



**THE COUNCIL OF BOURNEMOUTH
CHRISTCHURCH AND POOLE**

CALL OFF TERMS AND CONDITIONS

**FOR THE PROVISION OF
CARE AND SUPPORT AT HOME ACROSS
BOURNEMOUTH CHRISTCHURCH AND
POOLE
FRAMEWORK AGREEMENT**

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BETWEEN

- (1) [COMMISSIONER NAME] whose principal place of business is at
(**Commissioner**); and
- (2) [FULL COMPANY NAME] incorporated and registered in England and Wales with company number [NUMBER] whose registered office is at [REGISTERED OFFICE ADDRESS] (**Provider**).

BACKGROUND

- (A) The Authority placed a contract notice 2017/S 096-189232 dated 16 May 2017 in the Official Journal of the European Union inviting potential Providers (including the Provider) to tender for the provision of the Care and Support at Home Services to itself and the Other Contracting Bodies identified in the contract notice under a framework agreement.
- (B) On the basis of the Provider's Tender, the Authority selected the Provider to enter a framework agreement to provide the Care and Support at Home Services to Commissioners who place Orders in accordance with the Framework Agreement.
- (C) The Framework Agreement sets out the procedure for ordering Care and Support at Home Services, the main terms and conditions for the provision of Care and Support at Home Services and the obligations of the Provider.
- (D) The Commissioner is a Contracting Body, as specified in the OJEU Notice. It has selected the Provider to provide the Care and Support at Home Services and the Provider is willing and able to provide the Care and Support at Home Services in accordance with the terms and conditions of this Contract.

GENERAL PROVISIONS

1 DEFINITIONS

In the Contract, unless the context otherwise requires, the following provisions shall have the meanings given to them below:

Approval means the prior written approval of the Commissioner.

Auditor means an auditor appointed by the Commissioner as the context requires.

Authorised Representative means the persons respectively designated as such by the Commissioner and the Provider in the Order Form.

Authority means Bournemouth Christchurch and Poole Council being the contracting authority that established the Framework Agreement.

Care and Support at Home Services means the Care and Support at Home Services to be provided by the Provider as specified in the Order Form.

Care Quality Commission (CQC) means the body responsible for the registration and regulation of health and social care in England established under the Health and Social Care Act 2008.

CCG means NHS Dorset Clinical Commissioning Group of Vespasian House, Barrack Road, Dorchester DT1 1TG

Commencement Date means the commencement date set out in the Order Form.

Commissioner means Bournemouth Christchurch and Poole (BCP) Council or CCG as identified in the Order Form.

Confidential Information means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information which would or would be likely to prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights, know-how of either Party and all personal data and sensitive data within the meaning of the DPA.

Contract means the written agreement between the Commissioner and the Provider consisting of the Order Form and these clauses (except that, for the purposes of clause 48.3 only, reference to "Contract" shall not include the Order Form).

Contract Period means the period from the Commencement Date to:

- (a) the date of expiry set out in clause 3; or
- (b) such earlier date of termination or partial termination of the Contract in accordance with the Law or the provisions of the Contract.

Contract Price means the price (exclusive of any applicable VAT), payable to the Provider by the Commissioner under the Contract, as set out in the Order Form, for the full and proper performance by the Provider of its obligations under the Contract.

Contract Year means a period of 12 months, commencing on the Commencement Date.

Contracting Authority means any contracting authority as defined in regulation 2 of the Public Contracts Regulations 2015 (SI 2015/102) other than the Commissioner.

Contracting Body means a Contracting Authority identified in the contract notice as a potential purchaser of Care and Support at Home Services under the Framework Agreement.

Data Protection Legislation: (i) unless/until the GDPR is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK (ii) any successor legislation to the GDPR or the Data Protection Act 1998; the LED and any Applicable national implementing Laws as amended from time to time; the DPA 2018 to the extent that it relates to processing of personal data and privacy; and (iii) Applicable Law about the processing of personal data and privacy which includes The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), The Electronic Communications Data Protection Directive 2002/58/EC, The Privacy and Electronic Communications (EC Directive) Regulations 2003.

Data Protection Impact Assessment: an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.

Controller, Processor, Process, Processing, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer, take the meaning given in the GDPR and their cognate terms shall be construed accordingly.

Data Loss Event: any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.

Data Subject Access Request: a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.

DPA 2018: Data Protection Act 2018

GDPR: the General Data Protection Regulation (*Regulation (EU) 2016/679*)

LED: Law Enforcement Directive (*Directive (EU) 2016/680*)

Protective Measures: appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it.

Sub-processor: any third Party being any person appointed by or on behalf of the Contractor to process Personal Data on behalf of the Contractor related to this Agreement being to Process Personal Data on behalf of the Council in connection with the Contract;

Default means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or the Staff in connection with or in relation to the subject matter of the Contract and in respect of which such Party is liable to the other.

Dispute Resolution Procedure means the dispute resolution procedure in clause 46.

Environmental Information Regulations means the Environmental Information Regulations 2004 (SI 2004/3391), together with any guidance and codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

Equipment means the Provider's equipment, plant, materials and such other items supplied and used by the Provider in the performance of its obligations under the Contract.

FOIA means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time, together with any guidance and codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

Framework Agreement means the framework agreement for the provision of the Care and Support at Home Services between the Authority and the Provider commencing 1 November 2017.

Good Industry Practice means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.

Information means has the meaning given under section 84 of the FOIA.

Intellectual Property Rights means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, utility models, trade marks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of Commissioners, marketing methods and procedures and advertising literature, including the look and feel of any websites, and **Intellectual Property** shall refer to such materials.

Law means any applicable Act of Parliament, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, judgment of a relevant court of law, or directives or requirements of any Regulatory Body of which the Provider is bound to comply.

Management Information means the management information specified in the Order Form.

Month means calendar month.

Order means the order placed by the Commissioner to the Provider in accordance with the Framework Agreement, which sets out the description of the Care and Support at Home Services to be supplied including, where appropriate, the Premises, the timeframe, and the Quality Standards.

Order Form means the document used to place an Order.

Parent Company means any company which is the ultimate Holding Company of the Provider or any other company of which the ultimate Holding Company of the Provider is also the ultimate Holding Company and which is either responsible directly or indirectly for the business activities of the Provider or which is engaged by the same or similar business to the Provider. The term **Holding Company** shall have the meaning ascribed in section 1159 of the Companies Act 2006 or any statutory re-enactment or amendment thereto.

Party means the Provider or the Commissioner and Parties shall mean both the Provider and the Commissioner.

Premises means the location where the Care and Support at Home Services are to be supplied, as set out in the Order Form.

Prohibited Act means the following constitute Prohibited Acts:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the Commissioner a financial or other advantage to:
 - (i) induce that person to perform improperly a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Framework Agreement;
- (c) committing any offence:
 - (i) under the Bribery Act 2010;
 - (ii) under legislation creating offences concerning fraudulent acts;
 - (iii) at common law concerning fraudulent acts relating to this Framework Agreement or any other contract with the Commissioner; or
- (d) defrauding, attempting to defraud or conspiring to defraud the Commissioner.

Property means the property, other than real property, issued or made available to the Provider by the Commissioner in connection with the Contract.

Quality Standards means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies), that a skilled and experienced operator in the same type of industry or business sector as the Provider would reasonably and ordinarily be expected to comply with (as may be further detailed in the Order Form) and any other quality standards set out in the Order Form.

Regulated Activity in relation to children shall have the same meaning as set out in Part 1 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006 and in relation to vulnerable adults shall have the same meaning as set out in Part 2 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006.

Regulated Activity Provider shall have the same meaning as set out in section 6 of the Safeguarding Vulnerable Groups Act 2006.

Regulatory Bodies means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes

of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Commissioner.

Replacement Provider means any third party service provider appointed by the Commissioner to supply any services that are substantially the same as or similar to any of the Care and Support at Home Services and which the Commissioner receives in substitution for any of the Care and Support at Home Services following the expiry, termination or partial termination of the Contract.

Request for Information means shall have the meaning set out in the FOIA or the Environmental Information Regulations as relevant (where the meaning set out for the term "request" shall apply).

Service Specification means the Service Specification as set out in the Framework Agreement and in the Order.

