



**QUALITY SELF-ASSESSMENT
PROGRAMME**

1 BUSINESS MANAGEMENT

1.1 GENERAL ADMINISTRATION

SHELTERED HOUSING SCHEMES & SUPPORT SERVICES

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OUTCOMES TO BE ACHIEVED:

The Scheme's facilities and services conform to the provisions and requirements of the latest Regulations, Legislation, Directives and Guidelines, and declared Quality Standards.

Elements addressed:

- General Management of the Scheme
- Management Responsibilities
- The Scheme Manager / Warden
- Accounts & Clerical Administration
- Insurance & Liabilities
- Purchasing, Supply & Inspection of Goods & Services

#	Performance Indicator / Standard	SCORE	Evidence
18	Computerised payroll systems are supported by an appropriate emergency hot line. Suppliers of these systems are listed on the Preferred Sub-contractors List.		
19	The Scheme has adequate Public Liability and Employee Liability Insurances. Certificates are displayed where appropriate and as required by law.		
20	The Scheme has adequate Buildings and Contents Insurances.		
21	Prospective tenants are made aware of any limitations or restrictions in the Scheme's insurances that may affect their personal property, and of the need to take out extra cover.		
22	There is adequate insurance cover for all vehicles owned by the Scheme. Named drivers are appropriately insured.		
23	There is a documented List of Preferred Suppliers of Goods, Equipment & Services to the Scheme.		
24	This List is controlled by Q.A. and is regularly reviewed at Quality Management Review Meetings.		
25	There is a documented Policy explaining the Preferred Suppliers & Sub-contractors Lists, and how suppliers are regularly reviewed to ensure consistent performance.		
26	Professional Sub-contractors (e.g. Domiciliary Care Services) are included on this List.		
27	Formalised contracts exist for professional services where appropriate.		
28	There is a simple formal system in place for controlling stocks of consumables (e.g. cleaning materials) used in the Scheme, and identifying the need for purchasing as required.		
29	There is a documented procedure controlling the purchasing of consumables and services.		
30	This Procedure provides for authorisation of all Purchase Orders by the Scheme Manager / Warden or designate.		
31	There is evidence that orders placed upon suppliers verbally are confirmed with a written / faxed Purchase Order.		
32	Procedures provide for checking purchased items against Purchase Orders / Lists to ensure that the right items have been delivered, and that apparent quality is acceptable.		

