



Questionnaire for Floating Support Providers

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 is for Floating Support providers. Floating support helps people to live independently in their own homes. The support is tied to the person and not the accommodation. It can include helping someone to maintain their tenancy, manage their money and pay bills, use other services such as healthcare, education or employment, be part of the community and access activities, develop independent living skills for example travel training and supervising the person to take medicine that has been prescribed by their doctor, be safe and stay healthy. It does not include any of the activities regulated by the [Care Quality Commission](#).¹

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

¹ [Care Quality Commission. Supported living schemes: Regulated activities for which the provider may need to register Guidance for providers](#)



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 9 pieces of **EVIDENCE** which you need to scan or attach to an email and send in.

1 Support Plan and Risk Assessment Policy

2 Support Plan Template

3 Risk Assessment Template

4 Complaints Policy

5 Staff Training Records/Plan

6 Confirmation that you have attended borough Safeguarding training

7 Safeguarding Policy

8 Insurance documents

9 Business Continuity Plan



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/other as applicable

Registration Number with CQC if applicable

WHAT

Description of the Service

Cost per hour

WHY

Why choose this organisation – couple sentences

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

HOW

How to access this service

1 initial contact details and the process that you follow to assess them

2 what the organisation needs the customer to do to attend (ie not be in need of personal care or medication or comply with code of conduct?)

How to feedback on the service and who is the person responsible for the feedback.

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



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. It

- puts the person at the centre of the service
- encourages people 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?*

EVIDENCE 1 Support Plan Template

EVIDENCE 2 Risk Assessment Examples

EVIDENCE 3 Support Plan and Risk Assessment Policy



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 buy your service understand. This includes information about costs,

what is included, any rules, how to complain, how to stay safe?  

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:

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

EVIDENCE 4 Complaints Policy

STANDARD 6: The organisation treats people fairly and equally



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



Q9 How will you ensure your organisation treats everyone as equally important and fairly and is respectful of everyone's individual needs? For example, have you thought about:



- Can everyone access your services?
- Cultural and religious needs?
- Communication needs?  

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



Q10 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



Q11 If you use staff or volunteers, how will you make sure your staff have the qualities that people who buy your service want? For example, patience or compassion?  

Q12 How do your management and recruitment procedures make sure your staff can safely deliver the service?  

Q13 How do you make sure that you (and your staff) continue to develop the knowledge and skills to deliver this service. NB if you are a specialist provider make sure you are demonstrating the training requirements found in the additional guidance?  

EVIDENCE 5 Staff training records/plan

STANDARD 8: The organisation has ever thing in place to work safely

Q14 What do you do to make sure everyone who works at and uses your service is safe?  



Q15 Do you know what your legal health and safety requirements are and do you commit to meeting them?

Yes

No

Q16 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 committed 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](#).

Q17 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 6 Confirmation that your organisational lead for Safeguarding has attended [borough Safeguarding Training](#). NB you must demonstrate in Q13 that all your staff have undertaken some sort of Safeguarding training.

EVIDENCE 7 Safeguarding Policy

Q18 Do you understand and work to the Pan London Safeguarding Procedures, your host boroughs [Safeguarding Guidelines](#) and agree to cooperate fully with any investigations?

Yes

No

Q19 Do you commit to using our [Professional Boundaries Guidance](#)?



Yes

No we already have a policy of our own

Q20 Please provide a copy of your relevant insurance documents.

EVIDENCE 8: Insurance documents

- **5 million minimum for public liability**
- **10 million for employers liability**

Q21 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

Q22 Have you or your company fulfilled your obligations relating to the payment of taxes and social security?

Yes

No

Q23 Do any of the matters included in [Regulation 23 of the Public Contracts Regulations 2006](#) apply to you?

Yes

No

Q24 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?

Q25 Is your organisation ready for when things go wrong which means you might struggle to deliver the service?  

EVIDENCE 9 business continuity plan



Q26 Do you commit to meeting your obligations under the Data Protection Act 1998 whilst ensuring that you have the information sharing agreements in place that you need to deliver your service? For example, a written protocol with the landlord to help you manage the tenancy?

Yes

No

Q27 One of the main aims of floating support is to help maintain the tenancy. How do you work with the landlord and other professionals to make sure this happens?



Q28 Do you commit to working within [good practice standards of financial management](#)?

Yes

No

Q29 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

Q30 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?

Q31 How you check quality within your organisation? How you make sure your plans are being made to happen, policies are being followed, contracts are being kept to

and Service Users are happy?



Q32 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 Ensuring Quality 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 21, 22 and 23 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 Quality Questionnaire without notice and 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 Quality Questionnaire the Council will not be entering into any contract with your organisation.

For the avoidance of doubt, by your organisation completing the Ensuring Quality Questionnaire 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 Quality Questionnaire (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