Service Transfer means any transfer of the Care and Support at Home Services (or any part of the Care and Support at Home Services), from the Provider or any Sub-Contractor to a Replacement Provider or a Replacement Sub-Contractor.

Service User means an individual receiving Care and Support at Home Services from the Provider pursuant to the Contract.

Staff means all persons employed by the Provider to perform its obligations under the Contract together with the Provider's agents, Providers and Sub-Contractors used in the performance of its obligations under the Contract.

Sub-Contract means any contract between the Provider and a third party under which the Provider agrees to source the provision of any of the Care and Support at Home Services from that third party.

Sub-Contractor means the contractors or service providers that enter into a Sub-Contract with the Provider.

Tender means the document(s) submitted by the Provider to the Authority for admission onto the Framework Agreement as supplemented by the documents submitted to the Commissioner in response to the Commissioner's Order.

TUPE means the Transfer of Undertakings (Protection of Employment) regulations 2006 as amended or replaced or any other regulations implementing the Acquired Rights Directive.

Variation means has the meaning given to it in clause 32.

VAT means value added tax in accordance with the provisions of the Value Added Tax Act 1994.

Working Day means any day other than a Saturday or Sunday or public holiday in England and Wales.

2 INTERPRETATION

The interpretation and construction of the Contract shall be subject to the following provisions:

- 2.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- 2.2 words importing the masculine include the feminine and the neuter;
- 2.3 reference to a clause is a reference to the whole of that clause unless stated otherwise;
- 2.4 references to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any

subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

- 2.5 references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 2.6 the words "include", "includes" and "including" are to be construed as if they were immediately followed by the words "without limitation";
- 2.7 headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract;
- 2.8 the Schedules form part of the Contract and shall have effect as if set out in full in the body of the Contract and any reference to the Contract shall include the Schedules;
- 2.9 references in the Contract to any clause or sub-clause or Schedule without further designation shall be construed as a reference to the clause or sub-clause or Schedule to the Contract so numbered; and
- 2.10 references in the Contract to any paragraph or sub-paragraph without further designation shall be construed as a reference to the paragraph or sub-paragraph of the relevant Schedule to the Contract so numbered.

3 CONTRACT PERIOD

- 3.1 The Contract shall take effect on the Commencement Date and shall expire automatically on the date set out in the Order Form, unless it is otherwise terminated in accordance with the provisions of the Contract.

4 PROVIDER'S STATUS

- 4.1 At all times during the Contract Period the Provider shall be an independent service provider and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and, accordingly, neither party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party except as expressly permitted by the terms of the Contract.

5 COMMISSIONER'S OBLIGATIONS

- 5.1 Except as otherwise expressly provided, the obligations of the Commissioner under the Contract are obligations of the Commissioner in its capacity as a contracting counterparty and nothing in the Contract shall operate as an obligation on, or in any other way fetter or constrain, the Commissioner in any other capacity, nor shall the exercise by the Commissioner of its duties and powers in any other capacity lead to any liability under the Contract (howsoever arising) on the part of the Commissioner to the Provider.

6 MISTAKES IN INFORMATION

- 6.1 The Provider shall be responsible for the accuracy of all drawings, documents and information supplied to the Commissioner by the Provider in connection with the supply of the Care and Support at Home Services and shall pay the Commissioner any extra costs occasioned by any discrepancies, errors or omissions therein.

SUPPLY OF CARE AND SUPPORT AT HOME SERVICES

7 REQUIREMENTS

- 7.1 The Provider shall supply the Care and Support at Home Services during the Contract Period in accordance with the Commissioner's requirements as set out in the Framework Agreement, the Service Specification and the Contract in consideration for the payment of the Contract Price. The Commissioner may inspect and examine the manner in which the Provider supplies the Care and Support at Home Services at the Premises during normal business hours on reasonable notice.
- 7.2 The Provider acknowledges that it has made its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Commissioner before submitting its Tender so as to be satisfied in relation to all matters connected with the performance of its obligations under the Contract.
- 7.3 The Provider shall:
- 7.3.1 at all times comply with the Quality Standards, and, where applicable, shall maintain accreditation with the relevant Quality Standards authorisation body; and
 - 7.3.2 at all times perform its obligations under the Contract in accordance with the Law and Good Industry Practice.
- 7.4 The Provider shall ensure that all Staff supplying the Care and Support at Home Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Care and Support at Home Services.
- 7.5 Timely supply of the Care and Support at Home Services shall be of the essence of the Contract, including in relation to commencing the supply of the Care and Support at Home Services within the time agreed or on a specified date.

8 CONTINUED PERFORMANCE

- 8.1 The Provider shall continue to perform all of its obligations under this Contract and shall not suspend the provision of the Care and Support at Home Services, notwithstanding:
- 8.1.1 any withholding or deduction by the Commissioner of any sum due to the Provider pursuant to the exercise of a right of the Commissioner to such withholding or deduction under this Contract;
 - 8.1.2 the existence of an unresolved dispute under clause 46; and/or
 - 8.1.3 any failure by the Commissioner to pay the Contract Price.

STAFFING

9 PROVIDER'S STAFF

- 9.1 The Provider shall at all times during the Contract Period:
- 9.1.1 employ sufficient Staff to ensure the performance of the Care and Support at Home Services in accordance with the provisions of the Contract; and
 - 9.1.2 ensure that a sufficient reserve of Staff is available to provide the Care and Support at Home Services to meet the requirements of the Contract during staff holidays or absences due to sickness or otherwise or any other unforeseen circumstances at no additional cost to the Commissioner.

- 9.2 The Commissioner shall be entitled but not unreasonably or vexatiously to require the Provider by notice in writing to remove any Staff from the provision of the Care and Support at Home Services to the Commissioner's Service Users. The Provider shall forthwith remove such person from the provision of the Care and Support at Home Services and ensure that such person is immediately replaced with another person with the necessary training and skills to meet the requirements of the Care and Support at Home Services at no additional cost to the Commissioner.
- 9.3 The Commissioner shall in no circumstances be liable either to the Provider or to the Staff in respect of any liability or loss or damage occasioned by such removal pursuant to clause 9.2 and the Provider shall fully indemnify the Commissioner against any claim made by such person.
- 9.4 The Provider shall maintain up-to-date personnel records on the Staff engaged in the provision of the Care and Support at home Services and shall provide information to the Commissioner as the Commissioner reasonably requests on the Staff. The Provider shall ensure at all times that it has the right to provide these records in compliance with the applicable Data Protection Legislation.
- 9.5 The Provider shall use its best endeavours to ensure continuity of personnel and to ensure that the turnover rate of Staff engaged in the provision of the Care and Support at Home Services is at least as good as the prevailing industry norm for similar services, locations and environments.

10 SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- 10.1 The Parties acknowledge that the Provider is a Regulated Activity Provider with ultimate responsibility for the management and control of the Regulated Activity provided under this Contract and for the purposes of the Safeguarding Vulnerable Groups Act 2006.
- 10.2 The Provider shall:
- 10.2.1 ensure that all individuals engaged in Regulated Activity are subject to a valid enhanced disclosure check for regulated activity undertaken through the Disclosure and Barring Service;
- 10.2.2 not allow any member of Staff to engage in Regulated Activity (including shadowing) prior to the receipt of a satisfactory enhanced disclosure check undertaken through the Disclosure and Barring Service;
- 10.2.3 monitor the level and validity of the checks under this clause 10.2 for each member of Staff; and
- 10.2.4 not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to Service Users.
- 10.3 The Provider warrants that at all times for the purposes of this Contract it has no reason to believe that any person who is or will be employed by the Provider in the provision of the Care and Support at Home Services is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.
- 10.4 The Provider shall immediately notify the Commissioner of any information that it reasonably requests to enable it to be satisfied that the obligations of the clause 10 have been met.
- 10.5 The Provider shall refer information about any person carrying out the Care and Support at Home Services to the Disclosure and Barring Service where it removes permission for such person to carry out the Care and Support at Home Services (or would have, if such person had not otherwise ceased to carry out the Care and Support at Home Services) because, in its opinion, such person has harmed or poses a risk of harm to the Service Users or children or vulnerable adults.

