**Ensuring Quality Questionnaire for Floating Support Providers (v.1.1)**

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| **How to complete this questionnaire?**Some of the questions you must commit to by putting an X in the right box. For example:Yes [x]  (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.The questions with this symbol C:\Users\caroline.billington\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\7UTQMTVZ\pencil-silhouette[1].jpg C:\Users\caroline.billington\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\24XA583B\camera compact[1].jpg 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 10 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
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| 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 plan/matrix
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**All about us: Information for people who might buy your service**

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

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| Contact Information |
| Name Of Organisation:  |

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| Registered Manager |
| 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) |
| CQC Registration Number, if applicable:  |
| **WHAT** *Description of the Service, Cost per hour* |
| **WHY***Why choose this organisation (few sentences)* |
| **WHO** *(Who the Activity is aimed at if relevant, for example client group, age ranges, languages catered for, accessibility)* |
| **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 (i.e. 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.* |

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| **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 [ ]  | Challenging Behaviour [ ]  | Dementia [ ]  |

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| 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[ ]  | Mental Health[ ]  |

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| **Do you working in an of the following London boroughs?**  |
| Barking & Dagenham[ ]  | Havering[ ]  | Redbridge[ ]  | Newham[ ]  | Tower Hamlets[ ]  | Waltham Forest[ ]  |

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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. It puts the person at the centre of the serviceencourages people to be part of the communitypromotes independenceencourages 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.  |

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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? *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?* |

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| **Evidence Required:** Support Plan TemplateRisk Assessment ExamplesSupport plan and Risk Assessment Policy |

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

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

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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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| 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:**

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

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| 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 [ ]  |

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| **Evidence Required:**Complaints Policy |

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

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| Q8 | **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 | **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?  |

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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 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 you service want? For example, patience or compassion?  |
| Q12 | How do your management and recruitment procedures make sure your staff can safely deliver the service?  |

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| **Evidence Required:**Staff training records/plan |

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

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| Q13 | What do you do to make sure everyone who works at and uses your service is safe?  |
| Q14 | Do you know what your legal health and safety requirements are and do you commit to meeting them?Yes ☐ No ☐ |
| Q15 | 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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| NB if any of your activities are regulated you also need to be aware of your legal duty to refer. |

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| Q16 | 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:**Confirmation that your organisational lead for Safeguarding has attended borough Safeguarding Training. NB you must demonstrate in Q13 that all your staffs have undertaken some sort of Safeguarding training.Safeguarding Policy |

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| Q17 | Do you understand and work to London Multi-Agency Adult Safeguarding Policy & Procedures your host boroughs Safeguarding Guidelines and agree to cooperate fully with any investigations? Yes ☐ No ☐ |
| Q18 | Do you commit to using our Professional Boundaries Guidance? Yes ☐ No we already have a policy of our own ☐ |

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| **Evidence Required:**Insurance documents 5 million minimum for public liability 10 million for employers liability |

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| Q19 | 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 ☐ |
| Q21 | Have you or your company fulfilled your obligations relating to the payment of taxes and social security?Yes ☐ No ☐ |
| Q22 | Do any of the matters included in Regulation 23 of the Public Contracts Regulations 2006 apply to you? Yes ☐ No ☐  |
| Q23 | 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 partner boroughs? |
| Q24 | Is your organisation ready for when things go wrong which means you might struggle to deliver the service?  |

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| **Evidence Required:**Business Continuity Plan |

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| Q25 | 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 ☐ |
| Q26 | 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?  |
| Q27 | Do you commit to working within good practice standards of financial management?Yes ☐ No ☐ |
| Q28 | 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](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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (dd/mm/yyyy)No [ ]  N/A [ ]  |
| Q29 | 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? |
| Q30 | 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?   |
| Q31 | Is there anything else you would like to share with us that you think we should know? |

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| **Legal Appendix** In applying to have your service placed on the Ensuring Quality 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 Quality 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 Quality 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 Quality Framework. If you are successful in your application to the Ensuring Quality 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 Quality Framework. I confirm that I agree to these terms:Yes [ ] No [ ] Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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