

MarkelCare

for Children (Children's homes, fostering, 16+ semi-independent, residential schools, day care)

PRACTITIONER SERVICES

On-site services

Delivered by Markel Care Practitioners

Regulatory compliance services

1. Ofsted health check
2. Preparing for inspection
3. GDPR
4. Challenging judgements
5. Reg 44 review (for children homes only)

Risk management services

1. Tailored health and safety for one site
2. Reducing claims
3. Management systems and risk registers
4. Business continuity and emergency planning for one site

Training services

1. Accident and investigation
2. Safeguarding and recruitment
3. Health and safety assessment
4. Fire marshal
5. Fire risk assessor
6. First-level management
7. Foster panel

Business growth and tendering services

1. Commissioning strategies
2. Change management
3. Strengthening procurement
4. Tender support and contract management

Quality assurance services

1. Quality assurance
2. Quality audit

PRACTITIONER SUPPORT

Regulatory and criminal legal services

Delivered by Markel Law

We can help with:

- ✓ CQC penalty notices/enforcement
- ✓ Ofsted penalty notices/enforcement
- ✓ Factual accuracy challenge
- ✓ Safeguarding advice
- ✓ Employment disciplinary
- ✓ Professional discipline
- ✓ Inquests
- ✓ Criminal investigations
- ✓ GDPR and disclosure
- ✓ Contractual queries
- ✓ Governance

Tax advisory and planning

Delivered by Markel Tax

We can help with:

- ✓ Capital allowances
- ✓ Property and VAT
- ✓ IR35

Contact:

Jonathan Taylor

Director, London and Head of Charities and Care

☎ 020 3795 2566

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Services provided by Markel Care Practitioners, Markel Tax and Markel Law

uk.markel.com/markel-care-practitioners

www.markellaw.co.uk

www.markeltax.co.uk



ON-SITE PRACTITIONER SERVICE DESCRIPTIONS

REGULATORY COMPLIANCE SERVICES

1. Ofsted health check: provide Ofsted health checks including compliance to the latest regulations and best practice
2. Preparing for inspections: ensure you are prepared for CQC inspections and help you maintain or improve your OFSTED rating
3. GDPR: provide GDPR compliance assessments
4. Challenging inspection judgments: we also undertake serious case reviews and safeguarding investigations
5. Reg 44: we undertake independent reviews to ensure you meet regulatory obligations

RISK MANAGEMENT SERVICES

1. Tailored health and safety for one site: provide tailored fire-risk assessments for the care and health sector, as well as generic environmental risk assessments; formats and tools enable on-going self-assessment
2. Health and safety management systems and risk registers: provide assessment of existing risk registers and/or perform risk analysis
3. Reducing claims: as specialists in reducing insurance claims our training provides:
 - Methods to reduce liabilities, reduce claims and investigate claims
 - Enhanced incident and accident reporting systems to reduce overstated claims
 - Organisational and cultural behaviours for staff and managers
4. Business continuity and emergency planning for one site: provide framework to ensure resilience of your business following a disruptive event

BUSINESS GROWTH AND TENDERING SERVICES

1. Commissioning strategies:
 - Develop strategies together with leadership teams and stakeholders
 - Support preparation and presentation of business cases to decision makers
2. Change management: support implementation of change where dictated by commissioners and regulators
3. Strengthening procurement: advise on procurement approaches; mentor and build capabilities in commissioning and procurement
4. Tender support and contract management:
 - Support contract management following award of tender
 - Assist in developing arrangements with NHS agencies, CCGs etc.

QUALITY ASSURANCE AND QUALITY CONTROL SERVICES

1. Quality assurance: review and/or develop of bespoke balanced scorecards
2. Quality audit: provide service user consultation systems

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MarkelCare for Children

Case study: Reducing claims



Service provider: A large cross-regional provider of children's homes and educational services.



Support offered: Markel Care Practitioners reviewed difficulties emerging from a number of overstated or vexatious claims.



Deliverables: Initial field-work analysis was undertaken to quantify the extent of the problem and potential solutions. This analysis was presented to the board.



Outcome: Board approval for a series of workshops to raise staff awareness of vexatious claims and equip staff with appropriate actions. Following the meeting with the board, the client wrote to Markel Care Practitioners stating –

"Thanks for your time this morning. Greatly appreciated. You can see that you've got full buy-in from the Directors to help us improve in this area and with xxxxx leading from our side of things I know things will get done."

Case study: Ofsted health check



Service provider: Fostering agency in the South East offering the usual range of placements (long/short term); respite; mother and baby; sibling group; bridging; unaccompanied asylum seekers.



Support offered: The agency requested a pre-Ofsted visit. They wanted to ensure they kept their rating from the regulator as high as possible. Markel Care Practitioners visited the service and conducted a full audit against Ofsted standards. Report compiled with recommendations – which were acted upon.



Deliverables: Full report with recommendations for improvement which were implemented.



Outcome: Agency achieved good standard at subsequent inspection.

Case study: Environmental risk assessment



Service provider: A provider of residential care for children or young people between the ages of 12 and 16 years.



Support offered: The provider requested an environmental location impact risk assessment as part of the Government's newer regulatory requirements. Also support to ensure that they were improving their Ofsted rating. Markel Care Practitioner's visited the service and conducted a full audit against Ofsted standards. Report compiled with recommendations which were acted upon.



Deliverables: Environmental location risk assessment achieved by the regulatory deadline. Full regulatory service assessment completed with recommendations for service-wide improvement.



Outcome: Achieved a good standard at subsequent inspection. Provider has written to Markel Care Practitioners as follows –

"Just to advise that we had Ofsted Interim inspection and we have been judged as "Improved Effectiveness". Thank you guys for keeping us busy as usual, we appreciate all the improvements you have recommended to the service."

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Markel (UK) Limited

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