11 TUPE

11.1 The Provider agrees that within 20 Working Days of the earliest of:

11.1.1 receipt of a notification from the Commissioner of a Service Transfer or intended Service Transfer;

11.1.2 receipt of the giving of notice of early termination or any partial termination of this Contract;

11.1.3 the date which is 12 months before the end of the Contract Period; and

11.1.4 receipt of a written request of the Commissioner at any time,

it shall provide to the Commissioner for the purpose of TUPE and in a suitably anonymised format so as to comply with the Data Protection Act 1998, all employee liability information relating to the Provider's employees engaged in providing Care and Support at Home Services under the Contract (**Employee Information**).

11.2 The Commissioner shall be permitted to use and disclose the Employee Information provided by the Provider for the purpose of informing any prospective Replacement Provider and/or Replacement Sub-Contractor.

11.3 The Provider warrants that all Employee Information provided pursuant to clause 11.1 shall be true and accurate in all material respects at the time of providing the information.

11.4 The Provider shall indemnify and keep indemnified the Commissioner at all times from and against all actions, proceedings, claims, expenses, awards, costs and all other liabilities whatsoever in any way connected with or:

11.4.1 arising from or relating to the provision of the Employee Information; and

11.4.2 as a result of any claim or demand by any employee or person claiming to be an employee on any date upon which the Contract is terminated or transferred to any third party arising out of their employment or its termination.

12 HEALTH AND SAFETY

12.1 The Provider shall promptly notify the Commissioner of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Commissioner shall promptly notify the Provider of any health and safety hazards which may exist or arise at the Premises and which may affect the Provider in the performance of its obligations under the Contract.

12.2 While on the Premises, the Provider shall comply with any health and safety measures implemented by the Commissioner in respect of Staff and other persons working there.

12.3 The Provider shall notify the Commissioner immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any personal injury or damage to property which could give rise to personal injury.

12.4 The Provider shall comply with the requirements of the Health and Safety at Work etc Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Contract.

12.5 The Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Commissioner on request.

PAYMENT AND CONTRACT PRICE

13 CONTRACT PRICE

- 13.1 In consideration of the Provider's performance of its obligations under the Contract, the Commissioner shall pay the Contract Price in accordance with clause 14.
- 13.2 The Commissioner shall, in addition to the Contract Price and following evidence of a valid VAT invoice, pay the Provider a sum equal to the VAT chargeable on the value of the Care and Support at Home Services supplied in accordance with the Contract.

14 PAYMENT AND VAT

- 14.1 The Provider shall ensure that each invoice is submitted in accordance with the payment profile set out in the Order Form, or if not specified in accordance with the Service Specification, and contains all appropriate references and a detailed breakdown of the Care and Support at Home Services supplied and that it is supported by any other documents reasonably required by the Commissioner to substantiate the invoice.
- 14.2 The Commissioner shall pay the Provider any sums due under such an invoice no later than a period of 30 days from the date on which the Commissioner has determined that the invoice is valid and undisputed.
- 14.3 The Provider shall add VAT to the Contract Price at the prevailing rate as applicable.
- 14.4 The Provider shall indemnify the Commissioner on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Commissioner at any time in respect of the Provider's failure to account for or to pay any VAT relating to payments made to the Provider under the Contract. Any amounts due under this clause 14.4 shall be paid by the Provider to the Commissioner not less than five Working Days before the date on which the tax or other liability is payable by the Commissioner.

15 RECOVERY OF SUMS DUE

- 15.1 Wherever under the Contract any sum of money is recoverable from or payable by the Provider (including any sum which the Provider is liable to pay to the Commissioner in respect of any breach of the Contract), the Commissioner may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Provider under the Contract.
- 15.2 Any overpayment by either Party, whether of the Contract Price or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 15.3 The Provider shall make any payments due to the Commissioner without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Provider has a valid court order requiring an amount equal to such deduction to be paid by the Commissioner to the Provider.
- 15.4 All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

STATUTORY OBLIGATIONS AND REGULATIONS

16 CONFLICTS OF INTEREST

- 16.1 The Provider shall take appropriate steps to ensure that neither the Provider nor any Staff are placed in a position where (in the reasonable opinion of the Commissioner), there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Provider or Staff and the duties owed to the Commissioner under the provisions of the Contract.

- 16.2 The Provider shall promptly notify the Commissioner (and provide full particulars to the Commissioner) if any conflict referred to in clause 16.1 above arises or is reasonably foreseeable.
- 16.3 The Commissioner reserves the right to terminate the Contract immediately by giving notice in writing to the Provider and/or to take such other steps it deems necessary where, in the reasonable opinion of the Commissioner, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Provider and the duties owed to the Commissioner under the provisions of the Contract. The actions of the Commissioner under this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Commissioner.

17 PREVENTION OF BRIBERY

17.1 The Provider:

- 17.1.1 shall not, and shall procure that the Staff and all Sub-Contractor personnel shall not, in connection with this Contract commit a Prohibited Act; and
- 17.1.2 warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Commissioner, or that an agreement has been reached to that effect, in connection with the execution of this Contract, excluding any arrangement of which full details have been disclosed in writing to the Commissioner before execution of this Contract.

17.2 The Provider shall:

- 17.2.1 if requested, provide the Commissioner with any reasonable assistance, at the Commissioner's reasonable cost, to enable the Commissioner to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act 2010; and
- 17.2.2 within 30 Working Days of the Commencement Date, and annually thereafter, certify to the Commissioner in writing (such certification to be signed by an officer of the Provider) compliance with this clause 17 by the Provider and all persons associated with it or other persons who are supplying goods or services in connection with this Contract. The Provider shall provide such supporting evidence of compliance as the Commissioner may reasonably request.

17.3 The Provider shall have an anti-bribery policy (which shall be disclosed to the Commissioner) to prevent any Staff or Sub-Contractors from committing a Prohibited Act and shall enforce it where appropriate.

17.4 If any breach of clause 17.1 is suspected or known, the Provider must notify the Commissioner immediately.

17.5 If the Provider notifies the Commissioner that it suspects or knows that there may be a breach of clause 17.1, the Provider must respond promptly to the Commissioner's enquiries, co-operate with any investigation, and allow the Commissioner to audit books, records and any other relevant documents. This obligation shall continue for six years following the expiry or termination of this Contract.

17.6 The Commissioner may terminate this Contract by written notice with immediate effect if the Provider, its Staff or Sub-Contractors (in all cases whether or not acting with the Provider's knowledge) breaches clause 17.1.

17.7 Any notice of termination under clause 17.6 must specify:

- 17.7.1 the nature of the Prohibited Act;

17.7.2 the identity of the party whom the Commissioner believes has committed the Prohibited Act; and

17.7.3 the date on which this Contract will terminate.

17.8 Despite clause 46, any dispute relating to:

17.8.1 the interpretation of clause 17; or

17.8.2 the amount or value of any gift, consideration or commission,

shall be determined by the Commissioner and its decision shall be final and conclusive.

17.9 Any termination under clause 17 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Commissioner.

18 DISCRIMINATION AND HUMAN RIGHTS ACT 1998

18.1 The Provider shall not unlawfully discriminate within the meaning and scope of any law, enactment, order or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation, age or otherwise).

18.2 The Provider shall take all reasonable steps to secure the observance of clause 18 by all servants, employees or agents of the Provider and all Providers and Sub-contractors employed in the execution of the Contract.

18.3 The Provider shall in the performance of its obligations under the Contract act as if the Provider were a public authority for the purposes of the Human Rights Act 1998.

19 CARE STANDARDS ACT 2000 AND CARE ACT 2014

19.1 The Provider shall at all times perform its obligations under the Contract in accordance with all applicable Law including the Care Standards Act 2000, the Care Act 2014 and the legislation and guidance referred to in the Legislative and Policy Framework in Schedule Six of the Service Specification.

19.2 The Provider shall be registered with the Care Quality Commission.

INFORMATION

20 CONFIDENTIALITY

20.1 Subject to clause 20.2, the Parties shall keep confidential the Confidential Information of the other Party and shall use all reasonable endeavours to prevent their representatives from making any disclosure to any person of any matters relating hereto.

