro-Provider: Activity Support Plan Template and Example

<p>My Name: Person who comes to the Service's name</p> <p>Your name: Name of person who runs the activity</p>
<p>Activity:</p> <p>Cost:</p> <p>What time does it start and finish:</p> <p>Where it is:</p>
<p>What they need to know about me: (you could share your 1 page profile if you have one)</p> <p>What do I hope to achieve/ what is my Outcome is/how do I make my life better/what do I want to get out of this?</p> <p>This is the support I need to get the most out of the activity (PCP needs)</p> <p>These are my access needs.</p> <p>How to communicate with me? (Or attach a communication passport)</p> <p>How to keep me safe?/Support me to be safe?</p>
<p>What I need to know:</p> <p>Rules?</p> <p>What is included and not included?</p> <p>Access issues?</p> <p>How to complain? How to tell you what I think and what you will do?</p>
<p>Contacts</p> <p>Person's contacts</p> <p>Organisation Contacts</p>

Emergency Contacts
Social Worker Contact?

Caroline's Activity Support Plan

My Name: Caroline Valentine

Your name: Nita Needles

Activity: Knitting with Nita

Cost: £10 for 2 hours

What day(s) and time does it start and finish: Monday 10am to 12pm

Where it is: Creative Café, The Needles, Woolwich

What Knitting Nita needs to know about me:

I want to make friends and get out of my house into the community. I want to make a Harry Potter scarf before Christmas.

I need to sit by the window or a light to help me see my knitting. I need extra-large knitting needles.

I do not like the colour yellow and will become distressed if it is offered to me although I am happy if other people knit with it.

If I become distressed talking to me slowly and calmly will reassure me. Ask me if I want to call my Mum.

I should be waited with until my Mum collects me.

What I need to know:

If there is a fire in the Café I should leave my bag and my knitting and go with Nita and wait outside the garden entrance. If Nita is helping someone else I should go and wait for her.

Once the class has finished the café gets very busy. Unless I buy a drink or some food I cannot stay there all day.

The rules of the class are to respect everyone. If I cannot respect other people in what I say and what I do then I cannot come to the class. If I am already in the class I will be asked to leave.



I need to bring my own needles and wool or money to buy some.

If I don't let Nita know I cannot come 24 hours before I have to pay anyway.

If I am unhappy with something in the class I should tell Nita. She will talk to the rest of the class to decide whether to change this and we will all decide together. If I don't want to talk to her I can write her a letter and she will write back within a week.

Contacts

Me: Caroline - 07120 345 678

Organisation: Nita 07898 123 456

In case of emergency: Mum - 020 1234 5678

Care Manager: Eileen – 020 9874 5612

Social Worker Contact:



2 Day Opportunities: Support Planning and Risk Assessment

Policy Example Duck Soup knows that every person who comes here is different. We want to know about what is important to you, what your dreams and ambitions are, what you like and dislike and how to keep you safe.

When you first come to Duck Soup you will meet your link worker who will be your number one contact whilst you are here. Your Link worker will look at the Support Plan that your Social Worker has written. You and your link worker and anyone else you want to be there such as your family or anyone else who works with you will all work together to make a plan.

1 Your plan will put you in the middle of it. It will look at what you like, what you don't like, what you need us to do to support you, what you can do on your own, what things are working in your life right now and what could be better.

2 Your plan will look at your dreams and ambitions and how we can make them happen! We will make them SMART which means that they are

- Specific – we have to know what your ambitions are
- Measurable – how can we measure them?
- Attainable – we have to make sure that we can do it – no flying to the moon!
- Relevant – we want to know about the ambitions you have that will help you be a more independent person who has more skills and is part of the community
- Time Bound – how long will we give ourselves to do it?

3 Your plan will include everything you tell us and the other information you give us such as your communication plan or behaviour management plan or information from your old day service.

