

**Compliance Requirements for providers on the Direct Payment Support Services** **Approved Provider List**

Approved Provider List (APL) Term: 5 years

No restriction to the number of providers on the APL

DP recipients to pay for support directly. Only pay for support delivered

No exclusivity or volume guarantee on appointment is given by Oxfordshire County Council on appointment to the Approved Provider List as use of the services will be determined solely by End User Beneficiaries. There will be no direct payment service contract between OCC and the Provider as to Approved Provider List appointees.

Prices charged by Providers may be reviewed annually and any changes to price must first be agreed in writing by OCC/OCCG before marketing of the revised prices to DP recipients.

The APL will be open periodically and new providers may join the list if assessed as suitable at these times.

Providers are required to develop clear service descriptors, including clear pricing, which details will be published and used to help Direct Payment recipients differentiate the different support offers available to them.

Providers to permit OCC and OCCG a right to audit based on content in the service specification(s) including complaints, safeguarding, financial activity, GDPR procedures and document retention.

Providers must have procedures in place for managing conflicts of interest.

Providers must have procedures in place for dispute resolution.

Providers must have complaints policies in place and clear guidance for Direct Payment recipients on how to raise a complaint and expectations regarding response timeframes and communication of outcomes.

Providers must ensure that the Council is aware of the number and type of complaints received upon request. The Service Provider will be expected to log and resolve all complaints. If the Service Provider is unable to resolve the complaint or needs advice, they should contact the Council’s Direct Payment Support Team.

Providers may request to leave the APL at any time and a minimum of one month’s notice must be provided to OCC and direct payment recipients, where possible, if this will affect support provided to individuals. Reasonable efforts should be made to continue support whilst an alternative provider is sourced, and handover of any information requested by the new Provider.

Providers may terminate support provided to an individual at any time and a minimum of one month’s notice must be provided to OCC and the Direct Payment recipients. Reasonable efforts should be made to continue support whilst an alternative provider is sourced, and handover of any information requested by the new provider.

Providers must comply with the stipulated payment mechanisms in the service specification and below:

* The fees charged by the Provider for services purchased by the Individual to meet their support needs will be included in their agreed budget and support plan.
* Payment will be between the Individual and the Provider
* Payment Terms will be within 30 days of invoicing the Direct Payment Recipient.
* Payments should not be accepted in cash or by standing orders.

Providers who do not comply with these requirements and/or have significant quality concerns may be immediately removed from the APL

Providers will not be permitted to seek readmission on the Approved Provider List until such time that the matter of concern has been resolved to Oxfordshire County Council’s reasonable satisfaction.

 I, ………………………………, for and on behalf of [ ] agree to abide by and comply with the Compliance Requirements set out above as a condition of eligibility for appointment to Oxfordshire **Direct Payment Support Services Approved Provider List**.

Signed …………………………………..

Position …………………………………

Dated…………………………………….