20.2 Clause 20.1 shall not apply to any disclosure of information:

20.2.1 required by any applicable law, provided that clause 22 shall apply to any disclosures required under the FOIA or the Environmental Information Regulations;

20.2.2 that is reasonably required by persons engaged by a Party in the performance of such Party's obligations under this Contract;

20.2.3 that is reasonably required by the Commissioner;

20.2.4 where a Party can demonstrate that such information is already generally available and in the public domain otherwise than as a result of a breach of clause 20.1;

- 20.2.5 by the Commissioner of any document to which it is a party and which the Parties have agreed contains no Confidential Information;
 - 20.2.6 to enable a determination to be made under clause 46;
 - 20.2.7 which is already lawfully in the possession of the receiving Party, before its disclosure by the disclosing Party, and the disclosing Party is not under any obligation of confidence in respect of that information;
 - 20.2.8 by the Commissioner to any other department, office or agency of the government, provided that the Commissioner informs the recipient of any duty of confidence owed in respect of the Confidential Information; and
 - 20.2.9 by the Commissioner relating to this Contract and in respect of which the Provider has given its prior written consent to disclosure.
- 20.3 On or before the expiry of the Contract, the Provider shall ensure that all documents and/or computer records in its possession, custody or control which contain Confidential Information or relate to personal information of the Commissioner's employees, rate-payers or service users, are delivered up to the Commissioner or securely destroyed.

21 DATA PROTECTION ACT

- 21.1 The Provider shall, and shall procure that any of its Staff involved in the provision of the Contract shall, comply with any notification requirements under the Data Protection Legislation and both Parties shall duly observe all their obligations under the Data Protection Legislation, which arise in connection with the Contract.
- 21.2 Notwithstanding the general obligation in which the Provider is processing personal data as a data processor for the Commissioner, within the meaning of the Data Protection Act 1998 (**DPA**), the Provider shall ensure that it has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the DPA and:
- 21.2.1 provide the Commissioner with such information as the Commissioner may reasonably require to satisfy itself that the Provider is complying with its obligations under the DPA;
 - 21.2.2 promptly notify the Commissioner of any breach of the security measures required to be put in place under clause 21.2; and
 - 21.2.3 ensure it does not knowingly or negligently do or omit to do anything which places the Commissioner in breach of the Commissioner's obligations under the DPA.
- 21.3 The Parties acknowledge that for the purposes of the Data Protection Legislation, *the Council is the Controller and the Contractor is the Processor*. The only processing that the Contractor is authorised to do is listed in Schedule A by the Council and may not be determined by the Contractor.
- 21.4 Both Parties will comply with all applicable requirements of the Data Protection Legislation.
- 21.5 This clause 16.3 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.
- 21.6 Schedule A sets out the scope, nature and purpose of processing by the Contractor, the duration of the processing and the types of personal data and categories of Data Subject.
- 21.7 The Contractor shall notify the Council immediately if it considers that any of the Council's instructions infringe the Data Protection Legislation and shall not knowingly or negligently do or omit

to do anything which places the Council in breach of the Council's obligations under the Data Protection Legislation.

21.8 The Contractor shall provide all reasonable assistance to the Council in the preparation of any Data Protection Impact Assessment prior to commencing any processing or at any time. Such assistance may, at the discretion of the Council, include:

- 21.8.1 a systematic description of the envisaged processing operations and the purpose of the processing;
- 21.8.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
- 21.8.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
- 21.8.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

21.9 The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:

21.9.1 process that Personal Data only in accordance with Schedule A, unless the Contractor is required to do otherwise by Law. If it is so required the Contractor shall promptly notify the Council before processing the Personal Data unless prohibited by Law;

21.9.2 ensure that it has in place Protective Measures to ensure a level of security appropriate to the risks, including, as appropriate, the measures referred to in Article 32(1) of the GDPR, which have been reviewed and approved by the Council as appropriate to protect against a Data Loss Event having taken account of the:

- (a) nature and scope as well as context and purposes of the data to be protected;
- (b) harm that might result from a Data Loss Event;
- (c) state of technological development; and
- (d) cost of implementing any measures;

21.9.3 ensure that :

- (a) the Contractor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule A);
- (b) it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:
- (c) are aware of and comply with the Contractor's duties under this clause;
- (d) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
- (e) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Council or as otherwise permitted by this Agreement; and
- (f) have undergone adequate training in the use, care, protection and handling of Personal Data; and

- 21.9.4 not transfer Personal Data outside of the EU or European Economic Area unless the prior written consent of the Council has been obtained and the following conditions are fulfilled:
- (a) the Council or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Council;
 - (b) the Data Subject has enforceable rights and effective legal remedies;
 - (c) the Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Council in meeting its obligations); and
 - (d) the Contractor complies with any reasonable instructions notified to it in advance by the Council with respect to the processing of the Personal Data;
- 21.9.5 at the written direction of the Council, delete or return Personal Data (and any copies of it) to the Council on termination of the Agreement unless the Contractor is required by Law to retain the Personal Data.

21.10 Subject to clause 16.6, the Contractor shall notify the Council immediately if it:

- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
- (b) receives a request to rectify, block or erase any Personal Data;
- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
- (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- (f) becomes aware of a Data Loss Event.

21.11 The Contractor's obligation to notify under clause 16.5 shall include the provision of further information to the Council in phases, as details become available.

21.12 Taking into account the nature of the processing, the Contractor shall provide the Council with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 16.5 (and insofar as possible within the timescales reasonably required by the Council) including by promptly providing

- (a) the Council with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Council to enable the Council to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Council, at its request, with any Personal Data it holds in relation to a Data Subject;
- (d) assistance as requested by the Council following any Data Loss Event;
- (e) assistance as requested by the Council with respect to any request from the Information Commissioner's Office, or any consultation by the Council with the Information Commissioner's Office.

- 21.13 The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause under the obligation in Articles 28(3)(h) and 30(2) GDPR. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:
- (a) the Council determines that the processing is not occasional
 - (b) the Council determines (or the Contractor is aware that) the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and/or
 - (c) the Council determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 21.14 The Contractor shall allow for audits of its Data Processing activity by the Council or the Council's designated auditor
- 21.15 The Contractor shall designate a Data Protection Officer if required by the Data Protection Legislation
- 21.16 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Contractor must:
- (a) notify the Council in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Council;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 16.9 (c) such that they apply to the Sub-processor; and
 - (d) provide the Council with such information regarding the Sub-processor as the Council may reasonably require.
- 21.17 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.
- 21.18 The Council may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement) per Articles 28(6), 28(7) and 28(8) GDPR.
- 21.19 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Council may on notice to the Contractor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 21.20 Without prejudice to the rest of this clause 16.13, the Contractor shall, in relation to any Personal Data processed in connection with the performance by the Contractor of its obligations under this agreement process that Personal Data only on the written instructions of the Council unless the Contractor is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Contractor to process Personal Data (Applicable Laws). Where the Contractor is relying on laws of a member of the European Union or European Union law as the basis for processing Personal Data, the Contractor shall promptly notify the Council of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Contractor from so notifying the Council.
- 21.21 The Contractor shall fully indemnify the Council in respect of all losses, liabilities, claims, actions, proceedings, demands, costs, charges or expenses arising out of or in connection with any civil claim made in respect information subject to the Data Protection Legislation , which claims would not have arisen but for some act, omission or negligence in breach of this condition on the part of the Contractor, its employees, agents or any subcontractor or anyone acting on its or their behalf.

- 21.22 The Parties agree that on the termination of the Contract/Agreement, the Processor and any Sub-Processor shall, at the choice of the Controller, return all personal data and copies thereof to the Council or shall destroy all the personal data and certify to the Council that it has done so, unless legislation imposed upon the data importer prevents it from returning or destroying all or part of the personal data transferred. In that case, the data importer warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.
- 21.23 The Contractor shall take reasonable steps to ensure the reliability of any employee, agent or contractor of any Processor who may have access to Personal Data, ensuring in each case that access is strictly limited to those individuals who need to know / access the relevant Personal Data, as strictly necessary for the purposes of the Contract, and to comply with Data Protection Legislation in the context of that individual's duties to the Processor, ensuring that all such individuals are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.
- 21.24 Obligations after the termination of the Service
- 21.24.1 The provisions of this clause 16.17 shall apply during the continuance of the agreement and indefinitely after its expiry or termination.
- 21.24.2 The Parties agree that on the termination of the provision of the Service, the Data Processor and any Sub-processor shall, at the choice of the Data Controller, return all the personal data transferred and the copies thereof to the Data Controller or shall destroy all the personal data and certify to the Data Controller that it has done so, unless legislation imposed upon the Data Processor prevents it from returning or destroying all or part of the personal data transferred. In that case, the Data Processor warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.

