

**MONITORING AND REVIEW  
OF  
SUPPORTING PEOPLE SERVICES**

**QUALITY ASSESSMENT FRAMEWORK LITE**

**CORE SERVICE OBJECTIVES  
VALIDATION REPORT**

Three Rivers Housing Association  
Category 1 Schemes  
January 2006

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## **Introduction**

The Quality Assessment Framework Lite (QAF Lite) sets the standards expected in the delivery of Supporting People services. It is a clear and consistent framework for assessing the quality of services and is for use by Administering Authorities and providers, as part of the quality assessment process.

The QAF Lite is a set of compliance objectives and standards. It comprises a series of assessment tables for each of the compliance level objectives appropriate to the type of service being assessed. It has two principal purposes:

- To provide a standardised means for Administering Authorities to assess the quality of services; and
- To encourage and enable the raising of standards in the provision of housing related Support, to meet a consistent level of quality in terms of service delivery.

The QAF Lite acknowledges the need for a lighter touch in assessing the quality of services that provide low level support, and for individual support providers.

The QAF Lite compliance objectives will not be assessed against different Levels e.g. (A to D). Level C only is used as an indication of compliance.

## **Methodology**

Service performance is assessed by means of examining evidence of the way in which services are provided this includes:

- Validation visit to review documentation
- Service-user consultation
- Interviews with staff/management

## **Service Description**

Contracted Housing Related Support Provision is Alarm/On Call System. Primary client group is Older People with Support needs.

## **Core Standard 1.3 – Health & Safety**

### **Required Outcome**

The security, health and safety of all individual service users' and staff are protected.

### **Evidence**

- 1) There is an up to date Health and Safety Policy (November 2003) in accordance with relevant legislation.
- 2) Staff have a clear understanding of Health and Safety issues and are able to describe the impact on their work.
- 3) Health and Safety is covered in induction, and staff have received regular training updates.
- 4) There is a Lone Worker and Personal Safety Policy (August 2003) which sets out procedures to minimise the risks to staff working alone.
- 5) Records validated showed that action is taken and feedback provided if service users', carers' or outside agencies raise concerns via TRHG's Complaints procedure.
- 6) Out of hours arrangements are publicised on the 24 Hour customer service sheet that is given at Tenancy sign up. A follow up visit is carried out 14 days later to ensure that the tenant understands the service.
- 7) Records show that service users are given Health & Safety information at Tenancy sign up. This is contained within the Tenancy Pack and further information is available via Richard Court.
- 8) The equipment used to provide the service is provided, maintained and tested by Tunstall Telecom who are ASAP accredited. The testing of the equipment is carried out by both Call Centre and TRHG staff.
- 9) Arrangements for access to service users' premises are in agreement with Housing Hartlepool – Richard Court who provide the out of hours on-call service and work to the ASAP management framework including key-holding and door entry compliance.

***Core Standard 1.3 – Health and Safety  
Three Rivers Cat 1 Schemes have been assessed and have reached the required standard.***

### **Core Standard 1.4 Protection from Abuse**

#### **Required Outcome**

The right of service users' to be protected from abuse is safeguarded.

#### **Evidence**

- 1) There are clear documented procedures for responding to actual or suspected abuse of vulnerable adults covering five main areas of abuse. This is evidenced within The Policy and Procedure for Suspected Abuse of Vulnerable adults.
- 2) The procedure sets out the purpose, procedure, policy framework, definitions and responsibilities of reporting an incident,
  - 3) There is a 'Whistle blowing' policy that can be accessed via the computer system.  
Three Rivers request CRB checks at recruitment and for all those working with vulnerable adults as well as written references which were checked at validation.
- 3) Staff were able to demonstrate a full understanding of the policies and procedures, training is included at induction and most staff have attended 'No Secrets' training. Suspicions or concerns would be reported to the line-manager, involving outside agencies if necessary in accordance with procedure.
- 4) There is a specific procedure in place to prevent staff from benefiting personally from service users'(Gifts and Hospitality).
- 5) The Procedure for Protection from Abuse of Vulnerable Adults includes step by step guidance including actions to take time frames and the appropriate agency to contact.
- 6) Staff demonstrated a clear understanding of professional boundaries and at on-going supervision, concerns would be reported by the Line Manager.
- 7) Records show that details are recorded where there are concerns, referrals made to appropriate agencies, prompt action taken and outcomes recorded.

***Core Standard 1.4 – Protection from Abuse***

***Three Rivers Cat 1 Schemes have been assessed and have reached the required standard.***

**Core Standard 1.5 Fair Access Diversity and Inclusion**

**Required Outcome**

There is a commitment to the values of diversity and inclusion and to the practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.

**Evidence**

1) The applications process and eligibility criteria are clearly publicised in the Equality and Diversity Policy. This is also evidenced in the Lettings and Allocations Policy, Housing Application Form and the yearly review of the waiting list. Copies are provided to all enquirers. All had been reviewed with the last five years.

2) The following policies were sighted: -

- Equal Opportunities
- Anti Discriminatory Practice
- Harassment.
- Equality and Diversity

These covered the following discrimination: -

- Gender
- Age
- Religion
- Race
- Disability
- Nationality
- Sexual Orientation

4) The Equal Opportunity Policy was in accordance with:-

- Race Relations Act 1976
- Disability Discrimination Act
- Human Rights Act 1998
- Sex Discrimination Act 1975
- Commission for Race Equality Code of Practice

All Policies had been reviewed within the last five years

5) The policy statement refers to and is in line with the Commission for Race Equality Code of Practice.

All policies had been reviewed within the past five years and were contained within the induction procedures. Staff were clearly able to describe the key features of the policies and its impact on their work.

***Core Standard 1.5 Fair Access Diversity and inclusion  
Three Rivers Cat 1 Schemes have been assessed and have reached the required standard.***

**Core Standard 1.6 Complaints**

**Required Outcome**

Users, carers and other stakeholders are made aware of complaints procedures and how to use them.

### **Evidence**

- 1) There is a clear and concise customer complaints procedure leaflet distributed at tenancy sign up. This document can also be accessed on the Website and is also reiterated in the tenant's newsletter and leaflets. The procedure was reviewed in February 2005.
- 2) Evidence was sighted and complaints were logged, followed up and completed to a satisfactory standard within expected time scales.
- 3) Staff were able to describe the procedure accurately. The subject was covered at induction and training is delivered on this subject.

### ***Core Standard 1.6 Complaints***

***Three Rivers Cat 1 Schemes have been assessed and have reached the required standard.***