**COMMUNITY MICRO-ENTERPRISE**

**GREEN TICK CRITERIA**

****To apply for the Green Tick as a Community Micro-enterprise you must be legally set up, and in a position to provide services to clients upon request in Leeds. All Applicants must complete the Green Tick registration process within 8 weeks.

**This registration pathway has been developed in conjunction with Community Catalysts and their Doing It Right Standard.**

**To complete the Green Tick registration process and be listed in Leeds Directory all applicants must:**

* Obtain and evidence an enhanced level DBS disclosure certificate for the owner/manager of your organisation.
  + Confirmation of Update Service signup is required.
* Obtain and evidence an enhanced level DBS disclosure certificates for each member of staff who works directly with clients in the home, garden or in the community on a 1:1 basis. This information can be supplied on the 2+ Disclosure Disclaimer form.
* Provide evidence of public liability insurance including evidence of the policy expiry date and amount covered.
* Obtain a County Court Judgment Search against the England and Wales Order and Judgments Register
* Evidence of registration with HMRC
* Supply business stationery complying with the Companies Act 2006
* Complete Safeguarding training
* Sign and return a copy of our sub-contractor’s disclaimer
* Sign and return a copy of our training disclaimer
* Sign and return a copy of our Values Declaration.
* Provide a reference at the point of registration, or within 6 months of registration of if a new start business.
* Sign and return a copy of our Terms and Conditions

**Applicants providing higher levels care as a sole trader, i.e. regulated activities, must also:**

* Evidence additional training modules
  + GDPR
  + Dementia Awareness
* Evidence additional business stationary including
  + Customer Contract
* Evidence of a confidentiality policy or confidentiality statement
* Evidence of forms for
  + Risk Assessment
  + Assessment of Needs

**Applicants providing regulated activities as an agency or business with two or more members of staff must be registered with the Care Quality Commission.**

**For more information on how to complete the registration process or detail about any of the criteria please contact the Content and Development Officer Tel. 0113 3786410 or email** [**leedsdirectory@leeds.gov.uk**](mailto:leedsdirectory@leeds.gov.uk)

**COMMUNITY MICRO-ENTERPRISE**

**GREEN TICK CRITERIA GUIDANCE NOTES**

**Disclosure and Baring Certificates**

**What is a Disclosure Certificate and how do I get one?**

Disclosure certificates contain confidential criminal history information provided by the police and government departments. Certificates can be obtained via Disclosure Scotland (basic level) or the Disclosure and Barring Service (standard and enhanced). To successfully complete the Green Tick, all disclosure certificates must be no older than 3 years. While there is no official or legal expiry date on a disclosure certificate, the older the certificate the less reliable and relevant it becomes. Leeds Directory require information regarding

Community Micro-enterprises who employ staff are required to provide evidence of an Enhanced Level Disclosure check for each member of staff who visits clients in the home or garden, as well as confirmation of being signed up to the DBS Update Service.

It is possible to obtain an enhanced level DBS disclosure through some DBS Umbrella Bodies. In these cases the Umbrella Body undertakes all ID checks on behalf of the individual. This service is usually charged an a higher price to reflect the additional work and cover postage charges. Leeds Directory recommends that providers requiring an enhanced level disclosure through ANAGRAMpeople as an umbrella body undertaking DBS requests for individuals. You can find out more about the charges that ANAGRAMpeople make for this service by visiting their website at: <http://www.anagrampeople.co.uk/disclosure-and-barring.htm>

For further information on higher level disclosures please visit <https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers#types-of-dbs-checks>. If you are unsure about whether a position is eligible for a DBS check you should refer to any guidance provided for the job sector, consider obtaining legal advice on the requirements to obtain criminal records checks. Where staff roles fall within a regulated activity employers can also request a check of the adults’ barred lists alongside the enhanced DBS check.]

**The DBS Update Service**

The DBS Update Service allows applicants to keep their DBS certificates up to date online and allows employers to check the certificate on line with the certificate holder’s permission. This makes it easier for you to carry a DBS disclosure between employers/organisations and avoids having to complete multiple certificates. You can find out more information regarding the DBS Update Service by visiting **Website:** [**https://www.gov.uk/dbs-update-service**](https://www.gov.uk/dbs-update-service)**.  
  