4 Your plan will think of ways to keep you safe by looking at risk to yourself, to other people and from other people. Together we will come up with lots of good ideas to help you achieve what you want to do in a safe way. We will never say no to supporting you with an idea without really thinking about it with you. But we have to keep yourself



and other people and the community as safe as is reasonably expected.

5 Your plan can be reviewed whenever you want it to but we should review it at least once a year or if something has happened.

6 your plan will be kept in a filing cabinet in the office. We will give you a copy of it. We will only share it with people we are allowed to such as your social worker.

7 When we make your plan we will remember the Mental Capacity Act which means that we will start off by thinking you can make your own decisions and we will support you as much as we can to make them. We will not stop you from making a decision just because we think it is bad or wrong. At the same time everyone has to follow the rules of Duck Soup which keep you, and your staff and the other people who come here safe.

8 Nick the manager will quality check your Plan every 6 months to make sure everyone is doing what they said they would and that you are still happy with it.

9 This document will be reviewed in 3 years on the 1st of April 2016.

Volunteer/Staff Commitment to Preventing Abuse

I will never abuse anyone. I understand it is everyone's responsibility to prevent abuse happening. If I suspect any type of abuse is happening I will immediately tell my manager or who is in charge of Safeguarding for the organisation.

I understand abuse can be:

Physical

Such as hitting, slapping, pushing, kicking, pinching, misusing medication and restraining someone.

Sexual

Such as rape or any sexual behaviour, assault, or act to which the vulnerable adult has not consented, couldn't consent to or was pressured into consenting to.

Psychological or emotional

Such as threats to harm or abandon someone or depriving, blaming, humiliating, manipulating, harassing someone or preventing someone from being in contact with other people.

Financial

Such as stealing from someone, exploiting and putting pressure on someone to change their will, sell their property or doing something with their finances they might not want to.

Neglect

When someone's medical or physical care needs are being ignored and when a vulnerable adult is prevented from accessing medical, social care or educational services. It is also when necessary things like food, drinks and heating are being withheld from them.

Discriminatory

This happens when someone suffers in any way because of their disability, sexuality, race or religion. This also includes forms of slurs and harassment being used towards the vulnerable adult.



Institutional

When someone is being mistreated or not properly cared of in a residential or nursing home, or in any kind of care setting for example hostels or supportive living places as well as in hospitals. Remember, abuse often happens in people's own homes.

Abduction

This is a crime and the Police should be informed. Victims of abduction may be forced to work in the sex industry or marry against their will.

Signed

How to report possible abuse in...

NB If someone is at risk of immediate harm, or requires medical treatment, call the police or ambulance service on 999.

Barking and Dagenham

In Barking and Dagenham a safeguarding adults referral is called a safeguarding adults **alert**.

If you are concerned that an adult at risk is being abused or neglected you should complete a safeguarding adults [alert form](#).

If you require support in completing an alert form, please contact the Intake team on:

Telephone: 020 8227 2915

Email: safeguardingadults@lbbd.gov.uk

Secure email: safeguardingadults@lbbd.gcsx.gov.uk

Available office hours are 9am to 5pm. For any emergencies out of these hours, please contact the **Emergency Duty Service** on 020 8594 8356.

Havering

Safeguarding Adults team
01708 433550

safeguarding_adults@haverling.gov.uk

Customer Services Adult Social Care
01708 432000

adultsocialcare@haverling.gov.uk

Council's Community Safety team
01708 779110

Newham

Phone London Borough of Newham 24 hour Safeguarding helpline on **020 3373 0440** to speak to a specially trained member of staff.

You can also send a message via the [Contact Me](#) link and someone will call you back.

You can also report the abuse of a vulnerable adult by completing our [Safeguarding Adults Alert Form](#)

Redbridge

Report concerns to Social Services on: 020 8708 7333 (Monday to Friday, from 9am to 5pm) or 020 8554 5000 (Monday to Friday from 8.30 am to 6pm)

Waltham Forest

Call Waltham Forest Direct on **020 8496 3000** and tell the person that you speak to that you are worried about possible adult abuse, or ask for the Safeguarding Adults Team.

