



MONITORING AND REVIEW OF SUPPORTING PEOPLE SERVICES

QUALITY ASSESSMENT FRAMEWORK LITE CORE SERVICE OBJECTIVES

*Office of the Deputy Prime Minister
November 2004*

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ADMINISTERING AUTHORITIES AND PROVIDERS ARE STRONGLY URGED TO READ THE GUIDANCE [‘USING THE QAF LITE’](#) WHEN ASSESSING SERVICES AGAINST THESE STANDARDS

C1.1 – Needs and risk assessment

Assessments of needs and risks are carried out for all service users. Processes place users' views at the centre, are managed and involve carers or other professionals. *This objective does not apply to Community Alarm Services (i.e. CA services as defined in the QAF Lite guidance)*

Performance Level C

Standards		Evidence			Evidence?		Comments
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes No
i	<p>Small providers The provider understands and takes account of the needs of, and risks to, the service user. The service user's views and wishes are central to the provider's understanding of what the service user's needs are. Other carers and professionals may be involved in finding out what the service user's needs are</p> <p>Sole traders The needs of service users and any inherent risks are assessed on a consistent and comprehensive basis prior to a service being offered, or very shortly afterwards as appropriate to the needs of the client group.</p>	<p>Small providers The needs and risk assessment process is written down and providers can describe the procedures that are followed.</p> <p>Sole traders Support providers can describe the procedures that are followed to assess service users' needs and risks.</p> <p>Small providers and Sole traders There is an assessment tool appropriate to the service user group. Suggestions for coverage:</p> <ul style="list-style-type: none"> • Advocacy and communication • Budgeting and managing finances • Claiming welfare benefits • Safety and security of the home • Move-on aspirations • Setting up home and maintaining home • Maintaining tenancy • Personal safety and risk • Mobility, aids and adaptations • Medication 					



Standards		Evidence				Evidence?		Comments
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	
		<p>Small providers and Sole traders cont.</p> <ul style="list-style-type: none"> • Risks to staff and community • Physical health and hygiene • Emotional well being and mental health • Substance misuse • Family & social contacts • Social and leisure interests • Training and employment • Cultural and faith needs • Recent use of other support services • Housing need and recent history • Child care • Parenting skills • Practical home care • Any other concerns raised by the prospective service user. <p>The needs of the service user may not be fully met; the role of the provider may be to help the service user get help from other organisations or individuals</p>						

Standards		Evidence					Evidence?		Comments
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	No	
ii	<p>Small providers and Sole traders</p> <p>The needs of service users and risks are reviewed periodically on a consistent and systematic basis.</p>	<p>Small providers</p> <p>Case notes show that all service users' needs have been reviewed with appropriate frequency and at least annually.</p> <p>Case notes show that risk assessments have been reviewed with appropriate frequency, after each particular incident, each critical incident and at least annually.</p> <p>The procedures for timing and carrying out reviews are documented in individual case records.</p> <p>The provider is fully informed and aware of all review procedures</p> <p>Sole traders</p> <p>There is verbal or written evidence to show that all service users' needs have been reviewed with appropriate frequency and at least annually.</p> <p>There is verbal or written evidence to show that risk assessments have been reviewed with appropriate frequency, after each particular incident, each critical incident and at least annually.</p>							

Standards		Evidence				Evidence?		Comments
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes No	
iii	<p>Small providers, Sole traders</p> <p>Needs and risk assessment and reviews involve service users and take full account of their views, targets and aspirations.</p>	<p>Small providers</p> <p>The written procedures describe how service users' views are to be incorporated.</p> <p>Where prospective service users disagree with any outcomes of assessment or reviews their views and reasoning are recorded.</p> <p>Service users are provided with a copy of assessments and reviews.</p> <p>Service users confirm that their views have been listened to and taken into account.</p> <p>Sole traders</p> <p>Where prospective service users disagree with any outcomes of assessment or reviews their views and reasoning are recorded.</p> <p>Service users confirm that their views have been listened to and taken into account.</p>						
iv	<p>Small providers, Sole traders</p> <p>Assessment and review procedures are reviewed periodically and in response to changing legislative or funding requirements.</p>	<p>Small providers</p> <p>There is documentary evidence that the procedures have been reviewed and/or updated within the last five years (or more recently if required by external factors).</p> <p>Sole traders</p> <p>There is verbal or written evidence that assessment and review processes are reviewed at least every 5 years and that they take account of latest legal and funding requirements</p>						

