



BARNSELY
Metropolitan Borough Council

Recognised Provider List Factsheet

How does a provider become “recognised” by Barnsley Council

A provider is included on the Recognised Provider List (RPL) following an application process. The questions on the application form are based on the RPL standards which are around:

- Customer focused care
- Considerate and respectful conduct of employees and volunteers
- Transparency in service provision
- Proactively seeking and using customer feedback
- Quality Assurance systems
- Safeguarding
- Health & Safety
- Appropriate employment practices
- Insurance
- Equality

Each application is evaluated and scored by 2 assessors, who are Council employees. The assessors are given written guidance on what to look for in each answer and how to assess policies and procedures. The applicants are asked for examples and case studies of how they put each standard into practice. Each question is scored out a possible maximum 5 points and a provider must be awarded at least 3 marks for each question in order to be successful. If the assessors cannot agree on a score, or on whether the provider should be included on the RPL, we have moderators (who are managers) who reconsider all the scores and make a final decision.

If a provider is accepted on to the RPL, they must sign and agree to comply with the RPL conditions. They are not awarded the RPL logo on Live Well Barnsley until they have signed the conditions.

Please note: The RPL does not represent a contract with Barnsley Council and does not allow for direct purchases from the Council to Providers. The RPL is for adults requiring services who are either in receipt of a Direct Payment (including Supported Managed Accounts) or who are private self-funders.

Who should apply to the RPL?

Providers that offer packages of care and support to older people, learning or physically disabled adults, adults with a sensory impairments, mental health service users, carers, and other adults in Barnsley.

Residential Care Homes **cannot** apply to be included on the RPL for private residential care, however they can apply if they offer support packages such as day services and respite, and if successful these services only would be included.

How do we monitor the RPL?

RPL providers are required to send in monitoring information once a year. They must provide:

- statistics about service users
- what feedback you have received from service users and how this has been used to improve the service
- details of complaints received
- details of DBS checks carried out
- Insurances are up to date and at the right level
- Is the organisation meeting the required RPL quality standards
- Any changes in ownership and/or management of the organisation/service

These are checked and verified as required. If providers do not return monitoring information after reminders, they are removed from the RPL.

BMBC may carry out site visits to a sample of the providers on the list. A monitoring visit could include a review of employment practices, client files, policies and procedures, including evidence of how these are implemented.

The RPL providers are not in a formal contractual relationship with the Council in terms of the RPL itself. Although the Council has undertaken a rigorous process of evaluation and assessment in relation to the RPL standards, BMBC doesn't monitor the agreements that are made between the provider and an individual using the services. **Service users are advised to make their own checks when choosing care and support.** There is a dedicated email rpl@barnsley.gov.uk for people who encounter issues or problems with an RPL provider that they cannot resolve themselves. We also welcome positive feedback through this email.

We record all the information received and take appropriate action where it appears that we are receiving multiple concerns about a provider. Any concerns about the safety of an individual would be immediately escalated to the Customer Access Team (01226 773300). For other serious or repeated issues, the provider may be required to attend a meeting to discuss the concerns and commit to an action plan to rectify the issues. Where the provider fails to do this, we would remove them from the RPL.

How can I find out more?

You can also contact us through rpl@barnsley.gov.uk or by ringing 01226 775636.