**Ensuring Quality Questionnaire for Day Opportunities Providers (v.1.1)**

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| **How to complete this questionnaire?**There are 3 things you will need to do in order to complete the questionnaire:For some questions, you must commit to by putting an X in the right box. For example:Yes [ ] No [ ] Committing to something is not simply ticking ‘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.There are 12 questions with this symbol which 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.**  |

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| There are 11 pieces of **evidence** which you will need to provide alongside this questionnaire. Please submit together and send to ensuringquality@towerhamlets.gov.uk  |
|  | **Enclosed (Yes/No)** | **Comments:** |
| 1. Confirmation that you have attended borough Safeguarding training
 |       |       |
| 1. Business Continuity Plan – this should be a detailed plan intended to cope with the effects of an emergency or crisis.
 |       |       |
| 1. Complaints Policy
 |       |       |
| 1. Completed **and** anonymised Person Centred Support Plan (if relevant)
 |       |       |
| 1. DBS reference numbers and date of issue for each employee. **Please present within a spreadsheet.**
 |       |       |
| 1. Employer Liability Insurance
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| 1. Public Liability Insurance
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| 1. Completed **and** anonymised Risk Assessment
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| 1. Safeguarding Policy/Statement
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| 1. Staff training record/matrix
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| 1. Risk Assessment Policy
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| Contact Information |
| Name of Organisation:       |

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| Contact Person |
| Title:  | Mr [ ]  | Mrs [ ]  | Miss [ ]  | Ms [ ]  | Other [ ]  |
| First Name(s): |       |
| Surname:  |       |

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| Responsible person/Chief Exec/Owner name:  |
| Title:  | Mr [ ]  | Mrs [ ]  | Miss [ ]  | Ms [ ]  | Other [ ]  |
| First Name(s): |       |
| Surname:  |       |
| Address:       |
| Postcode:  |       |
| Email:  |       |
| Telephone: |       |
| Website:  |
| Registration No.:(Charities Commission/ Companies house/Other as applicable) |

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| **WHAT** *(Activities)* |
| **WHEN** *Time it starts and ends:* *Day(s) it takes place:**If term time/short term activity, what dates does it run from and till:* |
| **COST** |
| **WHO** *Adults with….* |
| **WHERE** |
| **WHY** *We will support you to…….* |
| **HOW** *Interested people/clients/carers can contact*  |

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| **STANDARD 1**I have support that is right for meI am at the centre of the serviceI am part of the communityI am independentI can make decisions about my support |

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| 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
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|  | Do you commit to working within the principles of personalisation? Yes [ ]  No [ ]  |

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| **Evidence Required:** (Please identify where this evidence is located. *For example – Film, Pictures, documents, Service User feedback)* |

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| **STANDARD 2**I am supported to reach what I want to achieve by using the serviceThe organisation knows what I want to achieve by going to the serviceThey support me to do this safely We make sure it is happening |

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| Q2 | How do you understand and meet the individual outcomes of people who buy your services?  |
| Q3 | 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 examples? |

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| **Evidence Required:** (Please identify where this evidence is located. *For example – Film, Pictures, documents)* |

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| **STANDARD 3** I am supported to take risks and stay safe |

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| Q4 | How do you support people to take risks and stay safe?  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| **STANDARD 4**I have all the information I need to understand the service and to make sure it is working well for me |

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| Q5 | How do you support people to take risks and stay safe?  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q6 | 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?  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q7 | 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 [x]  No [ ]   |

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

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| **STANDARD 5** The organisation changes and improves because it listens to what people say they want |

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| Q8 | 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?  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q9 | Every year we will expect you to submit evidence that you have done this.Do you commit to providing this?Yes [ ]  No [ ]  |

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| **STANDARD 6**The organisation treats everyone as equally important and respects everyone’s individual needs |