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	No	
v	<p>Small providers Staff carrying out needs and risk assessments and reviews are competent to do so.</p> <p>Sole traders Individuals carrying out needs and risk assessments and reviews are competent to do so.</p>	<p>Small providers Training records and/or personnel files show that relevant staff have been trained in needs and risk assessment and review. Staff are able to describe the assessment and review processes and the rationale behind the key elements. Personnel files show that staff undertaking assessments and reviews are experienced in working with those needs most commonly encountered amongst prospective service users. Records show that, when necessary, assessments and reviews are carried out by more than one member of staff in order to broaden the skills / knowledge base.</p> <p>Sole traders Support providers are able to describe the assessment and review processes and the rationale behind the key elements and are aware of any relevant documents/written information that may exist</p>							

C1.2 – Support Planning

Service users have up-to-date support plans in place. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals. *This objective does not apply to Community Alarm providers (i.e. CA services as defined in the QAF Lite guidance)*

Performance Level C

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	No	
i	<p>Small providers and Sole traders</p> <p>All service users have individual support plans that address the needs and risks identified by the needs and risk assessment process and the outcomes that they want to secure from the service.</p>	<p>Small providers</p> <p>The plans exist and copies are placed on service users' case files.</p> <p>Clear links can be seen between assessments of service users' needs and their support plans.</p> <p>Sole traders</p> <p>The plans exist.</p> <p>Clear links can be seen between assessments of service users' needs and their support plans.</p>							
ii	<p>Small providers and Sole traders</p> <p>Support plans are outcome-focused.</p>	<p>Small providers and Sole traders</p> <p>Support plans incorporate <i>specific</i> intended outcomes which have been agreed with service users and, if appropriate, carers, relatives or other advocates.</p>							
iii	<p>Small providers and Sole traders</p> <p>Individual support plans are revised to reflect outcomes of reviews.</p>	<p>Small providers and Sole traders</p> <p>Review records demonstrate clear links between changing need, revised user outcomes and support plans.</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	No	
iv	<p>Small providers and Sole traders</p> <p>The timing of reviews of support plans is responsive to service users.</p>	<p>Small providers</p> <p>Procedures state that reviews can be initiated at any time by a service user.</p> <p>This right is explained within the service description, service users' handbook etc.</p> <p>Service users confirm that they are aware that they can initiate reviews.</p> <p>Sole traders</p> <p>Service users confirm that they are aware they can initiate reviews</p>							
v	<p>Small providers and Sole traders</p> <p>Support planning takes account of the wider needs of the service user (beyond those being met directly in the service) which impact upon their need for support, and the extent to which these are currently being met.</p>	<p>Small providers</p> <p>Staff are able to describe the arrangements by which wider support needs are met and by which there is co-ordination between the various agencies concerned.</p> <p>Sole traders</p> <p>Case notes or support plans demonstrate such planning takes place.</p> <p>Providers are able to describe the arrangements by which wider support needs are met</p>							

