

# CMR Third Sector and Independent Provider Partners - 01 April 2021 to 31 March 2022

## 1. Tell us about your Service

### 1. Please provide your service contact details: \*

Service Name:  \*

Service Address:  \*

Name of Person Completing Form:  \*

Designation:  \*

Email Address:  \*

Charity Registration Number (if applicable):

Company Registration Number (if applicable):

Charity/Company Registered Address:

### 2. What type of service/support do you deliver?: \*

- Learning Disabilities/Mental Health Support
- Short Breaks/Respite
- Day Centre
- Carers Organisation
- Other

If "Other", please provide details:

**3. Compared to periods prior to COVID, what services have you provided during the period 1 April 2021 to 31 March 2022 (please select the answer that is most relevant)? \***

- Providing usual service in the usual way throughout
- Providing usual service in a different way, for example virtually
- Developed new ways of working
- Alternative services
- Not provided a service (please provide details of any plans you have to recommence service delivery)

Please provide examples:

**4. If applicable, how many referrals have you received to the service during the period 1 April 2021 to 31 March 2022? If none, please enter a zero (0):**

**5. On 31 March 2022, did you have any capacity/vacancies in your service? \***

- Yes
- No

**6. Thinking about Q4 and Q5, please provide the following: \***

Maximum number of people supported annually pre-COVID 19  \*

Number of people supported during the period 1 April 2021 to 31 March 2022  \*

Number of people you anticipate supporting in the future (1 April 2022 to 31 March 2023)  \*

**7. Have you achieved the outcomes against the requirements of your contract and service specification during the period 1 April 2021 to 31 March 2022? \***

- Yes

No

If "No", please provide details including any risks/challenges in relation to your contract/service specification:

**8. Please provide a brief description of activities undertaken during the period 1 April 2021 to 31 March 2022 to achieve your service outcomes: \***

**9. Please upload supporting evidence of activities undertaken and outcomes achieved during the period 1 April 2021 to 31 March 2022 (this should be linked to question 7 and 8 and reflect the outcomes being met)**

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**10. Have there been any changes to management personnel during the period 1 April 2021 to 31 March 2022? \***

Yes

No

If there has been a change, please indicate if the changes are at Senior Management Level i.e. Regional or Area Manager and/or at Local Management Level i.e. Manager or Deputy Manager. Please provide the name(s), designation and contact details including telephone number and email address of the new postholder(s):

**11. Have there been any changes to your organisational structure during the period 1 April 2021 to 31 March 2022, for example changes to the Board of Directors? \***

Yes

No

If "Yes", please provide details:

**12. Please upload details of income and expenditure/accounts for the period 1 April 2021 to 31 March 2022. Where this is not currently available, please upload your most recent financial information.**

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Where expenditure/accounts are not available, please provide the reason below:

## 2. Tell us about your Workforce

**13. How many hours per week does a full-time person work in your organisation? \***

**14. Please provide the number of staff as at 31 March 2022: \***

Number of people \*

Full-Time Equivalent \*

**15. Please provide the number of full-time and part-time staff as at 31 March 2022: \***

Number of people  
Full-Time

Part-Time

**16. Please provide the number of staff by gender as at 31 March 2022. If none, please enter a zero (0): \***

Male

\*  
 Female   
 \*  
 Other   
 \*

**17. Please provide the number of staff per post as at 31 March 2022. Please include people on long-term sick leave or on maternity/paternity leave. If none, please enter a zero (0): \***

	Number of staff who work full-time	Number of staff who work part-time
Management	<input type="text"/>	<input type="text"/>
Support Staff	<input type="text"/>	<input type="text"/>
Admin	<input type="text"/>	<input type="text"/>
Volunteers (excluding Management Committee/Trustees)	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>

If "Other", please provide details:

**18. Please provide the number of staff by type of contract as at 31 March 2022. If none, please enter a zero (0):**

Permanent	<input type="text"/>
Fixed Term	<input type="text"/>
Zero Hours/Casual	<input type="text"/>
Other	<input type="text"/>