22 FREEDOM OF INFORMATION

- 22.1 The Provider acknowledges that the Commissioner is subject to the requirements of the FOIA and the EIRs. The Provider shall:
- 22.1.1 provide all necessary assistance and cooperation as reasonably requested by the Commissioner to enable the Commissioner to comply with its obligations under the FOIA and EIRs;
- 22.1.2 transfer to the Commissioner all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within two Working Days of receipt;
- 22.1.3 provide the Commissioner with a copy of all Information belonging to the Commissioner requested in the Request For Information which is in its possession or control in the form that the Commissioner requires within five Working Days (or such other period as the Commissioner may reasonably specify) of the Commissioner's request for such Information; and
- 22.1.4 not respond directly to a Request For Information unless authorised in writing to do so by the Commissioner.
- 22.2 The Provider acknowledges that the Commissioner may be required under the FOIA and EIRs to disclose Information (including Confidential Information) without consulting or obtaining consent from the Provider. The Commissioner shall take reasonable steps to notify the Provider of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Contract) the Commissioner shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

23 PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES

- 23.1 The Provider shall not make any press announcements or publicise the Contract in any way without the Commissioner's prior written Approval.
- 23.2 The Commissioner shall be entitled to publicise the Contract in accordance with any legal obligation on the Commissioner, including any examination of the Contract by the Auditor.
- 23.3 The Provider shall not do anything, or cause anything to be done, which may damage the reputation of the Commissioner or bring the Commissioner into disrepute.

24 INTELLECTUAL PROPERTY RIGHTS

- 24.1 The Provider shall retain ownership of all Intellectual Property created by the Provider or any Staff or Sub-Contractor of the Provider:
 - 24.1.1 in the course of providing the Care and Support at Home Services; or
 - 24.1.2 exclusively for the purpose of providing the Care and Support at Home Services.
- 24.2 The Provider hereby grants, or shall procure the direct grant, to the Commissioner of a perpetual, royalty free, irrevocable and non-exclusive licence of the Intellectual Property, and shall allow the Commissioner to use the Intellectual Property for any purpose relating to the exercise of the business or function of the Commissioner provided in each case that such rights shall not extend to the commercial exploitation of the Intellectual Property. This licence shall, during its term, include the right to sub-licence to a third party (including, for the avoidance of doubt, any Replacement Provider or other third party invited by the Commissioner to participate in a tendering process for the award of a contract to deliver replacement services).
- 24.3 The Provider shall indemnify the Commissioner against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability of the Care and Support at Home Services, except to the extent that they have been caused by or contributed to by the Commissioner's acts or omissions.

25 RECORDS AND AUDIT ACCESS

- 25.1 The Provider shall keep and maintain until six years after the end of the Contract Period (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of the Contract including the Care and Support at Home Services provided under it, the Contracts entered into with the Commissioner and the amounts paid by the Commissioner.
- 25.2 The Provider shall keep the records and accounts referred to in clause 25.1 above in accordance with good accountancy practice.
- 25.3 The Provider shall on request afford the Commissioner, the Commissioner's representatives and/or the Auditor such access to such records and accounts as may be required by the Commissioner from time to time.
- 25.4 The Provider shall provide such records and accounts (together with copies of the Provider's published accounts) during the Contract Period and for a period of six years after the expiry of the Contract Period to the Commissioner and the Auditor.
- 25.5 The Commissioner shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Provider or delay the provision of the Care and Support at Home Services, except insofar as the Provider accepts and acknowledges that control over the conduct of audits carried out by the Auditor is outside of the control of the Commissioner.

- 25.6 Subject to the Commissioner's rights of confidentiality, the Provider shall on demand provide the Auditor with all reasonable co-operation and assistance in relation to each audit, including:
- 25.6.1 all information requested by the Commissioner within the scope of the audit;
 - 25.6.2 reasonable access to sites controlled by the Provider and to Equipment used in the provision of the Care and Support at Home Services; and
 - 25.6.3 access to Staff.
- 25.7 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 25, unless the audit reveals a material Default by the Provider in which case the Provider shall reimburse the Commissioner for the Commissioner's reasonable costs incurred in relation to the audit.

CONTROL OF THE CONTRACT

26 PROVISION OF INFORMATION AND MEETINGS

- 26.1 The Provider shall submit Management Information to the Commissioner throughout the Contract Period on the last day of every Month.
- 26.2 The Authorised Representatives shall meet in accordance with the details set out in the Order Form and the Provider shall, at each meeting, present its previously circulated Management Information.

27 MONITORING OF CONTRACT PERFORMANCE

- 27.1 The Provider shall comply with the monitoring arrangements set out in the Order Form including, but not limited to, providing such data and information as the Provider may be required to produce under the Contract.

28 REMEDIES IN THE EVENT OF INADEQUATE PERFORMANCE

- 28.1 Where a complaint is received about the standard of Care and Support at Home Services or about the manner in which any Care and Support at Home Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Provider's obligations under the Contract, then the Commissioner shall take reasonable steps to investigate the complaint.
- 28.2 If the Commissioner is of the reasonable opinion that there has been a material breach of the Contract by the Provider, then the Commissioner may, without prejudice to its rights under clause 41, do any of the following:
- 28.2.1 without terminating the Contract, itself supply or procure the supply of all or part of the Care and Support at Home Services until such time as the Provider shall have demonstrated to the reasonable satisfaction of the Commissioner that the Provider will once more be able to supply all or such part of the Care and Support at Home Services in accordance with the Contract; and/or
 - 28.2.2 without terminating the whole of the Contract, terminate the Contract in respect of part of the Care and Support at Home Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Care and Support at Home Services.
- 28.3 If the Provider fails to supply any of the Care and Support at Home Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Commissioner shall instruct the Provider to remedy the failure and the Provider shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within ten Working Days of the Commissioner's instructions or such other period of time as the Commissioner may direct.

28.4 If the Provider:

28.4.1 fails to comply with clause 28.3 above and the failure is materially adverse to the interests of the Commissioner; or

28.4.2 persistently fails to comply with clause 28.3 above,

the Commissioner may terminate the Contract with immediate effect by giving the Provider notice in writing.

29 RIGHTS AND REMEDIES

The rights and remedies provided under this Contract are in addition to, and not exclusive of, any rights or remedies provided by law.

30 TRANSFER AND SUB-CONTRACTING

30.1 The Provider shall not assign, novate, sub-contract or in any other way dispose of the Contract or any part of it without prior Approval. Sub-contracting any part of the Contract shall not relieve the Provider of any of its obligations or duties under the Contract.

30.2 Provided that the Commissioner has given prior written consent, the Provider shall be entitled to novate the Contract following the novation of the Framework Agreement where:

30.2.1 the specific change in contractor was provided for in the procurement process for the award of the Framework Agreement;

30.2.2 there has been a universal or partial succession into the position of the Provider, following a corporate restructuring, including takeover, merger, acquisition or insolvency, by another economic operator that meets the criteria for qualitative selection applied in the procurement process for the award of this Contract.

30.3 The Provider shall be responsible for the acts and omissions of its Sub-Contractors as though they are its own.

30.4 Where the Commissioner has consented to the placing of Sub-Contracts, copies of each Sub-Contract shall, at the request of the Commissioner, be sent by the Provider to the Commissioner as soon as reasonably practicable.

30.5 The Commissioner may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:

30.5.1 any Contracting Authority;

30.5.2 any other body established by the Crown or under statute to substantially perform any of the functions that had previously been performed by the Commissioner; or

30.5.3 any private sector body which substantially performs the functions of the Commissioner,

provided that any such assignment, novation or other disposal shall not increase the burden of the Provider's obligations under the Contract.