Email: safeguarding.adults@walthamforest.gov.uk

Tower Hamlets

Call the First Response team

Tel: 020 7364 5005

Fax: 020 7364 3860

Email: Adultcare@towerhamlets.gov.uk

Tower Hamlets out of hours team

Tel: 020 7364 4079 (after 5pm and weekends)

Other Support Agencies

Police control room: 020 7515 1212

[Public Concern at Work](#) - independent authority offering advice to people with whistle blowing dilemmas

[Action on Elder Abuse](#) - charity working to protect and prevent the abuse of vulnerable older adults and will also give you advice and support on any issues relating to the abuse of Older People.

UK Helpline on 080 8808 8141 or 020 8765 7000



Voice

Voice is a National Charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support families, carers and professional workers.

Voice Helpline on 0845 122 8695

Please note: The Action on Elder Abuse or Voice UK will treat your call in the strictest confidence.

3 Health and Safety Briefing Note

In order to be approved by the Ensuring Quality framework you must meet Health and Safety legislation. Nothing in this guidance replaces your legal duty to comply with Health and Safety legislation. This guidance is just to give you a starting place and it is your responsibility to find out how these effect your own organisation. The Health and Safety Executive is a good place to start. They have put together very useful information for [Small/Medium Businesses](#) and [very small businesses](#)

Your requirements will vary depending on if you work

- In the community
- In your own building
- In someone's home

Health and Safety legisaltion applies to all businesses no matter how small. As a self-employed person or an employer you are responsible for reducing the risk of danger where you work and making it a safe place. If you do not feel you have the necessary skills, knowledge and experience to manage health and safety you should appoint a competent person. The HSE has the following advice on how to do this:

- www.hse.gov.uk/business/competent-advice.htm
- [HSE leaflet Getting specialist help with health and safety](#)

The consequences of failing to meet your responsibilities could be a prison sentence, a big fine and/or a financial pay out in the form of compensation.

Health and Safety Policy

If you have five or more workers (including volunteers) you must have a written health and safety policy. If you have less than this we recommend that you have one anyway as it will help you meet your health and safety requirements.

It is not hard to do and the HSE has provided a template that you can simply complete with your details: www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc

The HSE have also provided an example of a completed policy:
www.hse.gov.uk/risk/health-and-safety-policy-example.doc.

Risk assessments

Once a health and safety policy has been adopted, the day to day management of health and safety should be based on risk assessment, considering all the potential hazards within the organisation.

The HSE has provided a template risk assessment procedure which follows the template health and safety policy: www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc

There is an example of a risk assessment for a maintenance company which may be helpful:

<http://www.hse.gov.uk/risk/casestudies/pdf/flats.pdf>

Reporting Accidents

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) requires the reporting of certain types of injury, some occupational diseases and dangerous occurrences that 'arise out of or in connection with work'.

Here is further guidance:

<http://www.hse.gov.uk/pubns/hsis1.pdf>

It is your responsibility to find out about Health and Safety legislation but here is a starting point:

21: Under the Health and Safety at Work etc Act 1974 (HSW Act) employers must, so far as is reasonably practicable, provide:

- *Safe equipment*
- *Safe substances*
- *Necessary information, instruction, supervision and training*
- *A safe and healthy workplace*

- *A safe and healthy working environment.*

25: The HSW Act is supported by many regulations setting out more detailed legal duties..... In summary, they require employers to:

- *Carry out risk assessments of their work activities and workplaces.....*
- *Follow the “prevention principles” for removing or controlling risks*
- *Have effective health and safety arrangements in place for managing health and safety (including emergency arrangements) and access to competent health and safety advice*
- *Take a worker’s capabilities into account when assigning jobs*
- *Co-operate and co-ordinate health and safety with other employers, eg on shared premises.*

30: Employers are required to display the poster “Health and safety law: What you should know” in the workplace and bring it to employees’ attention..... If you do not want to display the poster, you may give each of your employees an individual leaflet (available from HSE) that contains the same information.

34: Employers are required to consult with their employees on health and safety matters.

40: The regulations require employers to provide first-aid kits, other equipment and trained first aiders or appointed people for employees at work”.

This is only a sample of Health and Safety law and it is your responsibility to find out how it will apply to your business, for example, issues of food preparation, transportation, responsibilities as a landlord, may all effect your business.

Community Based Services

The owner of the building should be making all the necessary Health and Safety arrangements e.g. for fire, etc. The things you need to plan

for are the risks directly linked to your activity. You need to think about the risk to people who buy your service and other people near where you are.

If, for example, you have a reading support group to vulnerable adults in a library then they would not be making any new risks (libraries are for reading). You just need to find out the library's plans for fire evacuation, for example, and use them to make sure your group would be safe. You must also inform the library staff if any of your group will require assistance in the event of an emergency evacuation. Stay with your group during an evacuation.

If, on the other hand, you are providing a flower arranging class in a café you would need to consider the impact your materials might have on the café users, e.g. keeping oasis away from food to prevent someone eating it, making sure spilt water is cleaned up immediately, making sure leaves or flowers do not create a slip/trip hazard, etc.

It does not have to be complicated. A simple form should be enough. I have included an example below.

Task: Flower arranging in cafe

Hazard	Who may be harmed and how	How likely	Severity of injury	Control measures
Wet leaves	Café customers, staff, service user slipping	Possible	Minor/Major injury	Regularly clean up all leaves on the floor

Even if you do not introduce new hazards to where you are running your service you will need to

- Find out all about where you are, for example, where the toilets and fire assembly points are in the building
- Find out about any hazards and communicate them, for example, if you meet at an outdoor venue and part of the path is slippery after the rain
- Think about whether the location is the right one for your group. For example, is a very noisy, busy café with no space to move about and lots of people carrying hot drinks backwards and forwards the best place for all groups?

Service User Home

You are legally responsible for putting systems in place to protect your staff when going into people's homes for example:

- Risk assessments, for example:
 - Traveling to and from the home of the person who buys the service, for example, at night/in isolated areas/on foot
 - Lone working
 - Manual handling – including guidance about what to do and not to do as a non-registered service
 - Medication – guidance about what to do and not to do as a non-registered service
 - Control of hazardous substances – using bleach safely etc
 - Violent/Challenging behaviour
 - Pets
 - Money handling
 - Accidents, new risks and how to deal with them
- Health and Safety training/induction, it might include as relevant to the situation:
 - Manual Handling
 - Use of Work Equipment
 - Working with chemicals ie cleaning products,
 - Fire prevention
 - First Aid
 - Basic Hygiene
 - Food hygiene
 - Infection control
 - Emergency situations
 - Protective clothing
- Reporting systems for incidents and accidents including threat of violence
- Checking regularly that these systems work

Building Based



The landlord will need to be aware that the building will be subject to a range of private sector housing legislation and other regulations. These include but are not limited to:

- The Housing Health and Safety Rating System standards
- Fire Safety standards
- Standards concerned with the servicing of gas appliances
- Legislation and standards related to Houses in Multiple Occupation (HMOs) in the case of shared accommodation occupied by more than two people or more than one household
- The Landlord and Tenant Act 1985 which sets out the responsibilities of the landlord to his tenant and covers areas like tenancy agreements and notice periods.



4 Community Based Micro-Provider: Example Risk Assessment

KNITTING NITA'S



Fire Risk Assessment



Knitting Nita's is currently held at: **Dot's Café**

It's very unlikely that a fire will happen at **Dot's Café**. However if it does, it's important that everyone gets out safely.

If a fire does happen, we will know because the fire alarm will go off.





Then we all need to:



- **Exit**  **the café immediately**
- **Leave our things behind** 
- **Meet together next to the post box**  **over the road**

It is **Nita's** job to make sure we all leave safely.