Leeds Directory recommends all providers registered with the Leeds Directory sign up to the DBS Update service, particularly in the case of Enhanced Level Disclosures.**

If you are already signed up to the Update Service, please let the Content and Development Officer know and we will verify DBS Certificate details using the registry

**2+ Disclosure Disclaimer Form**

If you employ more than one member of staff you should complete a 2+ Disclosure Disclaimer Form providing information on staff disclosures. We will prompt you to renew staff disclosure certificates before they are 3 years old in line with the Green Tick.

**Notification of Change in Status**

Leeds Directory requires that managers notify the Content and Development Officer of any change to a DBS status for staff providing a service in the home, garden or 1:1 in the community **immediately**. Failure to do so may result in a listing being removed from the Leeds Directory with notice in writing.

**Public Liability Insurance**

We take note of the policy expiry date and amount shown under Public Liability Insurance, so there is no need to send the whole document. The minimum Public Liability cover required is £5million. Please provide a copy of insurance details electronically or by post.

You are encouraged to source your own insurance provider, relevant to the services that you provide and your individual situation. One thing you may want to consider if the provider offers any other benefits, such as free or reduced cost access to a training portal or access to a peer support network. Below are three examples of insurance providers you may want to consider if you are obtaining insurance for the first time.

[Fish Insurance - Carer & Employer Insurance](https://www.fishinsurance.co.uk/carer-employer/)

[Surewise - Direct Payment Carer Insurance](https://www.surewise.com/direct-payments/)

[Mark Bates Ltd - Self-employer Care Assistant Insurance](https://markbatesltd.com/schemes/personal-care-assistant-insurance)

**County Court Judgment**

A CCJ is a judgment that a county court issues when someone has failed to pay money that they owe. It only takes minutes to request this search to be done online via the Trust Online website: [www.trustonline.org.uk](http://www.trustonline.org.uk) and the search costs £6, paid directly to Trust Online. From the Trust Online homepage follow prompts to “Search yourself” and “Get started” then select the type of search you wish to carry out, for example, Individual Name, Trading Name or Corporate Name (if you operate as a sole trader from your home address you only need to carry out one search under “Trading Name”) then enter the Business name, address and email (read terms and conditions) and select the box marked “England and Wales Orders & Judgements.” You do not need to check any other register for the purposes of the Green Tick.

If you have owned or been a Director of other companies, you should carry out searches under these names as well as the business name on your registration form. If your organisation has been trading for less than 6 months, you need to run a County Court Judgement check on the person(s) responsible for the business at their home address. We will then prompt you for a second CCJ check against your Business name after being listed for 6 months.

Please forward search results to [leedsdirectory@leeds.gov.uk](mailto:leedsdirectory@leeds.gov.uk)

**Business Stationary**

**Registration with HMRC**

To ensure you are properly set up as a business you must be registered with HMRC. Most businesses register as a sole trader, limited company, or partnership.

If you run your own business as an individual, have several customers at the same and run your business for yourself and take responsibility for its success or failure it is likely you are a **sole trader**. Find out more about [being a sole trader and how to register](https://www.gov.uk/set-up-sole-trader).

If you form a **limited company**, your business finances must be separate from your personal finances and you must undertake more [reporting and management responsibilities](https://www.gov.uk/running-a-limited-company). Some people get help from a professional, for example an accountant, but you can [set up a company](https://www.gov.uk/limited-company-formation) yourself.

A **partnership** is the simplest way for 2 or more people to run a business together. This means you share responsibility for your business’s debts. You also have accounting responsibilities. Find out more about [being in a partnership and how to register](https://www.gov.uk/set-up-business-partnership).

Leeds Directory expects that a provider is registered with HMRC according to their business model and requires evidence of this registration appropriate to said model. For example, confirmation of Self-Assessment record for a sole trader via HMRC letter. Leeds Directory also expect that their HMRC registration number will appear as part of their business stationary in compliance with the Companies Act 2006.