**19. Please provide the number of staff as at 31 March 2022 in the age bands below. If none, please enter a zero (0):**

Under 25 years	<input type="text"/>
25-34 years	<input type="text"/>
35-44 years	<input type="text"/>
45-54 years	<input type="text"/>
55-64 years	<input type="text"/>
65 plus	<input type="text"/>
Age not known	<input type="text"/>

20. Please provide the total hours of volunteering completed in the period 1 April 2021 to 31 March 2022. If none, please enter a zero (0):

21. For staff who have left your service during the period 1 April 2021 to 31 March 2022, please tell us their reason for leaving if known and the corresponding number of staff if applicable: \*

	Number of Staff
Retirement	<input type="text"/>
Ill Health	<input type="text"/>
New Job in Independent Care Sector	<input type="text"/>
New Job in Statutory Sector	<input type="text"/>
New Job out with Health and Social Care	<input type="text"/>
Other	<input type="text"/>
Not Known	<input type="text"/>

If "Other", please provide details:

22. How many vacant staff posts did you have as at 31 March 2022 (please include both full-time and part-time staff but calculate as full-time equivalent): \*

	Full-Time Equivalent
Full-Time	<input type="text"/>
Part-Time	<input type="text"/>

23. Did you have any staffing challenges as at 31 March 2022 (for example, long-term sickness, staff vacancies, staff disciplinarys)? \*

- No staffing challenges
- Minor staffing challenges (for example, not affecting the service provision)
- Significant staffing challenges (for example, affecting the service provision)

Where you have had staffing challenges, please provide details (please note, no names or other personal details should be provided):

**24. Has any staff/volunteer training taken place during the period 1 April 2021 to 31 March 2022, including Covid related training? \***

- Yes
- No

Please provide details:

### 3. Tell us what people say about your service

**25. Did you record comments, compliments and complaints during the period 1 April 2021 to 31 March 2022? \***

- Yes
- No

**26. If you answered "Yes" to Q25, please provide the number of:**

Comments	<input type="text"/>
Compliments	<input type="text"/>
Complaints	<input type="text"/>

Please provide details of complaints. This should include date, reason and any actions/outcomes taken. (Please note, no names or other personal details should be provided):

**27. During the period 1 April 2021 to 31 March 2022, did you maintain communication with people who use the service and people who deliver the service to encourage feedback (for example, survey, newsletter, other correspondence, etc)? \***

- Yes
- No

If "No", please provide details:

**28. If you answered "Yes" to Q27, please indicate how you obtained feedback from the people who use your service:**

- Event/Function
- Meetings for people who use the service
- Survey
- Training Feedback
- Feedback not received in this reporting period
- Other

If "Other", please provide details:

**29. Thinking about Q28, have actions been taken from the feedback provided?**

- Yes
- No

If "Yes", please provide details of what action you have taken as a result of the information received via surveys/feedback:

**30. Please upload supporting evidence in relation to Q29:**

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## 4. Additional Information

**31. Does your organisation have sufficient funding and reserve/contingency funding to meet your contractual obligations? \***



- Yes
- No

If "No", please provide details:

**32. Did your organisation receive funding in addition to that received by Dumfries and Galloway Health and Social Care Partnership during the period 1 April 2021 to 31 March 2022? \***

- Yes
- No

**33. Are you actively seeking additional funding? This may include fundraising activities and any cost-saving initiatives during the period 1 April 2021 to 31 March 2022: \***

- Yes
- No

Please provide details:

**34. Do you have any additional information you wish to share (this could include opportunities, planned future developments or any other current issues)?**

- Yes
- No

If "Yes", please provide details:

**35. For the last six months, 1 April to 30 September 2022, please provide an update of your service delivery, outcomes met or not met and any issues faced regarding service delivery during that period, if applicable.**

## 5. Organisational Operational Policies and Procedures

36. Are all of your relevant policies and procedures updated to reflect the most recent changes to Legislation? \*

- Yes  
 No

If "No", please provide details:

37. Please complete the Operational Policies Checklist below in relation to your organisation by indicating those policies that apply (access to these may be requested): \*