C 1.3 – Health and safety									
The security, health and safety of all individual service users and staff are protected.									
<i>Explanatory note: This standard addresses security and health and safety risks that potentially affect all service users.</i>									
<i>The failure to achieve this compliance level represents a serious potential risk to service users and/or staff. Where level C is not achieved, providers must take immediate steps to bring performance up to this level.</i>									
Performance Level C									
Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No
i	<p>Small providers, Sole traders and Community alarms</p> <p>There is an up-to-date health and safety policy.</p>	<p>Small providers, Sole traders and Community alarms</p> <p>The policy is less than five years old and is in accordance with relevant legislation. It includes, where applicable:</p> <ul style="list-style-type: none"> • Consumer Protection Act 1987, • Management of Houses in Multiple Occupation Regulations 1990 and local HMO regulations, • Gas Safety (Installation and Use) Regulations 1998, • Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1993), • Electrical Equipment (Safety) Regulations 1994, • Plugs and Sockets etc. (Safety) Regulations 1994, • Health and Safety at Work Act 1974, • Construction Design & Management Regulations • Disability Discrimination Act 1995 <p>Free leaflets are available from the Health and Safety Executive: An introduction to health and safety; Stating your business: guidance on preparing a health and safety document for small firms.</p> <p><i>(Note: where they are not the same body, some of the above requirements may be the responsibility of the landlord rather than the support provider.)</i></p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes No	
ii	<p>Small providers, Sole traders and Community alarms</p> <p>Staff and providers understand and implement the health and safety policy.</p>	<p>Small providers and Community alarms</p> <p>Staff induction programmes cover the health and safety policy. Staff are able to describe the principal features of the policy and the impact on their work.</p> <p>Sole traders</p> <p>An endorsed Health & Safety Policy from the list provided at (i) above can be produced and explained where applicable to the provision of their service</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders		Community Alarms		Yes No	
iii	<p>Small providers</p> <p>Special attention is paid to the risks of lone workers.</p>	<p>Small providers</p> <p>Where individuals work alone, risk assessments specifically address the risks faced by lone workers.</p> <p>There is a lone worker policy that sets out procedures to minimise the risks to people working alone or in their own home.</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes	No	
iv	<p>Small providers and Sole traders</p> <p>Health and safety inspections of shared housing and common areas of other services are conducted at appropriate intervals.</p>	<p>Small providers</p> <p>There are records of the inspections, participants, key findings and action taken.</p> <p>Inspection intervals are proportionate to the perceived risks and the vulnerabilities of the service users.</p> <p>Sole traders</p> <p>There is evidence of the inspections, participants, key findings and action taken</p> <p>Inspection intervals are proportionate to the perceived risks and the vulnerabilities of the service users.</p>							

Standards		Evidence				Evidence?		Comments		
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes No	
v	<p>Small providers, Sole traders and Community alarms</p> <p>Risk assessments of premises and service delivery mechanisms are conducted periodically (at least annually) to identify health and safety and security risks to staff and service users.</p>	<p>Small providers and Community alarms</p> <p>There are records of the inspections, participants, key findings and action taken. Where staff work alone, the assessment specifically addresses the risks faced by lone workers or providers where the service is provided in their own home.</p> <p>Sole traders</p> <p>There is evidence of the inspections, participants, key findings and action taken.</p> <p>Where providers work alone, the assessment specifically addresses the risks presented by lone working.</p>							
vi	<p>Small providers, Sole traders and Community alarms</p> <p>Action is taken in response to individual concerns raised by staff, service users or providers of services in their own home.</p>	<p>Small providers and Community alarms</p> <p>Records of concerns raised, action taken and feedback provided.</p> <p>Sole traders</p> <p>Evidence of concerns raised, action taken and feedback provided.</p>							
vii	<p>Small providers, Sole traders and Community alarms</p> <p>Where applicable (i.e. in services where staff or support providers are not on-site at all times) service users understand the emergency call-out procedures.</p>	<p>Small providers, Sole traders and Community alarms</p> <p>These procedures are documented and where appropriate are posted in prominent location(s) on the premises while taking account of the need to create a homely and non-institutional environment.</p> <p>Service users can correctly describe the arrangements.</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes No	
viii	<p>Small providers, Sole traders and Community alarms</p> <p>Service users are aware of the health, safety and security policies and understand how to report concerns.</p>	<p>Small providers and Community alarms</p> <p>Service user handbooks, welcome packs or other information explain the procedures.</p> <p>Concerns are documented and illustrate that service users understand and participate in health, safety and security risk identification.</p> <p>Sole traders</p> <p>Service users have been given information explaining the procedures.</p> <p>There is evidence that service users' concerns are noted and that service users understand and participate in health, safety and security risk identification.</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders		Community Alarms		Yes No	
ix	<p>Small providers</p> <p>The risks to staff associated with working in other people's homes are assessed periodically and at least annually</p>	<p>Small providers</p> <p>There are records of the assessments, participants, key findings and action taken.</p> <p>Where staff work alone, the assessment specifically addresses the risks faced by lone workers.</p>							

