**Schedule 7**

**Commencement Transition Provisions**

1. **Introduction** 
   1. For the avoidance of doubt nothing in this Schedule 7 (Commencement Transition Provisions) shall reduce or waive the Service Provider’s obligations to perform the Services from and including the Service Commencement Date. For avoidance of doubt, time shall be of the essence in respect of this obligation.
   2. The parties acknowledge that to be ready to deliver the Services from the Service Commencement Date, the Service Provider must take actions before the Service Commencement Date.

* 1. This Schedule 7 (Commencement Transition Provisions) sets out the actions required by the Service Provider in addition to those expressly set out elsewhere in the Contract from the Contract Commencement Date leading up to the Service Commencement Date.

1. **Actions Required - Implementation and Transition Period – 1st January 2021 until 31st March 2021 inclusive**

2.1 The Service Provider shall use all reasonable endeavours to comply with the Implementation and Transition Plan (as detailed below) by the dates set out in the Implementation and Transition Plan.

2.2 In implementing the Implementation and Transition Plan the Service Provider shall insofar as is reasonably practicable, ensure that disruption to the business and operations of the Council is avoided.

2.3 As part of the Implementation and Transition Plan the Service Provider shall:

2.3.1 Employ an Implementation and Transition Manager responsible for the coordination of the Implementation and Transition Plan to the new Service;

2.3.2 Submit an Implementation and Transition Plan with timetables, which clearly identifies blockages, risks and contingency plans;

2.3.4 Provide monthly, and ad hoc as required, updates on progress against the Implementation and Transition Plan;

* + 1. Meet with the Council from the Contract Commencement Date as required to discuss progress against the Implementation and Transition Plan;
    2. Meet with the Council and the incumbent Service Srovider as required during the Implementation and Transition Period, initially in January 2020, to plan and agree the process for any Service User data transfer;
    3. Ensure any Service User data transfer is managed effectively and within the conditions as per Schedule 5 (Information Governance); and
    4. Ensure excellent continuity of Service for Service Users already engaged in an intervention before Service Commencement Date, has already set a quit date (“SAQD”) but has yet to discharged.
  1. **Communication** **Plan**
     1. The Service Provider shall have a clear plan to ensure effective communication with all key stakeholders;
     2. Ensure consistent, informative communication about changes to Service delivery to stakeholders and Service Users; and
     3. Effectively communicate information about their operation and practice, develop networks and ensure they have sufficient visibility.

* 1. Staff Transition
     1. The Service Provider shall manage the transitional process to ensure that all Staff are engaged with the new Service, developments and expectations. The Service Provider shall:
* Ensure any transfer of staff must have minimum impact on Service provision.
* Ensure early identification of any gaps in Staff skills or knowledge;
* Develop consistent, informative communication with Staff from Contract award;
* Develop robust Transfer of Undertakings (Protection of Employment) Regulations (TUPE) planning and liaison; and
* Have a workforce development plan in place from the Service Commencement Date.

**3. Anticipated Delay**

* 1. The Service Provider shall promptly draw the Council’s attention to any actual or probable delay that the Service Provider is or becomes aware of in the performance of the tasks under the Implementation and Transition Plan likely to impact upon transition timescales.
  2. As soon as reasonably practicable following the Service Provider becoming aware of such delay the Service Provider shall propose, for the Council’s approval and as early as possible:

1. A plan of action to mitigate any risks to non-achievement of the Implementation and Transition Plan; and
2. A rigorous timetable for implementing the plan of action.

**Implementation and Transition Plan**

**[TO BE ATTACHED AND BE PROVIDED BY THE SERVICE PROVIDER]**