Supporting People & Communities
Accreditation Guidance for Providers

1. Introduction

This revised accreditation workbook has been designed to streamline the accreditation process for the integrated Supporting People & Communities Team in Bath & North East Somerset. Organisations that were previously funded by the Community Funding/Voluntary Grants programme will be accredited alongside Supporting People providers using the same process.

Accreditation is for your organisation as a whole, and not for a specific service. Therefore, please ensure that someone within your organisation with the appropriate authority completes this questionnaire.

2. The Accreditation Questionnaire

This accreditation questionnaire should be completed and returned to the Supporting People & Communities team. Failure to complete and return this questionnaire may result in your organisation not being accredited.

The questionnaire is in an Excel format, and can be completed electronically. The questionnaire comprises of the following sections:

- Provider Details
- Passports
- Criteria One – Financial Viability
- Criteria Two – Competent Administration Procedures
- Criteria Three – Effective Employment Practices
- Criteria Four – Robust Management Procedures
- Criteria Five – Competence to Deliver the Contract
- Declaration

2.1 Provider Details

This section will capture basic information relating to your organisation –

**ALL PROVIDERS must complete this section in full.**

When selecting the types of service your organisation provides, accommodation types and client groups supported, please ensure these are **only** for your services within Bath & North East Somerset.
2.2 Passports

ALL PROVIDERS must complete this section in full.

Dependent upon which frameworks your organisation is accredited with you may be passported through some, or all, of the criteria for accreditation. Please refer to the table at the back of these guidance notes for the Passorting framework.

**NB** If you are accredited with any of the listed frameworks please provide your registration numbers and the date of your last inspection, as well as copies of any certificates issued.

Please note that we may choose not to accept a passport in certain circumstances – this should be discussed with your Contract Officer.

Some passports are awarded for specific sections of your organisation, or specific client groups only and therefore may not be able to be applied across all the services your organisation supports. You will be asked to provide additional evidence if a passport is not accepted.

2.3 Section A – Financial Viability

This section is designed to establish whether or not your organisation can demonstrate sound financial management practice. We also need to establish that your organisation is likely to be, and remain, financially viable. There are six criteria to be met within this section.

- **A.1** – By asking for a business plan we are looking for an assessment of strengths, weaknesses and threats, and plans for dealing with these. Your business plan should also incorporate a budget.
- **A.2** – By asking for financial projections and cash flow forecasts we are looking for evidence that your organisation is, and is likely to remain, financially viable.
- **A.3** – This question is designed to show us that the frequency of your organisations management accounting is appropriate to the scale and complexity of your organisation.
- **A.4** – Please provide us with your latest set of annual accounts. We will be looking for evidence that:
  - Your accounts present a ‘true and fair’ view of the activities of your business
  - The latest accounts show that your organisation is/was solvent
  - The accounts, or separate audited statement, show that funding has been spent on the services for which they were intended.
You have an up-to-date assessment of potential risks faced by your organisation and that there are measures in place to minimise the impact of these.

We may wish to take up a bank or credit agency reference for your organisation.

2.4 Section B – Competent Administration Procedures

This section is designed to establish whether or not your organisation is competent enough to handle and account for SPC funding. There are three criteria to be met within this section.

- B.1 – Sole traders will not have governing instruments but we may seek evidence that they have not been disbarred from running the service.
- B.2 – We will be looking to see that your organisation has suitable financial arrangements in place and is competent enough to handle the funding.
- B.3 – If your annual accounts identify how your SPC funding is spent, we do not need an audited statement of SPC usage.

2.5 Section C – Effective employment procedures

This section is designed to establish whether your organisation has effective employment policies in place which cover staff development, staff supervision and the health and safety of service users and staff. There are eight criteria to be met within this section.

2.6 Section D – Robust management procedures

This section is designed to establish whether your organisation has suitably robust management procedures in place in order to provide services. There are three criteria to be met within this section.

- D.1 – We will use your organisations Memorandum and Articles of Association or Trust Deed or Partnership Agreement as submitted as supporting evidence for question B.1 as supporting evidence for this question.

2.7 Section E – Competence to Deliver the Contract

This section is designed to establish whether your organisation can demonstrate an ability to deliver a good service across the client groups your organisation supports. There are five criteria to be met within this section.
2.8 Declaration

ALL Providers must complete this section.

We will be unable to accept your application for accreditation without the declaration page being completed.

If you are returning your questionnaire electronically typing your details in the relevant fields will be deemed as completing with a signature.

NB Accreditation can be withdrawn at any time upon receipt of any adverse information, e.g. a detrimental report from the Tenant Service Authority (TSA) or your organisation being declared bankrupt.

3 Evaluation

Once the accreditation has been completed an accreditation certificate will be issued. This will be signed by the Chair of the Commissioning Body and will have a three year validity from the date of the signature. It will be specific in relation to the types of service that the Provider Organisation has been accredited to provide.

4 Appeals

If your organisation fails to meet the accreditation criteria we will not issue an Accreditation Certificate. The Supporting People & Communities team will work with your organisation for a fixed period of time to support you to achieve the accreditation standards.

Non accreditation means that the B&NES Supporting People & Communities programme will not contract with the Organisation and they will not be included on our list of Accredited Providers for future commissioning. Organisations have the right to appeal this decision and must follow the Appeals Procedure.
Appendix 1 – Passporting Framework for Accreditation

The following passports are accepted for accreditation purposes:

<table>
<thead>
<tr>
<th>Passported as exempt from each section</th>
<th>Section A Financial Viability</th>
<th>Section B Administrative Competence</th>
<th>Section C Employment Practices</th>
<th>Section D Management Procedures</th>
<th>Section E Delivery Competence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Quality Commission (CQC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Centre for Housing Research (CHS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Legal Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foyer Federation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investors in People</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant Services Authority</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Accreditation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ERROR: undefined
OFFENDING COMMAND:

STACK: