



BARNSELY
Metropolitan Borough Council

Recognised Provider List (RPL)

Guidance for Applicants

What is the Recognised Provider List?

The Recognised Provider List (RPL) is set up, monitored and updated by Barnsley Council. It allows adults in Barnsley who are looking for packages of care and support to choose from a list of providers that adhere to a clear quality framework. There is no contractual relationship between the Council and providers. In order to gain Recognised Provider status and the quality mark, providers must meet our minimum quality standards including:

- Customer focused care
- Considerate and respectful conduct of employees and volunteers
- Transparency in service provision
- Proactively seeking and using customer feedback
- Quality Assurance systems
- Safeguarding
- Health & Safety
- Appropriate employment practices
- Insurance
- Equality

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Who should apply?

Providers that offer packages of care and support to older people, learning or physically disabled adults, adults with a sensory impairments, mental health service users, carers, and other adults in Barnsley.

❖ Residential Care Homes **cannot** apply to be included on the RPL for private residential care. However they can apply if they offer support packages such as day services and respite, and if successful these services only would be included.

Post 16 education and training providers are advised to contact the Council's Post 16 Partnership manager rather than applying for the RPL. Please contact neliwilkinson@barnsley.gov.uk

If you are not based in Barnsley, you are still welcome to apply to be included on the RPL, but we would expect you to be already providing a service to clients in Barnsley before we would award you the logo. However, this does not stop you from registering your organisation and services on the Live Well Barnsley website.

Please note: The RPL does not represent a contract with Barnsley Council and does not allow for direct purchases from the Council to Providers. The RPL is for adults requiring services who are either in receipt of a Direct Payment (including Supported Managed Accounts) or who are private self-funders.

Application & Evaluation Dates

Applications can be submitted at any time during the year and will be allocated to the next batch of applications to be evaluated depending on the time of year the application was received. There will be flexibility on the evaluation dates dependent on the quantity of applications received and the work priorities of the Adult Joint Commissioning Unit.

| <u>Applications received between</u> | <u>Outcome of applications notified to providers by end of:</u> |
|--------------------------------------|---|
| ➤ April to July | October |
| ➤ August to November | February |
| ➤ December to March | June |

This cycle of dates will be reviewed. Future dates will be included on the Council's website at www.barnsley.gov.uk/rpl

How will my application be assessed?

Your application will be assessed against the specific quality standards of this guidance by 2 assessors who are Council officers. The assessors are given written guidance on what to look for in each answer and how to assess policies and procedures and they will look closely at the answers you have given and the policies & procedures that you submit with your application.

Each question in Section B will be scored as either a pass or a fail and each question in Section C of the application will be scored out of 5. Any application getting a fail in

Section B or a score of less than 3 in Section C will not be included on the Recognised Provider List.

If the assessors cannot agree on a score, or on whether the provider should be included on the RPL, we have moderators (who are managers) who reconsider all the scores and make a final decision.

We will contact you if we need you to provide further details or clarify any part of your application.

We reserve the right to carry out spot checks and visit providers as part of the evaluation process i.e. at any time once a provider has submitted an application. Information gathered will be used to support the evaluation process.

When will I hear whether or not my application has been successful?

The e-mail message you will receive upon submission of your application will be your proof of us receiving your application. Once the evaluation of all applications has been undertaken you will be notified in writing of the outcome of the assessments.

What happens if my application is successful?

We will write to you to confirm that you will be included on the RPL and we will give you the RPL logo which will be displayed next to your organisation's entry on Live Well Barnsley. This will let people know that you meet the quality standards specified by the Council.

You will be asked to sign up to conditions (details of the conditions are shown within the Conditions Document Appendix A) that confirm that you will continue to deliver packages of care and support within the specific quality standards stated, following appropriate policies and procedures and complying with the Council's monitoring requirements. If you remain on the RPL we may ask you to re-sign the conditions if we make any significant changes.

Please note that we reserve the right to consider charging for inclusion on the RPL at a later date.

What if I am unsuccessful?

If we decide not to include you on the RPL, we will write and give some feedback on your application. The feedback given will be some examples of the comments made by assessors, which are intended to be helpful. We are not able to enter into discussions about the outcome of the application process.

You may be allowed to re-submit your application if you address the issues that we raise with you.

Monitoring of the RPL

If your application is successful and you are included on the RPL we will ask you to submit monitoring information at least once a year while you remain on the list. We will ask you to collect and send us information including but not limited to the following:

- statistics about service users
- what feedback you have received from service users and how this has been used to improve the service
- details of complaints and compliments received
- details of DBS checks carried out
- Insurances are up to date and at the right level
- Is the organisation meeting the required RPL quality standards
- Any changes in ownership and/or management of the organisation/service.
- Evidence that the disclaimer referred to below is included in the terms and conditions provided to your customers.

