

Name of service:		Service ID:	
Name of organisation:		Organisation ID:	
Name of assessor:		Telephone number:	
Date of assessment:		Self-assessment:	

**C1.1 Assessment and Support Planning**  
 All clients receive an assessment of their support needs and any associated risks. All clients have an up-to-date support and risk management plan. Assessment and support planning procedures place clients' views at the centre, are managed by skilled staff and involve other professional and/or carers as appropriate.

	Standards	Evidence	Score (A, B or C)	
			Provider self-assessment	Validated score
1	The needs of applicants / clients 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.	See QAF self assessment	B	B
2	All clients have individual outcomes-focussed support and risk management plans that address the needs and risks identified by the assessment process.	See QAF self assessment	B	B
3	Needs / risk assessments and support / risk management plans are reviewed regularly on a consistent and systematic basis.	See QAF self assessment	B	B
4	Needs and risk assessment, support planning and reviews involve clients and take full account of their views, preferences and aspirations.	See QAF self assessment	B	B
5	Staff carrying out needs and risk assessments and negotiating support and risk management plans are competent to do so.	See QAF self assessment	B	B
<b>Overall Performance Level for C1.1 (A, B or C)</b>			<b>B</b>	

**C1.2 Security, Health and Safety**  
 The security, health and safety of all individual clients, staff and the wider community are protected.

	Standards	Evidence	Score (A, B or C)	
			Provider self-assessment	Validated score
1	There is a health and safety policy which has been reviewed in the last two years and is in accordance with current legislation.	See QAF self assessment	B	B
2	The service has a co-ordinated approach to assessing and managing security and health and safety risks that potentially affect all clients, staff and the wider community.	See QAF self assessment	B	B
3	There are appropriate arrangements to enable clients to access help in crisis or emergency.	See QAF self assessment	B	B
<b>Overall Performance Level for C1.2 (A, B or C)</b>			<b>B</b>	

**C1.3 Safeguarding and Protection from Abuse**  
 There is a commitment to safeguarding the welfare of adults and children using or visiting the service and to working in partnership to protect vulnerable

	Standards	Evidence	Score (A, B or C)	
			Provider self-assessment	Validated score
There are robust policies and procedures for safeguarding and protecting			B	B
1	Staff are aware of policies and procedures and their practice both safeguards clients and children and promotes understanding of abuse.	See QAF self assessment	B	B
2	Staff are made aware of and understand their professional boundaries and their practice reflects this.	See QAF self assessment	B	B
3	Clients understand what abuse is and know how to report concerns	See QAF self assessment	B	B
4	The service is committed to participating in a multi-agency approach to safeguarding vulnerable adults and children	See QAF self assessment	C	B
<b>Overall Performance Level for C1.3 (A, B or C)</b>			<b>B</b>	

**C1.4 Fair Access, Diversity and Inclusion**  
 There is a demonstrable commitment to fair access, fair exit, diversity and inclusion. The service acts within the law and ensures clients are well-informed

	Standards	Evidence	Score (A, B or C)	
			Provider self-assessment	Validated score
The assessment and allocations processes have been reviewed in the last two			B	B
1	Fair access, fair exit, diversity and inclusion are embedded within the culture of the service and there is demonstrable promotion and implementation of the policies.	See QAF self assessment	B	B
2	There is a commitment to ensuring fair exit from the service.	See QAF self assessment	B	B
<b>Overall Performance Level for C1.4 (A, B or C)</b>			<b>B</b>	

**C1.5 Client Involvement and Empowerment**  
 There is a commitment to empowering clients and supporting their independence. Clients are well informed so that they can communicate their needs and

	Standards	Evidence	Score (A, B or C)	
			Provider self-assessment	Validated score
People wanting to access a service can make an informed decision before			B	B
1	Clients are consulted on all significant proposals which affect their service and their views taken into account.	See QAF self assessment	B	A
2	The service encourages clients to do things for themselves rather than rely on staff.	See QAF self assessment	B	B
3	Clients are encouraged to consider ways in which they can participate in the wider community.	See QAF self assessment	B	B
4	There is a written complaints policy and procedure that has been reviewed in the last two years and this is used as a tool for service development.	See QAF self assessment	B	B
<b>Overall Performance Level for C1.5 (A, B or C)</b>			<b>B</b>	

**Overall performance for service (all objective performance scores added up on the same basis - only relevant if all standards are complete)** **B**