Appendix

Please arrange for the documents listed below to be made available to the Merton SP team.

1. **‘CORPORATE’ POLICIES & PROCEDURES:** -
   
   1.1 (i) Service User Referral Processes;
   1.1 (ii) Assessment & Review of Service User Needs;
   1.1 (iii) Assessment & Review of Service User Risks.


   1.3 Health & Safety – including, as appropriate, sections on: -
   
<table>
<thead>
<tr>
<th>1.3.1</th>
<th>Relevant Legislation</th>
<th>1.3.6</th>
<th>Hygiene-related checks etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.2</td>
<td>Lone Worker Arrangements</td>
<td>1.3.7</td>
<td>Fire Drills &amp; Building Evacuation</td>
</tr>
<tr>
<td>1.3.3</td>
<td>RIDDOR *</td>
<td>1.3.8</td>
<td>Portable Appliance Testing (PAT))</td>
</tr>
<tr>
<td>1.3.4</td>
<td>CoSHH #</td>
<td>1.3.9</td>
<td>Gas/Carbon Monoxide checks</td>
</tr>
<tr>
<td>1.3.5</td>
<td>Comprehensive Risk Assessments</td>
<td>1.3.10</td>
<td>Servicing Fire Fighting Equipment</td>
</tr>
</tbody>
</table>
   
   1.4 (i) Protecting Service Users from Abuse and Neglect;
   1.4 (ii) Staff “Whistle-blowing”;
   1.4 (iii) Staff Code of Conduct (or similar).
   1.5 (i) Equal Opportunities;
   1.5 (ii) Anti-discriminatory Practice;
   1.5 (iii) Harassment;
   1.5 (iv) Staff Recruitment & Selection.

   1.6 Complaints Procedures.
   1.7 Service User Participation.
   1.8 An outline of the Staff Induction Programme relating to Service Staff.
   1.9 The published Aims & Objectives/Mission Statement etc of the organisation.
   1.10 Minutes of last Management Committee/Board meeting.
   1.11 The Organisation’s last Annual Report + Certified Statement of Accounts.

* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

# Control of Substances Hazardous to Health;

/continued on next page
2. DOCUMENTS CONCERNING THE SERVICE(S) UNDER REVIEW: -

2.1 Training Records (ie subjects & dates) of front-line staff;
2.2 The service Eligibility Criteria;
2.3 If not covered by 2.2, the published Aims & Objectives etc of the service;
2.4 Evidence of the ‘shifts’ worked by service staff in the last 8 weeks;
2.5 Summary of the last two supervision meetings of service staff;
2.6 Details of the last two refused applications/referrals;
2.7 The most recent Health & Safety report or check of the service;
2.8 Evidence of CRB checks on service staff;
2.9 A breakdown of any complaints received in the last 12 months;
2.10 Complaints Log/Register;
2.11 Incident Log/Day Book etc;
2.12 Evidence, eg minutes etc, where such exists concerning ‘Joint-Working’
   with other agencies about:
   
   | 2.12.1 | Referrals                        | 2.12.5 | Protection from Abuse |
   | 2.12.2 | Needs Assessments                | 2.12.6 | Equal Ops & Diversity |
   | 2.12.3 | Risk Assessments                 | 2.12.7 | Other Service Related Issues |
   | 2.12.4 | Support planning                 |        |                      |

2.13 Evidence of Service User Participation/Opportunities in reviews of
   policies and procedures relating to QAF Core Objectives and other service-
   related issues (eg staff recruitment);
2.14 Names of current service users + duration of stay;
2.15 Minutes or Notes of last House/Tenants/Users etc Meeting and/or Forum;
2.16 Service User Handbook/Welcome Pack/Information etc Pack;
2.17 Job Descriptions & Person Specifications of service manager/s and staff;
2.18 Service user files, to be selected at random by the SP Team.

3. OTHER DOCUMENTS: -

3.1 Please note that in the context of Value for Money you may also be asked
   to provide: -
   
   | 3.1.1 | Approved 2004/2005 Management Accounts for the service |
   | 3.1.2 | Current Service Budget – detailing staff and non-staff budget allocations |
   | 3.1.3 | Current Service Expenditure Report - ie spend-to-date -v- budget |