The following risks are things that might go wrong during a fire – we need to think about these and what we can do to make these risks less likely to happen.

What do we need to do?	What could go wrong?	How can we help?
Listen out for the fire alarm 	Sally has a hearing impairment	Make sure Sally is wearing her hearing aid Nita to learn the sign for fire to make sure Sally understands what is happening
Leave our things behind 	John is very attached to his West Ham jumper	Support John to hang his jumper on the back of his chair, rather than the coat hooks at the back of



		the café
Exit the café 	Jenny has poor mobility	Assist Jenny into her wheelchair before exiting the café
Meet at the post box 	Steve often tries to run away when startled	Show Steve the post box and explain how everyone will need to meet there
		Ask Dot to let Steve help test the fire alarm so he knows what to expect
	Lydia gets distressed if outside for a long period of time	Lydia is reassured if someone talks to her calmly and asks questions about her favourite TV shows Nina to have Lydia's mum's number on her mobile so she can ask for Lydia to be collected if things take too long

Who has written this risk assessment? Nita

When was it written? 25th June 2013

Who had read it? John Jenny Sally Lydia Steve

When will it be reviewed? 25th June 2014

5 Template For Incident/Safeguarding /Complaint

Details: what happened, when did it happen, who was involved?	What we did about it and how long it took us?	When we responded to everyone involved and how we supported them?	Who we told about it? Do we have to tell people at the Council? Referral of staff to appropriate body?	What was the outcome?	What did we change in the long term, for example, policies or plans or the way we do things?



6 Professional Boundaries Guidance

Professional Boundaries

Professional boundaries help you to work out the right way to work with the people who buy your service. Confusion about what behaviour is expected from yourself and from the people who buy your service can lead to things going wrong. It is much better to be clear on both sides at the beginning.

We are all human beings with the right to friends, relationships and social networks. We do not want to put barriers in place to stop people with support needs achieving this.

However,

There is a power imbalance between people with support needs and the people who are paid to deliver the service.

Whilst people are buying your service and relying on you, you have a responsibility not to take advantage.

People who deliver the service need to do so professionally – it is difficult if the people who buy the service are confused about roles and expectations.

How?

It is up to your organisation to think about and set your professional boundaries. It is then very important to make sure everyone understands them. They will be different depending on the type of Service and on the people who buy your service. It would be helpful if you included this in the contract with the people who buy your services.

Problematic Area to think about

Existing relationships

If you are already friends with the person who buys your service it is very important to remember (the same as everyone else) to be professional when delivering the service. Separate the service they



buy from you from the personal relationship you have. Do not take advantage and turn up late, give shorter sessions etc.

Information Sharing

You have to be very careful about chatting about people who buy your service. Even if you just mention in passing that they attend your service you could be identifying them as vulnerable and putting them in an unsafe position. You should be very clear in your own mind and to the people who buy your service who you can share personal information with. In terms of abuse you need to be clear from the start with people who buy your service that you cannot keep information about abuse to yourself but need to share it with the right people such as the borough Safeguarding Team.

Gifts

People find it helpful to make a decision which they share with everyone right at the beginning of the service never to accept gifts or to only accept very small gifts on special occasions. You do not want to put yourself in a tricky situation. People who buy your service should never feel like they have to buy you a Christmas present for example because everyone else is.

Sexual Relationships

If you are developing a personal or sexual relationship with someone you provide a service for you need to consider if it is still the right thing for them to be buying your service. In large organisations you would be fired for having an intimate relationship with someone who comes to the service.

Any organisation which found themselves in this situation (for example a partner working in a day centre or a partner attending a club their girlfriend was running) would have to use appropriate safeguards to manage such things as potential abuse of system, how other people who buy the service feel, conflict of interest for example by moving staff around or involving an independent third party involved in payroll and time slips etc. You will need to check your insurance documents too.