**Providing stationery in line with the Companies Act 2006**

West Yorkshire Trading Standards Service has advised that companies and businesses which register under the Green Tick must provide business stationery that complies with the Companies Act 2006 and Regulations made there under. For the purposes of the Green Tick, we require the following:

A Sole trader or Partnership should specify the individual owners' name(s) as well as the name of the business (if different) and postal address in the United Kingdom at which documents can be served. This should also be clearly stated in legible lettering on ALL the following:

* Its business letters and order forms.
* Its notices and other official publications.
* Bills of exchange, promissory notes, endorsements, cheques and orders for money or good purporting to be signed by, or on behalf of, the company.
* Its bills of parcels, invoices, receipts and letters of credit.
* On its websites.

The Companies (Trading Disclosures) Regulations 2008 as amended by The Companies (Trading Disclosures) (Amendment) Regulations 2009. A Company must state its name, in legible lettering on ALL the following:

* The company’s business letters and order forms.
* Its notices and other official publications.
* Bills of exchange, promissory notes, endorsements, cheques and orders for money or good purporting to be signed by, or on behalf of, the company.
* Its bills of parcels, invoices, receipts and letters of credit.
* On its websites.

On ALL of its business letters, order forms or any of the company’s websites, the company must show in legible lettering:

* Its place of registration i.e. England, Northern Ireland, Scotland or Wales.
* HMRC registration number.
* Its registered office address.
* If it is being wound up, that fact.

Whenever an email is used where its paper equivalent would be caught by the stationery requirements then that email is also subject to the requirements. The above also applies to Limited Liability Partnerships.

Please provide original business stationery in the form of a blank or copy invoice, to support your application. Marketing material is not included in this Green Tick element.

**Training Requirements**

**Safeguarding Adults Level 1 – The role of the person raising a concern**

Leeds Directory requires **all CME** providers offering any level of home care and support to have completed safeguarding adults training as part of the mandatory registration requirement.

Leeds Directory requires sole trade CME’s and those of four members of staff or less complete Leeds City Council’s level 1 safeguarding course “[Safeguarding Adults Level 1 – the role of the person raising a concern](https://leeds.csod.com/ui/lms-learning-details/app/event/0b929968-37f6-4020-9cad-414bc18deb02)”.   
  
Providers are encouraged to attend via the webinar delivery as it has high capacity for attendance and meets the needs of CME’s. In person classroom delivery is available however places are limited, and sessions fill up quickly. Registration with the Leeds Directory will not be completed until confirmation of completion of Safeguarding Adults Level 1.

CME’s providing low end home care and support, and with between 5 and 8 staff members, are able to submit evidence of completion of an equivalent course by confirming the name of the course and the (organiser), the name of the staff member and the date that they attended.

In all cases CME’s are required to attend refresher courses every 3 years or as prompted by Leeds Directory.

**Accessing Training**

To access Leeds City Council training opportunities, you will need to register on our Performance and Learning (PAL) system. To do this please contact BSC Training Administration. You are registering as an individual with Victoria Newton (Leeds Directory Content and Development Officer) as the authorising person. This will enable Leeds Directory to monitor attendance and completion of training.

Most courses and events are offered free of charge and there should be no cost incurred in the completion of mandatory training. Leeds Directory does not accept responsibility for any costs incurred as a result of training requests and individual providers will need to come to an arrangement with BSC Training Administrator directly.

You can contact BSC Training Administration at

Email [BSC.training.administration@leeds.gov.uk](mailto:BSC.training.administration@leeds.gov.uk).  
Phone 0113 378 5274

If you are unsure if you have a PAL’s account, please contact BSC Training Administration.

**Other Training Opportunities**

All CME’s have the opportunity to access training via Leeds City Council to help develop your service and better support services users.

There are a number of online courses, covering a range of topics such as;

* Relating to your customers
* Computer skills (Outlook, Excel and Word etc.)
* Managing your mental health

There are also lots of webinar events deliveries such as

* Autism Awareness
* Basic Bereavement skills
* Equality, Diversity and Inclusion

If optional or additional training is undertaken Providers are required to advise Leeds Directory of the name of the training and the date of completion. You will not be required to renew optional learning as part of the maintaining your Green Tick status but annual reminders will be provided.