We will provide you with a monitoring form to complete and more detail on the monitoring requirements if you are successful and are included on the RPL.

The local authority reserves the right to:

- Call in evidence at any time
- Mystery Shop
- Carry out spot checks
- Survey people in receipt of care and support
- Intervene where non-compliance is identified
- Remove your organisation from the RPL on a temporary or permanent basis.

If you do not comply with the monitoring requirements you may be suspended or removed from the RPL.

Failure to Deliver Services

If you are included on the Recognised Provider List you must meet the specific quality standards as per the conditions to which you sign up to. Should Barnsley Council receive information which indicates that your organisation has failed to deliver packages of care and support under these standards then the Council will have the right at its absolute discretion to?

- Require the organisation to complete a full investigation into the allegations
- Require the organisation to remedy any outcomes from the investigation
- Suspend the organisation from the approved listing, if required

Barnsley Council reserve the right to remove the organisation at its absolute discretion from the approved listing should the organisation be unable to remedy any outcomes from the investigation. If you are removed from the RPL, you will be told why and under what circumstances we may allow you to re-apply to be included on the List.

Disclaimer

The following disclaimer will be included in the conditions that organisations on the Recognised Provider List will sign:

The inclusion of any organisation on the Recognised Provider List is not intended to be and shall not constitute a recommendation by Barnsley

Council. No representation, express or implied, is or will be made and no liability or responsibility is or will be accepted by Barnsley Council in respect of any organisation included on the Recognised Provider List and in respect of, or in any way arising out of the provision of, or failure to provide services by any organisation. It is important that service users satisfy themselves that any organisation on the Recognised Provider List is suitable for their own requirements.

If you are included in the RPL, you must also include this disclaimer in the terms and conditions that you provide to your customers.

How to Apply?

The application is split into 3 sections:

Section A – General Information

This section refers to general information about the organisation applying to be registered on the RPL and will not be scored; however all questions must be answered. Any questions that are not applicable to your organisation please answered “N/A”.

Section B – Technical Information

This section relates to technical information about the organisation applying to be registered on the RPL and each question will be scored as a *PASS* or *FAIL*.

Section C – Quality Questions

This section asks you to tell us how your organisation meets the requirements of customers and how you make sure your staff are appropriately skilled.

All sections and questions must be answered, even if you have previously submitted an application to be included on the RPL; don't forget to include all the required supporting documentation.

Completing Section A

We need you to tell us the company name and address, contact details and legal status of the organisation applying to be included on the RPL. We also need to know whether you are based in Barnsley and the size of the organisation.

If you are a national organisation and not based in Barnsley, please provide the address in Barnsley you are operating from. If you are not based in Barnsley we would ask you to be providing a service to clients in Barnsley before we award you the logo.

In section A we would also like you to tell us what services you are delivering by selecting the relevant boxes in A.7.

Completing Section B

B.1: Are you currently registered with the CQC? Providers offering personal care must be CQC registered. If you have a registered office outside of Barnsley this is acceptable as long as all the work is organised from that office and all the files and records are kept there. If the work is organised in Barnsley and files are kept in Barnsley then you have to register Barnsley as the location.

B.2: Please provide details of DBS checks, qualifications and experience of owners, managers, supervisors, carers, staff and volunteers within your organisation. We would expect all staff who work with service users to have relevant DBS checks in place. On the form please indicate the roles in your organisation. If a role does not have a DBS then please indicate why not.

B.3: Please provide details of the insurances held by your organisation. Barnsley Council sets a minimum level that you must have;

- Public liability – All organisations should have this in place and be at a minimum level of £5m.
- Employers' Liability – All organisations who employ staff should have this in place and be at a minimum of £10m
- Professional Indemnity – This insurance is only required if your organisation is giving formal advice i.e. brokerage, and is at a minimum level of £5m.

B.4: This section covers your policies and procedures. We expect that you should have all the policies and procedures on the list in place and that they are up to date and reviewed regularly. We do not need you to submit all your policies however we do ask that you submit with your application the following policies and procedures; we will check and review these as part of your application to make sure they meet a minimum standard:

We would expect to see the following included in the relevant policies:

⌘ Health & Safety policy & procedures

Note: organisations must have a written policy and procedures for putting policy into practice if employ 5 or more people (includes volunteers).