	Yes	No	N/A
Recruitment and selection process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equal opportunities policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disciplinary and grievance procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervision policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance appraisal procedure and policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dignity at work including Harassment and Bullying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Code of Conduct - organisational 'rules' specific to your organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual leave including public holidays, carrying forward leave, requesting holiday, pro rata entitlement for part-time staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sickness absence including pay rates, reporting arrangements, monitoring absence, dealing with short/long term absence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules regarding other types of absence including unauthorised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	N/A
absence			
Family policies including parental rights such as maternity, paternity, adoption, parental, dependent's leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity leave			
Non-statutory family domestic, Carers and compassionate leave rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bereavement leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statutory rules on retirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statutory flexible working arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & Safety (where five or more staff are employed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance (internal financial procedures including money laundering under the Proceeds of Crime Act), investments and reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay and pensions information including the treatment of deductions from pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living Wage policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board responsibilities, conduct at board meetings, composition of the board and committees and the selection of new trustees, role profiles, confidentiality, speaking to the media, conflict of interest, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Support & Protection policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Protection Policy and Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Records Management Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equality and Diversity Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Where you do not have all the above policies and procedures in place, please provide a reason:

**38. If applicable, how many Adult Support & Protection referrals you have made during the period 1 April 2021 to 31 March 2022? If none, please enter a zero (0):**

**39. Does your organisation have current Public and Employer’s liability insurance? \***

- Yes
- No

If "No", please provide details:

**40. Please upload a copy of your current Public and Employer’s liability insurance (this should include the part of the schedule that details the amounts, as relevant to your contract): \***

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**List of Provider Partners – Third Sector Contract Monitoring 1 April 2021 – 31 March 2022**

	<b>Service</b>	<b>TYPE</b>
1	Alzheimer Scotland Day Care	Day Care
2	Alzheimer Scotland – Memory Clinic Link Workers	Support Service
3	Alzheimer Scotland – Support Service	Support Service
4	Alzheimer Scotland – Carers Support Service	Carers Support
5	Annan Day Centre	Day Centre
6	Befriending	Support Service
7	Burnfoot Day Care	Day Care
8	Capability Scotland	Day Service (Acquired Brain Injury)
9	Capability Scotland	Support Service

10	Care and Repair	Equipment and Adaptation Service
11	Care Training Consultancy	Support Service
12	Care Trust	Support Service
13	Castle Douglas Day Centre	Day Centre
14	Crossroads Annandale and Eskdale	Carers Respite
15	Crossroads Caring Scotland – Mid & Upper Nithsdale	Carers Respite
16	Crossroads Dumfries and Lower Nithsdale	Carers Respite
17	Crossroads Care and Support Newton Stewart	Carers Respite
18	Crossroads – Region Wide	Support
19	Crossroads Caring Scotland - Stewartry	Respite
20	CRUSE	Support Service
21	D&G Carers Centre	Carers Support Service- new contract
22	D&G Rape Crisis & Sexual Abuse Support Centre	Support Service
23	Dalbeattie Day Centre	Day Centre
24	DG Advocacy Service	Support and Engagement
25	DG Voice Support Service	Support Service
26	Dumfries Day Centre	Day Centre
27	Ecclefechan Day Centre	Day Centre
28	Gretna Day Centre	Day Centre
29	Handy Van	Small Repairs
30	Key Community Support- Station Road Annan	Respite
31	Key Community Support- Dalrymple Terrace	Respite
32	Leonard Cheshire Atkinson Road	Respite
33	Langholm Day Centre	Day Centre
34	Mountainhall Day Care	Day Care
35	Newton Stewart Day Centre	Day Centre
36	Pain Association	Support Service
37	Quarriers	Carer Support Service- new contract
38	Relationship Scotland	Carers Support Service- new contract
39	Samaritans	Support Service
40	Stranraer Day Centre	Day Centre
41	Stranraer Skills Station	Day Care
42	Support in Mind Carers Service	Support Service Mental Health
43	Support in Mind Kaleidoscope	Support Service Mental Health
44	Support in Mind Social Resource Service	Support Service Mental Health
45	Support in Mind Vocational Support Service	Support Service Mental Health
46	The Food Train	Support Service
47	TPS - Access Art	Support Service
48	The Richmond Fellowship - Engage	Support Service
49	The Richmond Fellowship Scotland - Station brae	Respite
50	Visibility	Support Service