

Criteria 1 requires providers to be financially viable.

	Criteria
1.1	<p style="text-align: center;">There is a Sound Business Plan appropriate to the scale and nature of the business</p> <ul style="list-style-type: none"> <li>• The business Plan incorporates an assessment of weaknesses and threats and plans for dealing with these</li> <li>• There is an up to date assessment of potential risks faced by the business</li> <li>• There are measures in place to eliminate or minimise the impact of these risks and these measures are realistic.</li> </ul>
1.2	<p style="text-align: center;">Financial Projections show that the business is sound</p> <ul style="list-style-type: none"> <li>• Financial projections looking forward at least three years( 1 year for sole traders and small businesses)</li> <li>• Underlying assumptions are realistic and explanations for the assumptions</li> <li>• Projections are not based on best-case scenario.</li> <li>• There are sufficient resources to cope with unforeseeable circumstances.</li> <li>• A Cashflow forecast looking at least one year.</li> <li>• Cashflow will enable all outgoings to be met on a timely basis</li> <li>• Any necessary borrowing has been arranged or there is an indication that it is likely to be approved</li> </ul>
1.3	<p style="text-align: center;">Financial Performance is monitored on a regular basis against an annual budget</p> <ul style="list-style-type: none"> <li>• The budget is sound , which includes a budget statement for individual Supporting People Grant services</li> <li>• The frequency of management accounting is appropriate to the scale and complexity of the organisation</li> <li>• The presentation of the management accounts allows the organisation to identify emerging problems and to take corrective action.</li> </ul>
1.4	<p style="text-align: center;">Annual Accounts</p> <ul style="list-style-type: none"> <li>• Where audited, the accounts are not 'qualified' by the auditor and present a 'true and fair view' of the activities of the business.</li> <li>• The latest annual accounts show that the organisation is/was not solvent</li> </ul>
1.5	<p style="text-align: center;">Auditors Management Letter</p> <ul style="list-style-type: none"> <li>• The management letter contains no major concerns which indicate poor financial management</li> </ul>

Criteria 2 required providers to have competent administrative procedures that are able to properly handle and account for Supporting People Grant

	<b>Criteria</b>
2.1	<p>The organisation has in place suitable arrangements for financial administration</p> <ul style="list-style-type: none"><li>• The arrangements for recording all income and expenditures are clear and understood by relevant staff</li><li>• There are arrangements for recording and reporting financial transactions that identify where income has come from and how money has been spent</li><li>• The arrangements for handling cash and signing cheques ensure that opportunities for fraud are minimised.</li></ul>
2.2	<p>Supporting People grant is applied to the purposes intended.</p> <ul style="list-style-type: none"><li>• The organisation is able to certificate (normally counter signed by an auditor) that Supporting People grant is only used for the provision of Housing related support.</li></ul>

Criteria 3 require providers to have effective employment policies to cover staff development, staff supervision and the Health and Safety of staff

	<b>Criteria</b>
3.1	<p style="text-align: center;">The organisation operates an Equal Opportunities Policy</p> <ul style="list-style-type: none"> <li>• The policy exists and covers discrimination on grounds of gender, age, religion, race, disability and sexuality.</li> <li>• There is a Selection &amp; Recruitment Policy and Procedure</li> </ul>
3.2	<p style="text-align: center;">The organisation operates a Health &amp; Safety Policy</p> <ul style="list-style-type: none"> <li>• The policy exists, is in accordance with relevant legislation and understanding by staff is assured by appropriate means</li> </ul>
3.3	<p style="text-align: center;">There is an induction programme for all new staff and volunteers</p> <ul style="list-style-type: none"> <li>• The principle elements to be covered in the induction are documented</li> <li>• Organisation provides adequate resources for staff training.</li> </ul>
3.4	<p style="text-align: center;">Operational Policies are made clear to staff</p> <ul style="list-style-type: none"> <li>• There is a staff handbook or alternative document that covers all aspects of service delivery, in particular reference to the human resources manual or equivalent that covers principal human resource issues e.g. Lone working, sickness, holidays, supervision.</li> </ul>
3.5	<p style="text-align: center;">Staff performance is monitored and managed.</p> <ul style="list-style-type: none"> <li>• All staff and volunteers involved in service delivery have access to regular support and supervision</li> <li>• There is an Organisational chart</li> <li>• There are guidelines in place for supervisions, staff meetings, training needs and appraisals.</li> </ul>

Criteria 4 requires providers to have sufficiently robust management procedures to provide Supporting People services.

	Criteria
4.1	<p>The organisation is governed by an experienced and competent governing body</p> <ul style="list-style-type: none"> <li>• Between them, the provider's trustees, board members or proprietors have demonstrable experience of providing or using services for people within the target user group. Running a business of a similar scale or complexity to the provider's current operations.</li> </ul>
4.2	<p>Internal accountability is clear and respective roles and responsibilities of staff and board, trustees or proprietors are clearly defined.</p> <ul style="list-style-type: none"> <li>• All responsibilities which are delegated to staff are documented e.g. in job descriptions, statements of delegated authority, staff handbooks, which makes reference to whistleblowing, lone working, confidentiality, needs and assessment, support planning, equal opportunities and health &amp; safety.</li> </ul>
4.3	<p>The Organisation has an Operational Manual</p> <ul style="list-style-type: none"> <li>• The Operational Manual should contain as a minimum, the policies required from the Quality Assessment Framework. This will include Lone working Policy, Whistleblowing, Adult Abuse, Confidentiality, Boundaries and Complaints &amp; Appeals Policy.</li> </ul>

Criteria 5 track Provider's Competence to deliver a service.

	<b>Criteria</b>
5.1	<p>The Provider has adequate knowledge of the needs of the service user</p> <ul style="list-style-type: none"> <li>• The provider should have an assessment tool.</li> </ul>
5.2	<p>The provider has an adequate understanding of the aims of Supporting People services.</p> <ul style="list-style-type: none"> <li>• The provider has an eligibility criteria, application process and prioritisation process.</li> </ul>
5.3	<p>The provider has a positive attitude to service users and social support needs generally.</p> <ul style="list-style-type: none"> <li>• Stakeholder feedback</li> <li>• Service User feedback</li> <li>• Complaints Log</li> <li>• Appeals process.</li> </ul>
5.4	<p>The organisation is able to keep up to date with relevant practise issues.</p> <ul style="list-style-type: none"> <li>• Policies &amp; Procedures are subject to regular review and reflection on working practices and service outcomes.</li> <li>• Membership to different forums appropriate to the client group.</li> <li>• Regular contact with professional bodies.</li> </ul>
5.5	<p style="text-align: center;">There are no reasons why the provider is unsuitable to work with vulnerable people.</p>