The policy / procedures should include:

- Who is responsible for health & safety
- Arrangements for carrying out risk assessments and to make sure that equipment is safe
- Consultation with employees
- Safe handling and use of substances
- Hazards in the work place
- Monitoring arrangements
- Where information is displayed, where people can go for H&S advice, how trainees are supervised
- How to report work-related accidents, injuries or diseases
- H&S training for staff: induction on basics and job specific training, updates, refreshers
- Emergency procedures

It would be good practice to have separate policy on violence at work and lone workers

⌘ **Recruitment and Selection Policy and process:**

This should include:

- A statement that before any employees or volunteers deliver packages of care and support to the customer the organisation requires:
 - Appropriate Disclosure and Barring Service (DBS) checks
 - 2 written references
- and that the organisation refers employees or volunteers to the Disclosure and Barring Service (DBS) where the employee or volunteer has:
 - harmed, or placed at risk of harm a customer; or
 - been dismissed on grounds of misconduct (or the organisation would have considered dismissal had the employee not resigned), or has been transferred to a non-care position on grounds of misconduct
- Medical clearance
- Two references
- Evidence of qualifications required
- Preventing illegal working
- Declaration of entitlement to work in the UK
- National insurance
- In a customer facing role – There is a level of English speaking - The successful candidate will be required to speak English to an appropriate standard.
- explain the organisation's procedures for recruitment, advertising and interviewing for paid staff and volunteers
- take account of current legislation, including, without limitation, equal opportunities legislation.
- Organisation aims to ensure that no applicant or employee receives less favourable treatment than another on grounds that are not job related.
- All vacancy advertisements will include an appropriate short statement on equal opportunity.
- Organisation will ensure that selection criteria (job description, person specification) are justifiable on non-discriminatory grounds as being essential for the effective performance of the job. All job descriptions and person specifications will include an awareness of equal opportunities and ability to work in accordance with equal opportunities principles.
- Organisation will ensure that those involved in shortlisting and interviewing record their reasons for the selection and rejection of applicants for vacancies.
- Organisation will record the details of applicant's gender, racial origin, sexual orientation, age and disability supplied through an Equal Opportunities monitoring form.

⌘ **Safeguarding Adults:**

The policy must include the following areas (it should have been updated to reflect the Care Act):

- Safeguarding is everyone's business.
- Who is at risk:
 - *A person is defined as an "adult at risk" if they are:*
 - *Aged 18 years or older*
 - *In need of care and support (whether or not they get any) because of their age, disability, illness, mental health needs, drug or alcohol misuse **and***
 - *As a result of their care and support needs are unable to protect themselves from harm.*
- What is abuse / categories of abuse: Physical abuse, verbal abuse, domestic abuse, emotional or psychological abuse, sexual abuse, financial or material abuse, neglect, discrimination, modern slavery, self-neglect and organisational abuse.
- Who are the abusers – family, friends, neighbours, paid carers, health or care professionals, work colleagues.
- Where abuse takes place – can happen anywhere – in the home, in the community, in day care or residential care, in hospitals or in college
- What to do if you suspect abuse: Ensure safety, preserve evidence, report and record. Alert to be reported to Safeguarding manager, social services, police etc.
- Signs and indicators of abuse – for each category
- Common Signs of abuse – bruising, unexplained injuries, deterioration in health, unkempt, frightened to be left alone.
- Risk assessment to protect vulnerable adults from abuse
- What to do if an allegation of abuse is made against staff
- documentation and record keeping and actions in respect of all safeguarding issues
- training and how training requirements will be met (including refresher training)
- details of arrangements for liaison and co-operation with the Council and other appropriate agencies and individuals.

Should allegations of the abuse of a customer by any person be made, the organisation will co-operate fully with the Council and with appropriate statutory agencies, in the investigation of these allegations and will work with the Council and other agencies as agreed within the South Yorkshire Safeguarding Adults Policy / Procedure to implement the protection plan aimed at both providing support to the customer and preventing further abuse from occurring.

- **Business Continuity Plan**

A Business Continuity Plan should include:

- 1) A Business Impact Analysis (BIA) this looks at;
 - What are the business critical activities
 - What external, internal and ICT dependencies there are
 - What are the minimum resources needed to operate during a disruption
 - Any financial impacts
 - Impacts over time 24/48/72 weeks months
- 2) The plan itself is based on the BIA

The document contains procedures and information to enable the business to continue to deliver its critical activities at an acceptable predefined level. Risks to consider would usually be placed under the following five headings and then actions that will be taken;

- Loss of IT
 - Loss of building
 - Loss of staff
 - Interruption or loss of supply chain
 - Loss of records / information
- 3) Emergency/Key Contacts (staff/suppliers/customers)
 - 4) Triggers – the plan will be activated when.....

Plans are usually reviewed annually or following an activation/ training exercise or significant change to the service/business.

Completing Section C

Each question in this section will be scored out of 5 using the scoring matrix below; you must achieve at least 3 marks for each question to achieve RPL status.

Please ensure that any examples given relate directly to the service you are applying to the RPL for i.e. do not give examples that are from another service that your organisation provides.