**Disclaimer and Declaration Forms**

**Sub-Contractors Disclaimer Form**

Green Tick providers may employ sub-contractors for aspects of their service for a variety of reasons. Leeds Directory defines a sub-contractor as a person or company who is hired by a general (main) contractor to perform a specific task or because they have a specific skill the general (main) contractor does not. Leeds Directory does not vet and check sub-contractors on an individual basis and as such the Green Tick Provider is required to notify the customer to this effect.

If a provider does not subcontract work on a regular basis, or at all, they are still required to complete the Sub Contractors Disclaimer form as part of the registration process. Providers must notify Leeds Directory as soon as any change to this practice is made and provide an updated form.

**Training Disclaimer**

All CME providers are required to complete and submit a Training Disclaimer in addition to evidencing their completion of mandatory training.

**Health & Safety Disclaimer**

CME providers offering regulated care services as sole trader are required to submit evidence of their Health & Safety policy and risk assessment procedures alongside this disclaimer. For more information and advice on what this entails, please review the information under “Business Support for Sole Traders Offering Regulated Services.

**Values Declaration**

As providers of care and support services in the home CME Providers are required to acknowledge the importance of delivering service in a person centred and strength-based manner by completing and returning the Self Declaration form and acknowledging all points.

This Declaration supplements the Leeds Directory Code of Good Practice and will be taken into considered in the event of any complaints received regarding delivery of services.

**References**

Community Micro-enterprises are required to provide at least one reference regarding a service that has been provided within 6 months of completion of registration, with a view that the reference will be converted in to an online rating to be included on their listing on the Leeds Directory website.

We can only accept references for work undertaken within the city of Leeds on behalf of members of the public, or from someone involved in their care other than the registering organisation where additional support is required.

**Leeds Directory is unable to accept feedback from Providers’ friends or family, individuals with a vested interest in the service or staff working for the organisation.**

Referees are able to either complete and post the “Permission to Share Contact Information” form for the attention of the Content and Development Officer to **Leeds Directory, 5th floor East, Merrion House, Merrion Way, Leeds, LS2 8PD** or they can ring the Leeds Directory Helpline on 0113 378 4610 and ask to speak to this member of staff directly.

**Additional Criteria for High End CME Providers**

**Business Support**

Leeds Directory recommends existing and new start sole trade care providers access the information and support provided by organisations such as [You're the Boss - Care and Support Made Simple | Home (ytboss.co.uk)](https://www.ytboss.co.uk/) and [National Association of Care & Support Workers - Home (nacas.co.uk)](https://nacas.co.uk/). These organisations can connect members with legal advice and support networks as well as access to templates and which will mean CME’s offering personal care services will be better placed to provide the following criteria elements.

* Assessment of Needs forms
* Client Contracts
* Confidentiality Policy/Statement
* GDPR
* Risk Assessment forms

**Starter Packs**

You are welcome to source your own templates and information however Leeds Directory recognizes the below bundles from [You’re The Boss](https://www.ytboss.co.uk/product/self-employed-paid-carer-bundle/) as being of sufficient standard for registration and are the benchmark for registration.

[Self-Employed Paid Carer bundle](https://www.ytboss.co.uk/product/self-employed-paid-carer-bundle/)

[You’re the Boss GDPR bundle](https://www.ytboss.co.uk/product/gdpr-bundle/)

**Additional training**

For CME’s providing higher levels of care and support as a sole trader the standard for registration is higher to reflect the services being delivered. These additional requirements include completion of additional training around supporting people who are living with dementia as well as core training in relation to;

* GDPR
* Dementia Awareness

Confirmation of completion of these training modules, either as a package or individual units, should be communicated using the Training Disclaimer and evidence, such as a certificate, supplied alongside it.

**GDPR Training**

As a sole trade business high end CME provider will be handling important personal information as a data controller. To ensure that all providers understand the role of the Data Controller, and how legislation applies to them, Leeds Directory requires high end CME’s to have completed some form of introduction GDPR.

