



# Questionnaire for Micro-Providers

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## Who is this questionnaire for?

The ELS Ensuring Quality framework gives social care providers who are unknown to the council an opportunity to demonstrate their quality and gain a quality mark recognised by the London Boroughs of Barking and Dagenham, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest

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 ☐

## How do I fill it in?

There are three things you need to do to complete the questionnaire:

1. Some of the questions you must commit to by putting an X in the right box. For example:

Yes ☒ (double click on the box and select checked)

No ☐

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.

2. The questions with this symbol   need to be answered in one of the following ways:

- 300 words



- 10 minutes of film or multimedia
- 10 photos

Remember if you are sending in examples of support plans and risk assessments that you must take out the person's name. We should not be able to identify the person they are about.

3. There are 4 pieces of **EVIDENCE** which you need to scan or attach to an email and send in.
  - i. Person Centred Support Plan/Agreement (if relevant)
  - ii. copy of recent DBS or CRB certificate(if relevant)
  - iii. confirmation that you have attended borough Safeguarding training
  - iv. Insurance documents
    - 1 million minimum for public liability
    - 5 million for employers liability if appropriate

## Guidance

This is a short 'question only' version. There is copy of the questionnaire with more information, templates and examples found on this [website](#)



## All about us: Information for people who might buy your service

NB the readers of this section will be people with support needs and their carers. Make sure you write this information for them.

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)*

*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)*

**NB if you tick any of the following boxes you must make sure that you look at the guidance and demonstrate your specialist knowledge in your answers**

- ☐ Learning Disability
- ☐ Mental Health
- ☐ Challenging Behaviour
- ☐ Dementia

The following has no additional guidance but it is helpful for people to know if you work with:



- ☐ Physical Disabilities
- ☐ Sensory Impairments
- ☐ Older People
- ☐ Autism

*WHEN (Time it starts and finishes/Day it takes place. If term time/short term activity what dates does it run from and until)*

*WHERE (Location will 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).*

Do you work in any of the following boroughs:

- ☐ London Borough of Barking and Dagenham
- ☐ London Borough of Havering
- ☐ London Borough of Newham
- ☐ London Borough of Redbridge
- ☐ London Borough of Tower Hamlets
- ☐ London Borough of Waltham Forest





## People who attend the service are supported to achieve the following outcomes

### STANDARD 1: 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

How do you make sure people have choice and control? Please refer to all the points above.  

### STANDARD 2: I get what I want out of the service

- The organisation knows what I want to achieve
- They support me to do this safely
- Together 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.



### STANDARD 3: I am supported to take risks and stay safe?

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

### STANDARD 4: 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?  



**Q5** Will you support people to understand, manage and evidence their social care spending, for example, by providing receipts or annual statements?

Yes ☐

No ☐

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

### STANDARD 5: The organisation listens to people and makes changes

**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?  

**Q7** Every year we will expect you to submit evidence that you have done this. Do you commit to providing this?

Yes ☐

No ☐



**STANDARD 6: The organisation treats everyone equally important and respects everyone's needs**

**Q8** In light of Equalities Laws and your borough's equality plans - do you commit to treating everybody fairly and as equally important?

Yes ☐



No ☐



**STANDARD 7: Staff have the right qualities, skills and experience**

**Q9** 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 ☐

**Q10** If you use staff or volunteers, how will you make sure your staff have the qualities that people who buy you service want? For example, patience or compassion?  

**Q11** How do you make sure that you (and your staff) continue to develop the knowledge and skills to deliver this service?  

**STANDARD 8: The organisation has everything in place to work safely**

**Q12** Do you know what your legal health and safety requirements are and do you commit to meeting them?

Yes ☐

No ☐

**Q13** 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**

**Q14** 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.  

**EVIDENCE 3 confirmation that you have attended borough Safeguarding training**

**Q15** Do you understand and work to the Pan London Safeguarding Procedures and agree to cooperate fully with any borough investigations?

Yes ☐

No ☐

**Q16** Do you commit to using our [Professional Boundaries Guidance](#)?

Yes ☐

No we have our own policy ☐





**Q17** Please provide a copy of your relevant insurance documents.

**EVIDENCE 4: Insurance documents**

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

**Q18** 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 ☐

**Q19** Have you or your company fulfilled your obligations relating to the payment of taxes and social security?

Yes ☐



No ☐

**Q20** Do any of the matters included in [Regulation 23 of the Public Contracts Regulations 2006](#) apply to you?

Yes ☐

No ☐

**Q21** 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?

**Q22** Is your organisation ready for when things go wrong which means you might struggle to deliver the service?  

**Q23** Do you commit to meeting your obligations under the Data Protection Act 1998?

Yes ☐

No ☐



**Q24** Do you commit to working within [good practice standards of financial management](#)?

Yes ☐

No ☐

**Q25** 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 ☐

**Q26** Has your service been decommissioned for reasons of quality in the past three years or have any of your directors been involved with a service which has been decommissioned for reasons of quality in the past three years?

Yes ☐

No ☐

If yes please explain what happened and what you have done to make sure that this does not happen again?

**Q27** How you check quality within your organisation?  

**Q28** 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.

Until you have received confirmation that you have met our standards, or if you are subsequently removed from the EQ Framework, you cannot use the Ensuring Quality mark, or make any statements which could be taken directly or indirectly to imply that you have achieved our standards. We will take legal action for any misleading use of the Ensuring Quality mark.

In the event that your organisation has not complied with questions 18, 19 and 20, the Council reserves the right to disqualify your organisation from the Ensuring Qualities Framework.

The Council reserves the right to make amendments to the questions contained in this Ensuring Qualities Scheme without notice and this may be as a result of policy or legal changes. In the event you cannot comply with any such additional questions the Council reserves the right to disqualify you from the Ensuring Qualities Framework.

For the avoidance of doubt, by your organisation completing the Ensuring Qualities Scheme the Council will not be entering into any contract with your organisation.

For the avoidance of doubt, by your organisation completing the Ensuring Qualities Scheme the Council will not guarantee any work to your organisation.

It is your organisation's responsibility to ensure that any material changes to your organisation which impact upon the accuracy of the questions answered in this Ensuring Qualities Scheme (or subsequent questions from time to time) are relayed to the Council as soon as possible and in the event that as a result of such changes your organisation becomes non-compliant then the Council reserves the right to disqualify you from the Ensuring Qualities Framework.



If you are successful in your application to the Ensuring Qualities Framework then you agree to abide by any further conditions in respect of using any websites or other materials or devices in connection with the Ensuring Qualities Framework.

I confirm that I agree to these terms

Yes ☐

No ☐