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| Q9 | In light of Equalities Laws and your borough’s equality plans - do you commit to treating everybody fairly and as equally important?Yes [ ]  No [ ]  |
|  | How will you ensure your organisation treats everyone as equally important and respects everyone’s individual needs? For example:Can everyone access your services? Cultural and religious needs?Communication needs?  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| **STANDARD 7**The organisation has staff and volunteers with the right qualities, skills and experience |

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| Q10 | People have told us that they want to be supported by people who care, listen, respect, empathise and don’t judge. Do you commit to showing these qualities?Yes [ ]  No [ ]  |
| Q11 | How will you make sure your staff and volunteers have the qualities that people who buy you service want? |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q13 | How do you make sure that you (and your staff) continue to develop the knowledge and skills to deliver this service. |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| **STANDARD 8**The organisation has everything in place to deliver a safe service |

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| Q14 | What do you do to make sure everyone who works at and uses your service is safe  |
| Q15 | How will you make sure your staff and volunteers have the qualities that people who buy you service want? |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q16 | How do your management and recruitment procedures make sure your staff can safely deliver the service? |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q17 | Do you know what your legal health and safety requirements are and do you commit to meeting them?Yes [ ]  No [ ]  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q18 | Do you commit to keeping the people who buy your service safe by:Showing the people who buy your services that you follow the DBS guidance?Yes [ ]  No [ ]  |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q19 | How do your management and recruitment procedures make sure your staff can safely deliver the service? |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q20 | 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. |

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| **Evidence Required:**(Please identify where this evidence is located, For example – Film, Pictures, documents |

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| Q21 | Do you understand and work to the [London Multi-Agency Adult Safeguarding Policy & Procedures](file:///%5C%5Cthpnas01%5Cmydocuments%5Callison.rosenthal%5CMy%20Documents%5CEnsuring%20Quality%20Project%5CEQ%20Web%20pages%20content%5CLondon%20Multi-Agency%20Adult%20Safeguarding%20Policy%20and%20Procedures%20%E2%80%93%20updated%20August%202016%20%E2%80%93%20LondonADASS.mht) your host borough’s safeguarding guidelines and agree to cooperate fully with any borough investigations?Yes [ ]  No [ ]  |
| Q22 | Do you commit to using our Professional Boundaries Guidance?Yes [ ]  No [ ]  We already have a policy of our own Please provide a copy of your relevant insurance documents and:* Employer Liability Insurance
* Public Liability Insurance
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| Q23 | 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 [ ]  |
| Q24 | Have you or your company fulfilled your obligations relating to the payment of taxes and social security? Yes [ ]  No [ ]  |
| Q25 | Do any of the matters included in [Regulation 23 of the Public Contracts Regulations 2006](http://www.legislation.gov.uk/uksi/2006/5/regulation/23/made) apply to you? Yes [ ]  No [ ]  |
| Q26 | Is your organisation ready for when things go wrong which means you might struggle to deliver the service?Yes [ ]  No [ ]  |
| Q27 | Do you commit to meeting your obligations under the Data Protection Act 1998?Yes [ ]  No [ ]  |
| Q28 | Do you commit to working within [good practice standards of financial management](#FinancialManagement)?Yes [ ]  No [ ]  |
| Q29 | Do you commit to following guidance from the [Charity Commission](http://www.charitycommission.gov.uk/running-a-charity/money-and-accounts/handling-money-safely/) and/or [Companies House](http://www.companieshouse.gov.uk/about/gbhtml/gp2.shtml#ch6) <https://www.gov.uk/government/organisations/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 | How do you check quality within your organisation? How do you make sure your support plans are delivered, policies are followed, contracts are kept to and the person who comes to your service is happy |
| 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 | Is there anything else you would like to share with us that you think we should know? |

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| **Declaration:** 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 partnering boroughs? Waltham Forest, Tower Hamlets, Newham, Redbridge, Barking and Dagenham & Havering* |
| **Declaration:**I declare that I have no conflict of interest with any of the above boroughs:Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Please ensure you include the supporting documents with your submission and send to** **ensuringquality@towerhamlets.gov.uk**