Providers are welcome to source their own training but here are a couple of examples of free training modules available online.

[Virtual Collage – Introduction to GDPR](https://www.virtual-college.co.uk/courses/compliance/introduction-to-gdpr%20%20-) course duration 1-3 hours at your own pace.

[Future Learn – General Data Protection Regulation](https://www.futurelearn.com/courses/general-data-protection-regulation) course duration 4 weeks or at your own pace

Access of free online training is sufficient, so long as completion is evidenced, however after completion using the Training Disclaimer form. We also recommend providers consider the [You’re the Boss GDPR bundle](https://www.ytboss.co.uk/product/gdpr-bundle/) as a source of templates for drafting forms and policies.

**Dementia Awareness**

Leeds Directory requires all CME providers offering higher levels of care to have completed [Dementia (DEM) Public Access Course](https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_40411&programmeId=40411) as part of the registration process.

Completion of training is required, either in the form of a certificate or as a dated screen print of the course completion screen.   
  
CME Providers are also encourages to [become a Dementia Friend](https://www.dementiafriends.org.uk/WEBArticle?page=become-dementia-friend) and to attend and complete Leeds City Councils to [Dementia - Essential Training for Care Staff Tier 2](https://leeds.csod.com/ui/lms-learning-details/app/event/c8c61a71-2be3-4535-895a-867b1a8cf4dd) thought it is not a requirement of registration. See refer to the Training Requirements section of this document for details on how to access training via Leeds City Council’s Performance and Learning (PAL) system. Evidence of completion of training is done via this platform.

**Additional Documentation**

These documents should be supplied with letter heads and details which meets the standards outlined in the Companies Act 2006 where appropriate.

**Client Contract**

CME’s providing higher level of care and support should submit a copy of their client contract as part of the registration process. This document should facilitate the provider and customer in agreeing the expectations of both parties in relation to the care and support to be provided i.e. how often support will be provided, what kind of care /support is required etc. The Client Contract should also indicate how often service provision will be reviewed with the client, and to what extent.

Where the client contract contains a confidentiality statement it can also be accepted as evidence of Confidentiality criteria element as well.

**Confidentiality Policy/Statement**

CME’s providing higher levels of care and support should submit a copy of their confidentiality policy or similar statement which ensure that clients/customers understand how their personal data is being used and who has access to it.

**Risk Assessment and Assessment of Needs**

CME’s provide a higher level of care and support should regularly assess the risks associated with higher levels of home care/support, both to the client and provider, as well as assess the continuing needs of the person they are supporting to ensure their service is relevant and suitable. As such Leeds Directory requires submit a copy of CME’s Risk Assessment and Assessment of Needs forms as part of their registration process.

**Leeds Directory and the CQC**

**Regulated Activities**

In September 2012, The Protection of Freedoms Act redefined Regulated Activities to include “*assisting with general household matters - assistance with managing a person’s cash, paying a person’s bills or shopping on their behalf because of the adult’s age, illness or disability*” and “*conveying adults to, from, or between places, where they receive healthcare, relevant personal care or social work because of their age, illness or disability*”.

**The Care Quality Commission (CQC)**

The Care Quality Commission regulates personal care services, e.g. respite sitting, night sitting, companionship, personal hygiene, dressing, washing etc. According to the Scope of Registration Guidance issued by the CQC in March 2015 personal care consists of “*the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, and which is provided to them in the place where those people are living at the time when the care is provided.*”

The Scope of Registration Guidance states that *“You should not register if you are a carer employed by an individual or a related third party (without the involvement of an employment agency or employment business) and working wholly under the direction and control of that individual or related third party in order to meet the individual’s own personal care requirements.”* This describes the business arrangement between a person receiving services and sole trade personal care provider or personal assistant i.e. an individual with which they have an agreed written contract with.

Based on this definition Leeds Directory does not require CQC registration for sole trade providers of personal care services.

Where a provider exceeds more two or more staff and provides regulated activities registration with the Care Quality Commission will be mandatory.

For up to date information and to discuss the Care Quality Commission’s Scope of Registration, please go to: [www.cqc.org.uk](http://www.cqc.org.uk).