Standards		Evidence				Evidence?		Comments	
		Small providers low support		Sole Traders		Community Alarms	✓	Yes No	
x	<p>Community alarms</p> <p>For community alarm services equipment is appropriate to the service and is maintained to a satisfactory standard.</p>	<p>Community alarms</p> <p>The equipment used to provide the service is adequate to perform the functions required and is managed, maintained and tested in compliance with the standards set out in Appendix 1 (the ASAP Code of Practice) as a minimum.</p>							
xi	<p>Community alarms</p> <p>For community alarm services arrangements and systems are appropriate to the service and take account of the need to ensure, privacy, security and health and safety.</p>	<p>Community alarms</p> <p>Arrangements and systems for access to service users premises, including key holding and door entry comply with the standards set out in Appendix 1 (the ASAP Code of Practice) as a minimum.</p>							

C 1.4 – Protection from abuse

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

The failure to achieve this compliance level represents a serious potential risk to service users and/or staff. Where level C is not achieved, providers must take immediate steps to bring performance up to this level.

This objective applies to all kinds of abuse, many of which are not physical in their nature, e.g. financial or material abuse or abuse through neglect or omission. Approaches to protection from abuse therefore must be appropriate to the particular type of service concerned and based on an assessment of the full range of risks faced.

Performance Level C

Standards	Evidence						Evidence?		Comments
	Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	



i	<p>Small providers, Sole traders and Community alarms</p> <p>There are robust up-to-date procedures (including a whistle-blowing policy and recruitment checks where appropriate) for avoiding and responding to actual or suspected abuse or neglect.</p>	<p>Small providers and Community alarms</p> <p>The procedures are documented and address physical, sexual, psychological, financial or material and discriminatory abuse and acts of neglect or omission.</p> <p>The procedures are in accordance with the Public Interest Disclosure Act 1998 and, where appropriate, with the Department of Health guidance “No Secrets”.</p> <p>The procedures have been reviewed within the last five years.</p> <p>Sole traders</p> <p>The procedures are understood and address physical, sexual, psychological, financial or material and discriminatory abuse and acts of neglect or omission</p> <p>The procedures are in accordance with the Public Interest Disclosure Act 1998 and, where appropriate, with the Department of Health guidance “No Secrets”.</p> <p>The procedures have been reviewed within the last five years.</p>			
ii	<p>Small providers, Sole traders and Community alarms</p> <p>Prompt action is taken in response to individual complaints or concerns from staff or service users.</p>	<p>Small providers and Community alarms</p> <p>Details of investigations and outcomes are recorded and documented and show that appropriate action is taken.</p> <p>Sole traders</p> <p>There is written or verbal evidence of investigations and outcomes showing that appropriate action is taken.</p>			

Standards	Evidence						Evidence?		Comments
	Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	

Standards		Evidence				Evidence?		Comments		
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	
iii	<p>Small providers, Sole traders and Community alarms</p> <p>The policies and procedures are fully understood by the staff or support provider</p>	<p>Small providers and Community alarms</p> <p>Induction and training programmes specifically address protection from abuse for staff of small providers and community alarm providers</p> <p>Staff are able to describe the principal elements, the reasons behind them and their implications for their work and service provision.</p> <p>Staff know to whom they should report any actual or suspected abuse or neglect</p> <p>Sole traders</p> <p>The provider is able to describe the principal elements of the policy and procedure, the reasons behind them and their implications for their work. They know to whom they should report any actual or suspected abuse or neglect.</p>								
iv	<p>Small providers, Sole traders and Community alarms</p> <p>There are procedures to prevent staff and providers from personal benefit when working with vulnerable people.</p>	<p>Small providers and Community alarms</p> <p>There is a documented risk assessment and procedures for addressing potential for personal benefit through abuse e.g. in the provision of financial advice, power of attorney, handling service users' money, managing improvement works etc. and procedures in place to minimise identified risks.</p> <p>Sole traders</p> <p>There is evidence of risk assessment and procedures for addressing potential for personal benefit through abuse e.g. in the provision of financial advice, power of attorney, handling service users' money, managing improvement works etc. and procedures in place to minimise identified risks.</p>								

Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes No	
v	<p>Small providers, Sole traders and Community alarms</p> <p>Staff and support providers are made aware of and understand their professional boundaries.</p>	<p>Small providers and Community alarms</p> <p>There is documentary evidence that induction, training, supervision etc. specifically addresses the nature and limits of relationships between staff and service users.</p> <p>Staff are able to describe the policies concerning relationships with service users.</p> <p>Sole traders</p> <p>The support provider is able to describe the policies concerning relationships with service users</p>							
vi	<p>Small providers, Sole traders and Community alarms</p> <p>Service users are aware of the procedures for reporting abuse or neglect.</p>	<p>Small providers and Community alarms</p> <p>The existence of the procedure is publicised in appropriate ways e.g. in service user induction or welcome packs or handbooks, on notice boards etc.</p> <p>Service users understand what constitutes abuse and know to whom they should report any actual or suspected abuse or neglect.</p> <p>Sole traders</p> <p>Service users understand what constitutes abuse and know to whom they should report any actual or suspected abuse or neglect.</p>							

C 1.5 – Fair access, diversity and inclusion										
There is a commitment to the values of diversity and inclusion and to practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.										
Performance Level C										
Standards		Evidence					Evidence?		Comments	
		Small providers low support	✓	Sole Traders		Community Alarms	✓	Yes	No	
i	Small providers and Community alarms The eligibility criteria and application process are publicised and freely available.	Small providers and Community alarms The eligibility criteria, means of prioritising applications and the application process are written down and described in plain language. Copies are provided to all enquirers.								

Standards		Evidence					Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	
ii	Small providers, Sole traders and Community alarms The assessment and allocations processes are up-to-date and ensure fair access to the service.	Small providers and Community alarms There is a documented procedure that specifies how enquiries and applications are processed, assessed and prioritised. The procedures have been reviewed within the last five years. The assessment procedure ensures that service user's needs are compared objectively with the eligibility criteria of the service. Sole traders There is an objective comparison between the eligibility criteria of the service and the needs of the people who wish to use it.								

Standards		Evidence					Evidence?		Comments	
		Small providers low support	✓	Sole Traders		Community Alarms	✓	Yes	No	
iii	<p>Small providers and Community alarms</p> <p>There are written policies covering equal opportunity (EOP), anti-discriminatory practice (ADP) and harassment.</p> <p>Sole traders</p> <p>Service providers are familiar with latest legislation and best practice in terms of equal opportunity, anti-discriminatory practice and harassment</p>	<p>Small providers and Community alarms</p> <p>The policies exist and cover discrimination on grounds of:</p> <ul style="list-style-type: none"> • gender, • age, • religion, • race, • disability, • nationality and sexuality. <p>The policies cover staff and service users and address access to services and employment.</p> <p>The equal opportunities policy is in accordance with the:</p> <ul style="list-style-type: none"> • Race Relations Act 1976, • Disability Discrimination Act 1995, • Human Rights Act 1998, • Sex Discrimination Act 1975 <p>and subsequent amendments to these.</p> <p>The policies are in accordance with the Commission for Race Equality Code Of Practice.</p> <p>The policies have been reviewed within the last five years.</p> <p>Sole traders</p> <p>Service providers can confirm that they are aware of minimum requirements in terms of the above legislation and codes of practice.</p>								