Physical Contact

Be very careful about how any physical contact might be understood. For example, a hug might mean different things to different people and you do not want to confuse people's feelings



or make yourself open to allegations. Violent or aggressive behaviour would never be acceptable in any circumstance.

Money

You should never borrow money off people who buy your services. If you already have personal relationships outside of the service make sure to keep this very separate. You should be very careful not to take advantage. Think very carefully about this. For example, if you sell someone a TV are they getting a worse deal than they might on ebay? Are they only buying it because they trust you through your relationship? Do they feel obliged?

Overstepping your role

You will be working with vulnerable people who may ask for your help beyond the role of your organisation. It is helpful to think of one of the aims of social care - to support people to be independent and help themselves. If you are running a knitting class and have been asked for benefits advice you should not feel that you have to respond. Often the best thing to do, only if you want to help beyond your role of knitting teacher, is to help them find the right people to talk to, for example an official advice organisation that is legally allowed to talk about these things. Be prepared to say no if it is beyond your role or expertise.

Forcing your own personal/political/religious views on other people.

It is unacceptable to use your influence as a provider of services to vulnerable people to forward your own personal convictions. Everyone, including yourself, has a right to their own beliefs.

What people who buy your service can expect

It is important that both you and the person buying your service have the same expectations around what you are being paid to do. You should be clear on what the person buying your service may want help with, and what is off-limits from your perspective: For example, would you be happy going to a cash machine on someone's behalf, or would you prefer not to? How far can you get involved in giving someone their medication? Are there issues you would consider off-limits (e.g. personal care, discussions around sex and relationships) that the person may ask for help with? The list is potentially endless and very much depends on the person and the type of service, but it is useful to have a conversation to figure this out.



Ending the service

Make it very clear to people who buy your service why and how you would exclude someone from the service. Does the person buying your Service need to give notice? Do you need to give notice? Try to make this as a last resort after trying hard to sort it out. Apply this to everyone fairly and equally.

Questions to ask yourself

- Think about the ways in which being kind in the short term leads to harm in the long term. For example, you might think you are being kind to pick up someone's money for them from the cash machine. This could lead to them becoming too dependent on yourself and losing confidence to do it alone. It might mean that they think it is safe to give anyone their pin number! You need to weigh up the potential good things and bad things that come out of a decision you make.
- Whose needs is this meeting – mine or the person who is buying this service? For example, it might be OK to share with someone that buys your service that you used to have a mental health problem if it is to help them know that you understand. It is not OK if it is because you need someone to talk to.
- Am I OK with doing this openly and telling people like the Social Worker about it? If not why not?
- Could whatever I am doing be confusing to the person who buys my service? For example, if I give them a hug because they are crying could they think it means something else?
- Does this look like favouritism? Apply any rules you have about professional boundaries to everyone to keep things fair. If you say yes to accepting one person onto facebook because you know them from the mosque and no to other people who buy your services it will look like favouritism.



- Is this setting a precedent that you don't want? Be consistent with how you act. If you over step the professional boundaries you have set once then be careful that you are not setting the expectation that you will now do this all the time.
- Do I want to share my personal information? Think about things like getting called at 3am and about confusing the people who buy your services about what can be expected from you.
- Always remember you are providing a paid for service.



7 Micro-Provider: Information Template and Example

CONTACT DETAILS

Organisation Name: [Knitting Nita](#)

Contact name: [Nita Needles](#)

Responsible person/Chief Exec/Owner name: [Nita Needles](#)

Address: [1 Bobbin Street, Woolwich, E2 9NU](#)

Telephone [01257 123 456](#)

Email: knittingnita@gmail.com

Website: [don't have one](#)

WHAT

[Knitting Nita](#)

[£10 for 2 hours](#)

[Knitting classes for People with Learning Disabilities. How to make your own scarves in Creative Café – needles included, bring your own wool!](#)

WHY

[Come and learn how to knit! You can learn a new skill and keep your hands in good shape. You can make a lovely scarf to give as a present or keep for yourself. It is a very lively group with up to 8 people attending so you can make some new friends and get out into the community in the lovely Creative Café,](#)