31 WAIVER

31.1 A waiver of any right or remedy under this Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default.

31.2 A failure or delay by a Party to exercise any right or remedy provided under this Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any

further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under this Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

32 VARIATION

- 32.1 Subject to the provisions of this clause 32, the Commissioner may request a variation to the Care and Support at Home Services ordered provided that such variation does not amount to a material change to the Order. Such a change is hereinafter called a "**Variation**".
- 32.2 The Commissioner may request a Variation by giving sufficient information for the Provider to assess the extent of the Variation. The Provider shall respond to a request for a Variation within the time limits specified by the Commissioner. Such time limits shall be reasonable having regard to the nature of the Order.
- 32.3 If the Provider is unable to provide the Variation to the Care and Support at Home Services or where the Parties are unable to agree a change to the Contract Price, the Commissioner may:
- 32.3.1 agree that the Parties continue to perform their obligations under the Contract without the Variation; or
 - 32.3.2 terminate the Contract with immediate effect.
- 32.4 If the Parties agree the Variation, the Provider shall carry out such Variation and be bound by the same provisions so far as is applicable, as though such Variation was stated in the Contract.

33 THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

- 33.1 Except as expressly provided elsewhere in this Contract, a person who is not a party to this Contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract.
- 33.2 The rights of the Parties to terminate, rescind or agree any variation, waiver or settlement under this Contract are not subject to the consent of any other person.

34 SEVERANCE

- 34.1 If any provision or part-provision of this Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Contract.
- 34.2 If any provision or part-provision of this Contract is invalid, illegal or unenforceable, the Parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

LIABILITIES

35 LIABILITY, INDEMNITY AND INSURANCE

- 35.1 Nothing in the Contract shall be construed to limit or exclude either Party's liability for:
- 35.1.1 death or personal injury caused by its negligence;
 - 35.1.2 fraud or fraudulent misrepresentation;

- 35.1.3 any breach of any obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;
- 35.1.4 any claim under clause 14.4; or
- 35.1.5 any claim under the indemnity in clause 24.3.

35.2 The Provider shall indemnify and keep indemnified the Commissioner in full from and against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or late or purported supply, of the Care and Support at Home Services or the performance or non-performance by the Provider of its obligations under the Contract or the presence of the Provider or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Provider, or any other loss which is caused directly or indirectly by any act or omission of the Provider. The Provider shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Commissioner or by breach by the Commissioner of its obligations under the Contract.

35.3 Nothing in the Contract shall impose any liability on the Commissioner in respect of any liability incurred by the Provider to any other person, but this shall not be taken to exclude or limit any liability of the Commissioner to the Provider that may arise by virtue of either a breach of the Contract or by negligence on the part of the Commissioner, or the Commissioner's employees, servants or agents.

36 INSURANCES

36.1 The Provider shall at its own cost effect and maintain with a reputable insurance company a policy or policies of insurance providing as a minimum the following levels of cover:

- 36.1.1 public liability insurance with a limit of indemnity of not less than £10,000,000 (Ten Million pounds) in relation to any one claim or series of claims;
- 36.1.2 employer's liability insurance with a limit of indemnity of not less than £10,000,000 (Ten Million pounds) **OR** in accordance with any legal requirement for the time being in force in relation to any one claim or series of claims; and/or
- 36.1.3 professional indemnity insurance with a limit of indemnity of not less than £5,000,000 (Five Million pounds) in relation to any one claim or series of claims and shall ensure that all professional consultants or Sub-Contractors involved in the provision of the Care and Support at Home Services hold and maintain appropriate cover

(Required Insurances). The cover shall be in respect of all risks which may be incurred by the Provider, arising out of the Provider's performance of the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Provider.

36.2 The Provider shall give the Commissioner, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the Required Insurances are in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

36.3 If, for whatever reason, the Provider fails to give effect to and maintain the Required Insurances, the Commissioner may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Provider.

36.4 The terms of any insurance or the amount of cover shall not relieve the Provider of any liabilities under the Contract.

36.5 The Provider shall hold and maintain the Required Insurances for a minimum of six years following the expiry or earlier termination of the Contract.

37 TAXATION, NATIONAL INSURANCE AND EMPLOYMENT LIABILITY

- 41 The Parties acknowledge and agree that the Contract constitutes a contract for the provision of services and not a contract of employment. The Provider shall at all times indemnify the Commissioner and keep the Commissioner indemnified in full from and against all claims, proceedings, actions, damages, costs, expenses, liabilities and demands whatsoever and howsoever arising by reason of any circumstances whereby the Commissioner is alleged or determined to have been assumed or imposed with the liability or responsibility for the Staff (or any of them) as an employer of the Staff and/or any liability or responsibility to HM Revenue and Customs as an employer of the Staff whether during the Contract Period or arising from termination or expiry of the Contract.

38 WARRANTIES AND REPRESENTATIONS

- 38.1 The Provider warrants and represents that:

- 38.1.1 it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its Parent Company) to enter into and perform its obligations under the Contract;
- 38.1.2 the Contract is executed by a duly authorised representative of the Provider;
- 38.1.3 in entering the Contract it has not committed any Prohibited Act;
- 38.1.4 as at the Commencement Date, all information, statements and representations contained in the Tender for the Care and Support at Home Services are true, accurate and not misleading except as may have been specifically disclosed in writing to the Commissioner before execution of the Contract and it will advise the Commissioner of any fact, matter or circumstance of which it may become aware during the Contract Period which would render any such information, statement or representation to be false or misleading;
- 38.1.5 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or its assets which will or might affect its ability to perform its obligations under the Contract;
- 38.1.6 it is not subject to any contractual obligation, compliance with which is likely to have an adverse affect on its ability to perform its obligations under the Contract;
- 38.1.7 no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Provider or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Provider's assets or revenue;
- 38.1.8 it owns, has obtained or is able to obtain, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- 38.1.9 the Care and Support at Home Services shall be provided and carried out by appropriately experienced, qualified and trained Staff with all due skill, care and diligence;

DEFAULT, DISRUPTION AND TERMINATION

39 CONTRACT NON-COMPLIANCE

- 39.1 For the purposes of this clause 39 **Contract Non-Compliance** means that in the opinion of the Commissioner the Provider has failed either in whole or in part to comply with the terms of this Contract.

- 39.2 Without prejudice to any other rights under the Contract and in addition to the monitoring procedure in the Contract if the Authorised Representative of the Commissioner by whatever means find the Provider has:
- 39.2.1 failed to provide all or any part of the Care and Support at Home Services
 - 39.2.2 failed to perform all or any part of the Care and Support at Home Services in accordance with the provisions of the Contract
 - 39.2.3 failed to comply with any instruction or notice issued by the Authorised Representative of the Commissioner
 - 39.2.4 is in breach of this contract or any of the Provider's obligations under the Contract of whatever nature
- the Authorised Representative of the Commissioner may take the steps set out in clause 39.3 below.
- 39.3 The Authorised Representative of the Commissioner may serve a notice on the Provider in the event of any failure detailed in clause 39.2 above as hereinafter provided in this clause but without prejudice to any other rights and remedies available to the Commissioner.
- 39.4 Any notice may be given verbally where immediate action is required but shall be confirmed in writing by the Commissioner.
- 39.5 All notices served by the Commissioner shall state the nature of the non-compliance and any time limit imposed for compliance with the notice together with any other reasonable requirements of the Authorised Representative of the Commissioner.
- 39.6 Contract Non-Compliance may be:
- 39.6.1 **Minor Non-Compliance** meaning that in the opinion of the Commissioner there is a Contract Non-Compliance that does not amount to Major or Fundamental Non-Compliance but means there has been a failure that has a lesser impact on delivery of the Care and Support at Home Services.
 - 39.6.2 **Major Non-Compliance** meaning that in the opinion of the Commissioner there is a Contract Non-Compliance which means a failure to deliver the Care and Support at Home Services to a Service User or Service Users to include a failure to protect them from harm or neglect or promote their wellbeing or a failure to deliver the service leading to the Commissioner being adversely affected such as those relating to finance including when it has been evidenced that the Provider does not have adequate Public Liability Insurance in compliance with clause 36.
 - 39.6.3 **Fundamental Non-Compliance** meaning that in the opinion of the Commissioner there is Contract Non-Compliance which means the Provider has failed to deliver the service and has not rectified the failure within a reasonable time to the satisfaction of the Commissioner.
- 39.7 The Commissioner shall make an assessment of the severity of the Contract Non-Compliance and the risks or potential risks to Service Users and:
- 39.7.1 If the Commissioner identifies risks or potential risks to the Service Users the Commissioner shall carry out enquiries. For the avoidance of doubt and at the Commissioner's discretion the enquiry may include a risk assessment of Service Users in receipt of the Care and Support at Home Services who are funded by the Commissioner.
- 39.8 Without prejudice to the foregoing the Provider shall be required to co-operate fully with the enquiries risk assessments and with rectifying any deficiencies within a time specified by the Authorised Representative of the Commissioner.