Standards		Evidence					Evidence?		Comments	
		Small providers low support	✓	Sole Traders		Community Alarms	✓	Yes	No	
iv	<p>Small providers and Community alarms</p> <p>There is a recruitment and selection policy that aims to eliminate discrimination in recruitment processes.</p>	<p>Small providers and Community alarms</p> <p>The policies exist and cover discrimination on grounds of gender, age, religion, race, disability, nationality and sexuality and are in accordance with relevant legislation (see checklist in Guidance).</p> <p>The policies have been reviewed within the last five years.</p>								
v	<p>Small providers and Community alarms</p> <p>Staff are familiar with the policy at iv above.</p>	<p>Small providers and Community alarms</p> <p>Policies are covered in induction programmes.</p> <p>Staff are able to describe key features of the policies.</p>								

Standards		Evidence					Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms		Yes	No	
vi	<p>Small providers and Sole traders</p> <p>Information is made available to service users about the availability of cultural and religious organisations and centres.</p>	<p>Small providers and Sole traders</p> <p>There are prominently available posters, leaflets etc., and/or support plans, key-working notes etc. record that information has been imparted.</p>								

Standards		Evidence				Evidence?		Comments
		Small providers low support	✓	Sole Traders	✓	Community Alarms	Yes No	
vii	<p>Small providers and Sole traders</p> <p>Service users are encouraged to express themselves culturally and religiously where applicable</p>	<p>Small providers</p> <p>Processes are in place to inform and enable the service user to share in their cultural or religious practices</p> <p>Information is made available to the service user to enable him to make an informed choice</p> <p>Sole traders</p> <p>Services where meals are provided cater for varying dietary requirements.</p> <p>Small providers and Sole traders</p> <p>Service users have access to places of worship. This may be appropriate space on the premises or at local churches, mosques etc. Where travelling is necessary, the service offers advice to those service users who need it.</p>						
viii	<p>Small providers and Sole traders</p> <p>Service users are made aware of the above policies at vi and vii above.</p>	<p>Small providers and Sole traders</p> <p>Policies are explained in service users' introductory information.</p> <p>Service users confirm awareness of the policies.</p>						

C 1.6 – Complaints									
Users, carers and other stakeholders are made aware of complaints procedures and how to use them.									
Performance Level C									
Standards		Evidence				Evidence?		Comments	
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No
i	<p>Small providers, Sole traders and Community Alarms</p> <p>There is a written complaints procedure that makes clear:</p> <ul style="list-style-type: none"> • who to complain to in the first instance; • what the organisation will do; • how to escalate a complaint and appeal in the case of dissatisfaction with the outcome. 	<p>Small providers and Community alarms</p> <p>The procedure exists and has been reviewed within the last five years.</p> <p>In accommodation-based services where the landlord and support provider are not the same body, the procedure makes clear whom to complain to regarding the support service.</p> <p>Sole traders</p> <p>The procedure exists</p>							
ii	<p>Small providers, Sole traders and Community alarms</p> <p>All service users and carers are made aware of the complaints procedures and how to use them.</p>	<p>Small providers and Community alarms</p> <p>The existence of the procedure is publicised in appropriate ways e.g. in service user induction or welcome packs or handbooks, on notice boards etc.</p> <p>Sole traders</p> <p>There is evidence that the service users know and understand the procedure.</p>							
iii	<p>Small providers, Sole traders and Community alarms</p> <p>Staff and support providers follow the complaints procedure.</p>	<p>Small providers and Community alarms</p> <p>Staff are able to describe the complaints procedure.</p> <p>There is a log of complaints.</p> <p>Sole traders</p> <p>Support providers are able to describe the complaints procedure.</p>							

Standards		Evidence			Evidence?		Comments			
		Small providers low support	✓	Sole Traders	✓	Community Alarms	✓	Yes	No	
iv	Small providers, Sole traders and Community alarms Action is taken in response to individual complaints.	Small providers, Sole traders and Community alarms Details of outcomes to complaints are recorded and documented and show that appropriate action is taken within reasonable response times.								