**Schedule 2 – Performance Monitoring and Contract Management**

**Provision of Linen Hire Services in Derbyshire Adult Care Residential Establishments**

**Contract Title**

**Reference SSD 17 02**



**1. Monitoring Report Requirements**

1.1 The Provider is required to submit a Quarterly Report to the Council. This Quarterly Report will include the following information:

1.1.1 Performance against the Outcomes, Performance Targets and Output Measures detailed in Section 17 of Schedule 1 – Service Specification.

1.1.2 Performance against the Social Value priorities identified in the Social Value proposal.

1.1.3 Individual establishment volumes.

1.2 The Provider is required to submit a Financial Report to the Council on a quarterly basis. This will detail actual spend against the budget detailed in Schedule 3.

1.3 The Council will notify the Provider of the deadlines for submission of all required reports.

1.4 The format of all reports will be agreed with the Council.

1.5 It is the Provider’s responsibility to ensure that the information contained within all reports submitted to the Council is accurate and the Council reserves the right to audit the integrity of information submitted by the Provider.

1.6 The Council may request additional information as part of the on-going monitoring process. The Council will provide sufficient notice to the Provider to collate the required information.

**2. Contract Management and Performance Monitoring**

2.1 The Provider will ensure that it will develop and agree with the Council an appropriate system to:

2.1.1 Assess and monitor achievement against the Outcomes, Performance Targets and Output Measures detailed in Section 17 of Schedule 1 – Service Specification.

2.1.2 Performance against the Social Value priorities identified in the Social Value proposal.

2.1.3 Gather required information for the monitoring reports detailed in 1.1.3

2.2 Contract Management Meetings will be held between the Provider and the Council on an annual basis, as a minimum, although it is envisaged that these will be more frequent in the first year. The Provider will be notified prior to the Contract Management Meeting and will be issued with an agenda and details of information required for the meeting.

2.3 Quality Monitoring Visits will be undertaken by the Council and will be completed on the basis of Provider performance and risk. At least 1 visit will be undertaken during the lifetime of this contract. This could include unscheduled or unannounced visits to the service. During these visits the Provider will be required to evidence that the service is being delivered in line with the requirements set out in the Terms and Conditions and Service Specification and all other associated Contract Schedules.

2.4 The Council will review the Outcomes, Performance Targets and Output Measures detailed in Section 17 of Schedule 1 – Service Specification on an annual basis.

2.5 Additional meetings can be held at the request of either the Council or the Provider, should it be considered necessary.

**3. Quality Assurance**

3.1 The Provider will develop and implement a quality assurance methodology to measure and improve the standard of the service being provided.

3.2 The Provider will complete a Satisfaction Survey with clients on an annual basis.