- 39.9 Where the Commissioner reasonably suspects that there is Contract Non-Compliance but requires time to make enquiries the placement of service users may be suspended at the discretion of the Commissioner while they carry out enquiries.
- 39.9.1 The Commissioner may require the Provider to supply a Remedy Plan which will detail the non-compliance and will set out the required remedial action to be completed by the Provider within a reasonable period of time.
- 39.9.2 In the event that the Provider fails to accept the requirement for the Remedy Plan or fails to supply information or allow access to information for monitoring of remedies the Commissioner at its discretion may determine this as a failure under clause 39.2.3.
- 39.10 Unless clause 39.11 applies the Provider will be required to provide the remedy required at its own expense.
- 39.11 At the discretion and instigation of the Commissioner the Commissioner may reach an agreement with the Provider for some elements of the Remedy Plan to be supported by the Commissioner at its expense. This will require the full co-operation of the Provider and will not constitute the Commissioner assuming responsibilities for the fitness of the registered activity which would remain with the Provider as registered and authorised with the CQC.
- 39.12 The Authorised Representative of the Commissioner shall be empowered to limit or suspend the provision of the Care and Support at Home Services or any part thereof until the Authorised Representative of the Commissioner is satisfied that the breach has been remedied.
- 39.13 The category of notice served shall be determined by the Authorised Representative of the Commissioner at their absolute discretion taking into account the nature of the breach and shall be served forthwith on the Provider.
- 39.14 The Authorised Representative of the Commissioner may apply limits and controls including but not limited to:
- 39.14.1 advice to Social Worker/Care Manager/Case Managers that when considering making a placement in the Care and Support at Home Services they should make extra enquires to satisfy themselves that the Provider can meet the assessed needs of the Service User as detailed in the Care/Support Plan;
- 39.14.2 limiting the volume of placements made;
- 39.14.3 requiring reports/information from the Provider appertaining to the breach.
- 39.15 If the Contract Non-Compliance is categorised as Fundamental Non-Compliance, notice may be served by the Commissioner on the Provider terminating the Contract with immediate effect without the requirement to give notice notwithstanding that the Service Users and/or their representatives might disagree with the Commissioner's decision.
- 39.16 The Commissioner may decide on an individual basis at their discretion that Service Users in receipt of Care and Support at Home Services from the Provider face an unacceptable level of risk in which case the Commissioner reserves the right to terminate the Contract without notice.
- 39.17 Where a Fundamental Non-Compliance has occurred the Commissioner reserves the right to decline to pay for the part of the Care and Support at Home Services not provided in accordance with the provisions of the Contract.
- 39.18 The Commissioner reserves the right to inform other statutory and regulatory bodies of notices served and any agent of the Commissioner or any service user (or their representative) that requires information about the performance of the Provider.
- 39.19 Notwithstanding the foregoing if either Party considers that the other Party is in default of their obligations under this Contract either Party shall notify the other Party in writing of the way in which it

is considered they are in default and a reasonable time period shall be allowed between the Parties for remedying that default. The Provider shall be liable for payment of liquidated damages in respect of any Contract non-compliance which results in the Commissioner being required to fund alternative provision for the Service User or which results in any loss or damage to the Service User's property.

39.20 Notwithstanding the foregoing, in the event that the Commissioner reasonably considers that there has been Contract Non-Compliance by the Provider then the Commissioner may without prejudice to its rights under clause 41 (Termination on Default) do any of the following:

39.20.1 withhold or make such reduction from the Contract Price to be paid to the Provider under the Contract as the Commissioner shall reasonably determine to reflect the sums paid or sums which would otherwise be payable in respect of those Care and Support at Home Services that the Provider has failed to provide or performed inadequately;

39.20.2 without terminating the Contract itself provide or procure the provision of part of the Care and Support at Home Services until such time as the Provider shall have demonstrated to the reasonable satisfaction of the Commissioner that the Provider will be able to perform such part of the Care and Support at Home Services in accordance with the Contract;

39.20.3 At the discretion of the Commissioner if in particular circumstances the Provider fails to perform any of its obligations under this clause the Commissioner may perform those obligations and all costs incurred in so doing may be deducted from any such sum or sums due to or to become due to the Provider under the Contract or any other contract or otherwise due to the Provider or shall be recoverable from the Provider by the Commissioner as a debt.

39.20.4 without terminating the whole of the Contract terminate the Contract in respect of part of the Care and Support at Home Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself provide or procure a third party to provide such part of the relevant Care and Support at Home Services.

39.21 The Commissioner may charge to the Provider any reasonable costs in respect of the provision of such part of the Care and Support at Home Services by the Commissioner or by a third party.

40 TERMINATION ON INSOLVENCY AND CHANGE OF CONTROL

40.1 Without affecting any other right or remedy available to it, the Commissioner may terminate this Contract with immediate effect by giving written notice to the Provider if:

40.1.1 the Provider suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 **OR** (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 **OR** (being a partnership) has any partner to whom any of the foregoing apply;

40.1.2 the Provider commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (being a company) for the sole purpose of a scheme for a solvent amalgamation of Provider with one or more other companies or the solvent reconstruction of the Provider;

40.1.3 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Provider (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of the Provider with one or more other companies or the solvent reconstruction of the Provider;

- 40.1.4 an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Provider (being a company);
 - 40.1.5 the holder of a qualifying floating charge over the assets of the Provider (being a company) has become entitled to appoint or has appointed an administrative receiver;
 - 40.1.6 a person becomes entitled to appoint a receiver over the assets of the Provider or a receiver is appointed over the assets of the Provider;
 - 40.1.7 a creditor or encumbrancer of the Provider attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Provider's assets and such attachment or process is not discharged within 14 days;
 - 40.1.8 any event occurs, or proceeding is taken, with respect to the Provider in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 40.1.1 to clause 40.1.7 (inclusive); or
 - 40.1.9 the Provider suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.
- 40.2 The Provider shall notify the Commissioner immediately if the Provider undergoes a change of control within the meaning of section 1124 of the Corporation Tax Act 2010 (**Change of Control**). The Commissioner may terminate the Contract by notice in writing with immediate effect within six Months of:
- 40.2.1 being notified that a Change of Control has occurred; or
 - 40.2.2 where no notification has been made, the date that the Commissioner becomes aware of the Change of Control,

but shall not be permitted to terminate where an Approval was granted before the Change of Control.

41 TERMINATION ON DEFAULT

- 41.1 The Commissioner may terminate the Contract by giving written notice to the Provider with immediate effect if the Provider commits a material breach and if:
- 41.1.1 the Provider has not remedied the material breach to the satisfaction of the Commissioner within 20 Working Days, or such other period as may be specified by the Commissioner, after issue of a written notice specifying the material breach and requesting it to be remedied; or
 - 41.1.2 the material breach is not, in the opinion of the Commissioner, capable of remedy.
- 41.2 The Commissioner may terminate the Contract by giving written notice to the Provider with immediate effect if:
- 41.2.1 the Provider repeatedly breaches any of the terms of this Contract in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Contract;
 - 41.2.2 if any of the provisions of Regulation 73(1) of the Public Contracts Regulations 2015 apply;
 - 41.2.3 any warranty given by the Provider in clause 38 of this Contract is found to be untrue or misleading.

41.3 The Commissioner may terminate the Contract by written notice to take immediate effect:

41.1.1 in accordance with clause 39 – Contract Non-Compliance; or

41.1.2 if the Provider:

(i) has for any reason had their registration cancelled by the Care Quality Commission; or

(ii) has failed to remedy following an agreed reasonable period any issues highlighted by the Care Quality Commission which deems the Care and Support at Home Services inadequate.