[I am Nita Needles and run the class. I have knitted for 20 years \(see some pictures\). I used to work at the Morning Star Day Centre for 8 years and now I have retired I wanted carry on working with people with learning disabilities because I really enjoy it. I have an NVQ level 2 and have done a Learning Disability Awareness Course, a first aid course and an Autism Awareness Course.](#)

WHEN

[Monday Afternoons 1 – 3 pm apart from Bank Holidays. If I cannot be there I will ring everyone on my list.](#)

WHO

[This course is for people with learning disabilities interested in knitting. At the moment we are mainly women over the age of 30. There is wheelchair access in the café but it is not lots of space.](#)



We have people in the group who do not speak English and we get along through demonstration.

WHERE

Location (link to a map function within website)

The Creative Café

The Needles

Woolwich

HOW

If you would like to come along and talk to me I am there 30 minutes before the sessions at 12:30. You could try the class out for free to see if you like it. Call me on 01234 567 890 or email me at nita@needles.com so I know you are coming.

If you want to come every week

1 you need to pay £10 every session

2 you need to tell me about yourself so we can make sure you enjoy the class safely and are able to make a beautiful scarf

3 if you need a support worker you need to bring them along to support you

4 you need to bring your own wool (there is a little shop next door)

5 it is a little café without much space to run round – if you want to come along you have to be able to sit down for 2 hours

How to feedback on the service

We want to get better all the time! If you have some ideas or if you don't like something let me know. If it is OK with you every complaint or new idea I will talk about with the rest of the class and everyone will decide together. If you would rather not talk face to face you can send me a letter or an email and I will write back within a week with the plan to make things better.



8: Listening Log

It is a Framework requirement that you listen to the people who buy your services and make changes in response to what they tell you.

1. How have you found out if the people who buy your service are happy or if they want to make any changes? Please show us that you have asked these questions in a way that the people who buy your services understand.

Good examples can include complaints records, meetings, consultation days, questionnaires in appropriate language, people who buy your services on Management Committees, a policy of asking individual people on a regular basis how things are etc.

2. What changes have you made as a result of listening to the people who buy your services.

Good examples include an annual report on consultation outcomes for larger organisations or a couple of detailed example such as changed the location of an activity for smaller providers.



11: Example Jumping Frogs Consultation Action Plan for their notice board

Summer 2013

You said....

We Planned..

We Did...

You Said	We are going to do:	By When?	Done?
We don't have healthy snacks 1/6/13	Make sure we have a fruit selections at the snack bar	Next week – 8/6/2013	YES – Sue picks up fruit every week from the cash and carry
You want to do a trip to the beach 13/7/13	Find out how much it would be to hire a mini bus Find out who else wants to go Give letters out with information Get the money in Book the minibus for the day we agree	Next week – 20/7/13 Next week 20/7/13 Next week 20/7/13 End of month – 31/7/13 When we get the money in 31/7/13	Yes – fun had by all in Brighton
You were bored of the Singstar games for Karaoke night 16/08/13	Rent some online - we will print off the selection and put it on the notice board – put a tick next to the ones you want	Print off the Singstar Games rental list – 23/8/13 Order some before next Kareoke night – 1/10/13	



Guiding principles for financial management systems Example

Consistency: your financial policies and systems must remain consistent over time.

Accountability: you must be able to explain and demonstrate to all stakeholders how you have used your resources and what you have achieved.

Transparency: your organisation must be open about its work and its finances, making information available to all stakeholders.

Integrity: individuals in your organisation must operate with honesty and propriety.

Financial stewardship: your organisation must take good care of the financial resources it has been given and ensure that they are used for the purpose intended.

Accounting standards: your organisation's system for keeping financial records and documentation must observe accepted external accounting standards.

Available at:

<http://knowhownonprofit.org/organisation/operations/financial-management/management/management>