MOBILISATION READINESS AUDIT

BIDSuite
by AssuredBID

The post-award self-check for care and supported housing providers

An AssuredBid bid-readiness resource

Winning the contract is the milestone everyone celebrates. The weeks immediately after are where providers quietly come unstuck — staff transfers handled late, registration gaps, systems not ready, reporting that starts on the back foot. This audit helps you find those gaps before your commissioner does.

Use it: as soon as you are named preferred bidder, and again two weeks before go-live.

How to score: Work through each section and tick one box per row — Red, Amber or Green. Red = not in place and no clear owner. Amber = in progress or partially in place. Green = done, evidenced, owned. Any Red in Sections 1–3 is a go-live risk that needs an owner and a date this week.

Why mobilisation deserves its own audit

Most providers run a bid-readiness check before they submit. Far fewer run a structured check on the period between award and service start, which is where avoidable problems concentrate. Two areas in particular carry genuine legal weight rather than being matters of good practice.

TUPE is law, not best practice. Where you are taking over a service from another provider, the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") frequently apply. When they do, staff delivering the service usually transfer to you on their existing terms, and specific legal duties are triggered — including the duty to inform and consult affected employees, and the outgoing provider's duty to share employee liability information at least 28 days before the transfer. Getting this wrong exposes you to claims and can derail a smooth start. Whether TUPE applies to your specific transfer is a legal question — take advice early rather than assuming.

Registration must be in place before you deliver. If the service is a regulated activity, you must be registered with the relevant regulator before you begin delivering it — in England that is the Care Quality Commission (CQC), with equivalents in the other UK nations. Registration and any required notifications are not paperwork to catch up on later;

delivering a regulated activity without the right registration is a serious compliance failure. Build the regulatory timeline backwards from go-live.

A note on scope: This audit is deliberately general because mobilisation details vary by service type, nation and commissioner. It flags the areas to check and what good looks like — it is not legal advice. For TUPE, registration and contract-specific duties, confirm the position for your situation.

Section 1 · People and TUPE

The single most common source of mobilisation pain. If staff are transferring, start here the day you are named preferred bidder.

Check	**What good looks like**	**R**	**A**	**G**
TUPE position confirmed	You have taken advice on whether TUPE applies to this transfer and have it in writing.	☐	☐	☐
Employee liability information received	The outgoing provider has shared ELI for transferring staff (due at least 28 days before transfer).	☐	☐	☐
Inform & consult duties met	Affected employees and/or their representatives have been informed and consulted as required.	☐	☐	☐
Transferring terms understood	You know the contracts, pay, pensions and any liabilities you are inheriting — no surprises.	☐	☐	☐
Right-to-work checks planned	A process is in place to verify right to work for all transferring and newly recruited staff.	☐	☐	☐
Rota covers day one	A worked rota for the first fortnight exists, with gaps identified and a plan to fill them.	☐	☐	☐
Key roles named	Registered manager, on-call and safeguarding leads are confirmed and available from go-live.	☐	☐	☐

Section 2 · Registration and regulatory readiness

No registration, no lawful delivery. Work this section against a backwards timeline from your service start date.

Check	What good looks like	R	A	G
Regulated activities identified	You know exactly which regulated activities the contract involves and who regulates them.	☐	☐	☐
Registration in place / on track	You are registered for the activity and location, or the application is submitted with time to spare.	☐	☐	☐
Registered manager registered	The named manager is registered (or the application is in) for this location.	☐	☐	☐
Notifications process ready	You know which events must be notified to the regulator and have a process to do so on time.	☐	☐	☐
Statement of purpose updated	Your statement of purpose reflects the new service, location and activities.	☐	☐	☐
Local authority / ICB sign-offs	Any commissioner-side approvals, DBS positions and contract preconditions are cleared.	☐	☐	☐

Section 3 · Safeguarding and policy go-live

Policies that exist on a shared drive are not the same as policies that are live, version-current and known to staff on day one.

Check	What good looks like	R	A	G
Safeguarding policy live	Current safeguarding policy and procedures are in force, with a named lead and local contacts.	☐	☐	☐

Mandatory policies current	Health & safety, medication, equality, complaints and data protection policies are in date.	☐	☐	☐
Staff trained for day one	Transferring and new staff have the mandatory training they need to start safely.	☐	☐	☐
Local safeguarding contacts	Local authority safeguarding and reporting routes for the service area are documented.	☐	☐	☐
Incident & escalation routes	Staff know how to raise concerns and incidents from the first shift.	☐	☐	☐

Section 4 · Systems, rotas and operational set-up

The practical infrastructure that lets care actually be delivered and recorded from go-live.

Check	**What good looks like**	**R**	**A**	**G**
Care planning system ready	Care records / planning system is set up, accessible and populated for known service users.	☐	☐	☐
Rostering system live	Rota and time-recording system is configured and staff are loaded.	☐	☐	☐
Payroll & HR set up	Transferring staff are on payroll with correct details ahead of the first pay run.	☐	☐	☐
Equipment & supplies in place	PPE, medication systems and any equipment needed are ordered and on site.	☐	☐	☐
Service-user information transferred	Care and support information has been securely handed over and reviewed.	☐	☐	☐

Section 5 · Commissioner reporting from day one

Contracts increasingly tie payment and reputation to reporting. Starting clean signals competence and protects the relationship.

Check	**What good looks like**	**R**	**A**	**G**
Reporting requirements mapped	You know what to report, in what format, to whom and how often — from the contract, not memory.	☐	☐	☐
KPIs and data points owned	Each contract KPI has an owner and a data source ready to capture it from go-live.	☐	☐	☐
Social value commitments tracked	Any social value promised in the bid has a tracker and an owner (see the Evidence Bank toolkit).	☐	☐	☐
First report scheduled	The date of the first mobilisation / performance report is in the diary with a draft owner.	☐	☐	☐
Relationship contacts agreed	Named contacts and meeting cadence with the commissioner are confirmed.	☐	☐	☐

Reading your result

Count your ticks across all five sections, then read the colour that dominates — and pay special attention to any single Red in Sections 1 to 3.

Mostly GREEN — You are mobilisation-ready. Lock down the few remaining Ambers, confirm owners for each, and hold a final go-live review one week out.

Mostly AMBER — You are on track but exposed. Convert every Amber into an action with an owner and a date this week, and re-run the audit before go-live.

Any RED in Sections 1–3 — Treat as urgent. TUPE, registration and safeguarding gaps can stop a lawful, safe start. Escalate today and assign a named owner before anything else.

Mobilising a new contract?

AssuredBid supports care and housing providers through mobilisation — from TUPE planning and registration timelines to getting reporting right from day one. If a Red on this audit is keeping you up at night, talk to us.

Get in touch: www.assuredbid.com