

London Borough of Southwark and South East London Clinical Commissioning Group

Community-based Re-ablement Tender

Appendix 4 Contract Management

Schedule 4: Contract Management

1.AUTHORISED REPRESENTATIVES

1.1 The Council 's initial Authorised Representative: INSERT DETAILS

1.2 The Service Providers initial Authorised Representative: INSERT DETAILS

2. KEY PERSONNEL

INSERT DETAILS – include Supervisory Personnel

The Council Key Personnel – Roles	The Service Provider Key Personnel – Roles
Director of Commissioning Children and Adults' Services Director of Adult Social Care Head of Partnership Commissioning Team - Older People and Complex Needs Joint Commissioner Older People and Complex Needs Quality and Performance Manager	

3. MEETINGS

3.1 Type and purpose of Meetings:

Regular Meetings:

3.1.1 Annual Performance and Quality Review at Head of Service Level

- I. Purpose to reflect on performance – patterns, successes and challenges.
- II. Adhering to the change control process under Schedule 6 to set new targets and agree any replacement of KPI that are now at a satisfactory level and considered to be business as usual.
- III. Consider and determine an approach to any proposed contract variation arising from Quarterly review meetings.

3.1.2 Quarterly Contract Monitoring Meetings jointly lead by Joint Commissioner and/or Quality and Performance Manager

- I. To review activity over the quarter around staffing vacancies, referrals into the service, average length of stay
- II. Any review findings from feedback from individuals and their families undertaken not only by the Council but where agreed by other bodies representing the Council this could include but is not limited to 'Age UK Southwark or Health Watch'.
- III. To consider performance against any agreed Key Performance Indicators
- IV. At agreed intervals quality assurance self assessment audits will be reviewed against the customers and any outcomes arising from co-design groups 'I Statements'
- V. Any areas demonstrating continuous improvements and agreeing service development
- VI. Delivering and compliance with information that contributes to national data sets required by relevant statutory bodies
- VII. Feedback and issues arising from Multi-disciplinary team working including that from the Councils in-house therapy team
- VIII. Identify any issues relating to the contract and identify any areas for proposed variation between the parties.

3.1.3 Ad Hoc Meetings

- The Service Provider may at times be required to attend emergency or safeguarding meetings that the Council can reasonably expect the Service Provider to attend.
- The Service Provider may at times be required to attend forums and other meetings with local service providers to share and compare information to improve services to local people.
- If the Service Provider has an improvement plan or an embargo in place then these will be frequent meetings until such time as the embargo can be lifted.

3.2 Quorum

- The terms of reference for each of the regular meetings will outline
 - o The number of individuals who need to be present to make any decisions
 - o For certain decision key personnel from the Council and the Home need to be present

3.3 Frequency

- As agreed within the terms of reference for the relevant meetings. The time frames can be adjusted depending on the issues being considered and their seriousness.
- However there will be at least one annual review to set performance and quality indicators and quarterly contract meetings.

4. CONTRACT MONITORING VISITS – to service users

4.1 Visits – Planned or Unplanned

4.1.1 as part of determining the quality and effectiveness of the services the Council may undertake direct visits to those in receipt of the services. Visits to service users and their families can be planned or unplanned, but will in all cases be agreed with the service user and their family where applicable prior to there taking place. Visits can take place any day or time.

4.1.2 staff undertaking visits will be appropriately skilled to ensure the safety of service users and their families.

4.1.4 appropriate identification will be shown for entry to the building.

4.2 The Service Provider will be expected to survey and/or interview staff, service users who have experienced a re-ablement service intervention and family members as a minimum once a year. The outcome from this engagement work will be shared with the Council when requested or quarterly with the relevant contract monitoring officer.

4.3 If required the Service Provider will facilitate safeguarding and quality alert meetings as required and/or to attend such meetings if set up elsewhere.

5. REPORTS

5.1 Type

5.1.1 Performance Reports, and data information, will be provided -by the Service Provider - for the quarterly monitoring and annual performance meetings.

5.1.2 Service User visit reports will be produced within a month of the visit and shared with relevant key personnel and discussed at the quarterly meetings.

5.2 Contents

5.2.1 The relevant meeting receiving the report for consideration will provide a short guide and template to the report authors to ensure consistency of information and a format that enable the decision makers to identify key issues easily and make decisions quickly.

5.3 Frequency

5.3.1 Reports for meetings will need to be viewed internally by the organisation producing the report and authorised for sharing

5.3.2 Once approved for sharing the final version will be sent to the meeting organiser for circulation in time for it to be sent out (via email) 5 working days ahead of the meeting.

5.4 Circulation list

5.4.1 The report will only be shared with members of the meeting and guests attending that meeting. If any recipients of the group want to share the report with someone outside of their organisation then named key personnel will need to authorise this.

5.4.2 Any information held by the Council within the contract management and monitoring of the contract will come within the remit of the data protection and GDPR terms outlined elsewhere in this contract.