42 TERMINATION ON SERVICE CANCELLATION

42.1 The Commissioner may terminate the Contract at any time and for any reason by giving not less than four weeks written notice to the Provider.

42.2 The Commissioner may terminate the Contract by giving written notice to the Provider, such notice to take effect on the date stated within it, in the event that any of the grounds for Service Cancellation set out in Service Specification Schedule One apply.

[Extra Care Support Contracts only – Bournemouth and Christchurch only]

42.3 Either the Commissioner or the Provider may terminate the Contract by giving to the other not less than six months notice in writing or such lesser period of notice as the Commissioner and the Provider may agree in a particular circumstance.]

43 CONSEQUENCES OF TERMINATION OR EXPIRY

43.1 Where the Commissioner terminates the Contract under clause 41 and then makes other arrangements for the supply of the Care and Support at Home Services, the Commissioner may recover from the Provider the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Commissioner throughout the remainder of the Contract Period. The Commissioner shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause 41, no further payments shall be payable by the Commissioner to the Provider until the Commissioner has established the final cost of making those other arrangements.

43.2 Except as otherwise expressly provided in the Contract:

43.2.1 termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract before termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and

43.2.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the Commissioner or the Provider under clause 13, clause 14, clause 15, clause 16, clause 20, clause 21, clause 22, clause 24, clause 25, clause 29, clause 35, clause 36, clause 43, clause 44, and clause 51.

44 RECOVERY ON TERMINATION

44.1 On the termination of the Contract for any reason, the Provider shall:

44.1.1 immediately return to the Commissioner all Confidential Information, Personal Data and Commissioner's Intellectual Property in its possession or in the possession or under the control of any permitted Providers or Sub-Contractors, which was obtained or produced in the course of providing the Care and Support at Home Services;

- 44.1.2 immediately deliver to the Commissioner all Property (including materials, documents, information and access keys) provided to the Provider by the Commissioner in connection with the Contract. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - 44.1.3 assist and co-operate with the Commissioner to ensure an orderly transition of the provision of the Care and Support at Home Services to any Replacement Provider and/or the completion of any work in progress; and
 - 44.1.4 promptly provide all information concerning the provision of the Care and Support at Home Services which may reasonably be requested by the Commissioner for the purposes of adequately understanding the manner in which the Care and Support at Home Services have been provided or for the purpose of allowing the Commissioner or the Replacement Provider to conduct due diligence.
- 44.2 If the Provider fails to comply with clause 44.1.1 and clause 44.1.2, the Commissioner may recover possession thereof and the Provider grants a licence to the Commissioner or its appointed agents to enter (for the purposes of such recovery) any premises of the Provider or its permitted Providers or Sub-Contractors where any such items may be held.
- 44.3 Where the end of the Contract Period arises due to the Provider's Default, the Provider shall provide all assistance under clause 44.1.3 and clause 44.1.4 free of charge. Otherwise, the Commissioner shall pay the Provider's reasonable costs of providing the assistance and the Provider shall take all reasonable steps to mitigate such costs.

45 COMPLAINTS

- 45.1 The Provider will comply with all Complaints Procedures as set out in the Contract. In addition, the Provider will ensure that they comply with the following:
- 45.1.1 The Provider shall ensure that their policies and procedures remain current in line with the Care Quality Commission (CQC) by ensuring they have an effective and accessible system for identifying, receiving and handling complaints from people using the service, people acting on their behalf or other stakeholders. All complaints must be investigated thoroughly and any necessary action taken where failures have been identified (Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16).
 - 45.1.2 The Provider shall comply with the Duty of Candour (Care Act 2014) to be open and honest with Service Users, carers and their representatives when things go wrong, and comply with requests for the Care Quality Commission to provide a summary of complaints, responses and other related correspondence or information related to the provision of care to vulnerable people.
- 45.2 The Provider shall forward complaints, compliments or queries relating to the actions of the Commissioner, or their delegated officers to ensure the appropriate agency is informed and the matter is dealt with according to local policy and procedures.
- 45.3 The Provider shall report any complaints or untoward incidents related to NHS Continuing Healthcare, within a 24-hour period to the Commissioner. All complaints relating to this provision of care by the Provider will be investigated by the Provider in the first instance and a full written report sent to the NHS Dorset CCG (Bournemouth and Poole's CHC Commissioning Manager and named Clinical Governance Lead) within fourteen days of the complaint and will then be shared with the Clinical Governance Team.
- 45.4 The Provider shall maintain a log of complaints relating to the Care and Support at Home Services, together with records of the responses to those complaints. Copies of any Complaints, Compliments and Comments received are to be forwarded to the Commissioner, with summary Complaints data to be presented at the joint review meetings, between the Commissioner and the Provider.

- 45.5 The Provider's complaints procedure must inform Service Users that they have a right to make a complaint directly to the Commissioner, independent of the Provider. The Commissioner has the right to investigate a complaint at any stage and the Provider shall co-operate fully with the Commissioner in relation to any complaint.
- 45.6 The Provider shall facilitate any complaint to be made by the Service User and shall not seek to obstruct delay or interfere with the Service user's rights in this regard.

46 DISPUTE RESOLUTION

- 46.1 If a dispute arises out of or in connection with this Contract or the performance, validity or enforceability of it (**Dispute**) then the Parties shall follow the procedure set out in this clause:
- 46.1.1 either Party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, the Authorised Representative of the Commissioner and Authorised Representative of the Provider shall attempt in good faith to resolve the Dispute;
- 46.1.2 if the Authorised Representative of the Commissioner and the Authorised Representative of the Provider are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Service Director, Community Learning and Commissioning/SENIOR OFFICER TITLE of the Commissioner and Managing Director of the Provider who shall attempt in good faith to resolve it; and
- 46.1.3 if the Service Director, Community Learning and Commissioning/SENIOR OFFICER TITLE of the Commissioner and Managing Director of the Provider are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the Parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the Parties, the mediator shall be nominated by CEDR Solve. To initiate the mediation, a Party must serve notice in writing (**ADR notice**) to the other Party to the Dispute, requesting mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than 30 days after the date of the ADR notice.
- 46.2 The commencement of mediation shall not prevent the Parties commencing or continuing court proceedings in relation to the Dispute under clause 51 which clause shall apply at all times.

47 FORCE MAJEURE

- 47.1 Neither Party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control. In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed. If the period of delay or non-performance continues for 8 weeks the Party not affected may terminate this Contract by giving 30 days' written notice to the affected Party.

48 ENTIRE AGREEMENT

- 48.1 This Contract constitutes the entire agreement between the Parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 48.2 Each Party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Contract. Each Party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Contract, provided that nothing in this clause 48 shall operate to exclude any liability for fraud.

48.3 In the event of and only to the extent of any conflict between the Order Form, the clauses of the Contract and any document referred to in those clauses, the conflict shall be resolved in accordance with the following order of precedence:

48.3.1 the clauses of the Contract;

48.3.2 the Order Form except the Provider's Tender and Supplemental Tender;

48.3.3 the terms of the Framework Agreement, the Framework Schedules to the Framework Agreement (including the Service Specification) and the appendices to the Order Form, except the Provider's Tender and Supplemental Tender;

48.3.4 any other document referred to in the clauses of the Contract; and

48.3.5 the Provider's Tender and Supplemental Tender.

49 COUNTERPARTS

49.1 This Contract may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

50 NOTICES

50.1 Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party sending the communication.

50.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, post, registered post or by the recorded delivery service) or by fax. Such letters shall be addressed to the other Party in the manner referred to in clause 50.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two Working Days after the day on which the letter was posted, or four hours in the case of fax, or sooner where the other Party acknowledges receipt of such letters or fax.

50.3 For the purposes of clause 50.2 the address of each Party shall be:

50.3.1 for the Commissioner: the address set out in the Contract.

50.3.2 for the Provider: the address set out in the Framework Agreement.

50.4 Either Party may change its address for service by serving a notice in accordance with this clause.

51 GOVERNING LAW AND JURISDICTION

51.1 This Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

51.2 Each Party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Contract or its subject matter or formation (including non-contractual disputes or claims).