Score

Description of Response

| Scoring Matrix for Quality Criteria | | |
|-------------------------------------|----------------------|--|
| Score | Judgment | Interpretation |
| 5 | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills and resource and/or quality measures required to provide the services. Full evidence provided where required to support the response. |
| 4 | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the services. Majority evidence provided to support the response. |
| 3 | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource, and / or quality measures required to provide the services, with some evidence to support the response. |
| 2 | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource, and / or quality measures required to provide the services, with little or no evidence to support the response. |
| 1 | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource, and/or quality measures required to provide the services, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the services, with little or no evidence to support the response. |

C.1: This question asks about the systems you have in place for quality assurance and for monitoring the quality of the service that you are providing. Tell us about any external and your internal quality standards describing how these are set, managed, monitored and reviewed and what actions you take if your services / packages of support do not meet your quality standards.

C.2: This question relates to the way you communicate with your customers. Tell us the different ways you communicate and how you ensure its accessible taking into account varying customer's needs? Tell us how you communicate with regards to your service agreements; how do you ensure customers understand the terms of the service you are providing including prices, changes, cancellations etc.

C.3: This question asks about what feedback you look for and ask for to ensure your customers' needs are met. How do you obtain feedback, how often and what do you do with it? How do you know what your customers feel about the care and support you are providing? Do you involve customers in the planning / design of your / their service? Please include an example or a case study to support this question.

C.4: This question asks how you ensure your staff and volunteers understand the organisations standards required to deliver a quality service to your customers. Tell us about what you do when new staff start, do they have inductions, do you provide a code of conduct, what ongoing support do they receive for example supervisions, appraisals etc. Also what measures do you put in place to make sure your staff understand what's important and the need to respect customers.

C.5: This question is about how you ensure you and your staff have the appropriate skills and experiences to carry out specific roles. What systems do you have in place to check competencies i.e. recruitment process / training / appraisals etc. Tell us about any training plans you have and how you put this into practice. How do you consider your customers varying needs?

C.6: This question is about how you put your organisations Business Continuity / emergency plan into practice? What would happen if you cannot deliver an agreed package of care and support for any reason and what would you do? How / when do you let customers know and what records do you keep, is it accessible in case of emergency, do you offer alternative services? We would expect you to have an up to date and appropriate Business Continuity or Emergency Plan; tell us how you implement it and does it include what to do in cases of emergency, adverse weather, illness, loss of services etc.? Is the plan reviewed?

C.7: This question relates to the Equality Act 2010 and asks you to tell us how you comply with it to make sure you meet the needs of staff and customers covered by protected characteristics. We would like you to include specific examples of how you put this into practice. For further details see: www.gov.uk/guidance/equality-act-2010-guidance

Where can I get more information?

If you need more information or if you have questions about completing your application, please contact the Adult Joint Commissioning Team by email rpl@barnsley.gov.uk

❖ Please email your completed application form and all the accompanying documents as Word documents to: rpl@barnsley.gov.uk.

What you can expect from Barnsley Council

We aim to:

- Be accessible to a wide range of providers, both small and large
- Be fair and transparent in how we assess applications to the Recognised Provider List and make sure that no applicant receives less favourable treatment on the grounds of race, age, ethnic origin, gender, sexual preference or disability.

We will:

- Answer questions about the application form and process.
- Return your telephone calls / emails within five (5) working days.
- Send you a decision within the timescales we have stated, providing you have sent us all the information we asked for. Please note that this is dependant on the capacity of the team to meet the timescales.
- If your application is unsuccessful, provide examples of the assessors' feedback and tell you what happens next
- Ask for your feedback on our service and improve it where possible.
- Answer questions in a clear, friendly and polite way.
- Make the Recognised Provider List easily accessible online to adults looking for packages of care and support.

What you can do to help us:

- Contact us if you are not sure whether your activity or organisation is eligible for inclusion on the Recognised Provider List or if you are unsure what to do.
- Read our guidance and send us your application **only** when you can give us all the information we ask for.
- Give us a telephone number and email address where we can contact you during office hours.
- If you are included on the Recognised Provider List, contact us to let us know if you cannot keep to the conditions or there are any changes in service provision, ownership or management because we will always try to work co-operatively with you if problems arise.
- Return the monitoring information by the date we give you and comply with all monitoring requests.

If you are not happy with us:

If you have a complaint about our service or a member of our staff please write to the Senior Contracts and Compliance Manager – Adult Joint Commissioning, Barnsley Council, PO Box 634, Barnsley S70 9GG.or alternatively please email adultjointcommissioning@barnsley.gov.uk We will write to tell you what we have done in response to your concerns and explain how to take it further if you are not happy with the outcome.