



**Application for Admission to the Dynamic Purchasing Vehicle (DPV) for Semi-independent Accommodation and Support**

**Schedule G**

**Contract Management**

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## **1. Introduction**

- 1.1 This contract performance management approach is intended to give the West London Alliance and Contracting Bodies a framework to assess a Provider's performance on the Semi-Independent Accommodation and Support DPV.
- 1.2 Information collated via Contract Management may also be used to inform the Suspension & Barring (see Schedule H)

## **2. CarePlace**

- 2.1 CarePlace is a web-based portal owned by The London Borough of Ealing on behalf of the West London Alliance local authorities to support Children's Social Care commissioning, procurement and market management.
- 2.2 CarePlace will be the system used by local authorities to procure and manage the Services from the WLA DPV and will be the primary system used to performance manage Providers as outlined in this Contract Performance Management Approach.
- 2.3 In being accepted to provide services on the DPV, Providers also explicitly agree to respond to all service requests and performance management approaches as set out in this document. Failure to do so could result in temporary suspension, termination or permanent barring from the WLA DPV.

## **3. Contracting Body (Purchasing Local Authority) Led Activity**

- 3.1 The Contracting Body will monitor progress made against the outcomes that are agreed at the start of a service. These outcomes will be set out in the ISA/Block Contract and (where applicable) the young person's individual plan (e.g. Care Plan or Pathways Plan)
- 3.2 The Contracting Body will also monitor any agreed, time limited additional inputs or levels of support in a young person's service to ensure:
  - I. the delivery of the additional inputs are delivered by the Provider in the manner specified and that these remain relevant and effective in supporting the needs of young people; and
  - II. that as needs decrease additional support can be withdrawn.
- 3.3 As part of a Contracting Body's statutory duties to Looked After Children (LAC) & Care Leavers young person have regular reviews. The reviews will typically be attended by a range of professionals involved in supporting the young person. The Provider may be required to attend these meetings and/or provide information for these reviews. If Provider performance issues are identified at these review meetings this will be followed up with the Provider directly.
- 3.4 The Contracting Body, during the normal course of discharging its statutory duties, will also undertake the following: Statutory visits; Placement Disruption Meetings; Transition Reviews and other ad hoc site visits/inspections. The Provider is required to facilitate these visits/reviews as required.

3.5 The Provider must also compile and maintain any such information that is reasonably requested by the Contracting Body, for example client specific data, regular reports or local performance indicators.

**4. Annual Self-Certification (see Appendix 1)**

4.1 The Provider will complete a Self-Certification process at least annually to certify that they have reviewed policies/procedures or renewed insurances, HMO Licences, certificates etc. Annually, Providers will be sent an online Self-Certification form to complete.

4.2 Providers will be expected to follow this process and meet the required standards. Failure to do so could result in temporary suspension or permanent barring from the WLA DPV under the Suspension and Barring Policy (see Schedule H).

**5. Performance Indicators**

5.1 The Provider will be required to complete a quarterly Key Performance Indicator online form to evidence performance against relevant Key Performance Indicators.

5.2 Providers will be expected to follow this process and meet the required standards. Failure to do so could result in temporary suspension or permanent barring from the WLA DPV under the Suspension and Barring Policy (see Schedule H).

**6. Provider Notification**

6.1 Providers must notify the WLA and relevant Contracting Bodies in the in writing and in the agreed timescale, in the eventuality that any of the following incidents occur:

	<b>Description</b>
Change of ownership	Where a change of ownership or overall majority share-holder control is/has taken place, Providers should notify the Contracting Body/WLA in advance but where this is not possible they must send notification within 5 working days of the change.
Change of Safeguarding Lead/Responsible Individual	Where a change of Safeguarding Lead/Responsible Individual (i.e. Manager with ultimate responsibility for a service) is/has taken place, Providers should notify the Contracting Body/WLA in advance. Where this is not possible they must send notification within 5 working days of the change.
Safeguarding Issues	In the event of a Notifiable Safeguarding issue, or where formal action has been taken or allegations upheld, Providers will notify the WLA Central Programme Team within 1 working day.

Intention to close a service	Where a Provider intends to close a service active on the DPV they will notify the Contracting Body/WLA Central Programme Team at least 30 working days prior to the service closing
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6.2 Providers will be expected to follow this process and meet the required standards. Failure to do so could result in temporary suspension or permanent barring from the WLA DPV under the Suspension and Barring Policy (see Schedule H).

## **7. WLA Central Programme Team**

7.1 As part of the West London Alliance Local Authorities' sub-regional commissioning, procurement and market management arrangements, a central programme team will be in place to manage all aspects of the WLA DPVs and strategic engagement with Providers. The team will be a mixture of Commissioners and Contract Managers and will be managed by a Lead Officer with overall responsibility for the sub-regional service and accountability to the West London Director of Children's Services Board.

7.2 The WLA Central Programme Team will manage and co-ordinate this Contract Performance Management approach ensuring that both Providers and Contracting Bodies comply with their responsibilities. They may also undertake some tasks on behalf of Contracting Bodies. The central team are available to offer support and advice to Providers and Contracting Bodies for the duration of the DPV contract.

7.3 Whilst a level of engagement and monitoring will take place with all Providers in order to make best use of limited resources, the intention would be to prioritise certain areas to include:

- a) new Providers/Services that have recently set up and/or joined the WLA DPV;
- b) where concerns have been raised about a Provider and/or its services;
- c) where the Contracting Body has a large total spend with a Provider;
- d) where the Contracting Body has large service volumes with a Provider;
- e) where the Provider and/or its Services is deemed to be of high risk;
- f) where the Provider is deemed to be of strategic priority to the West London Alliance; and/or
- g) where a Provider and/or its services are based in geographical areas of West London Alliance

7.4 The Central Team will actively seek feedback throughout the duration of the contract to inform continuous service development. On occasion, Providers may be asked to complete Questionnaires and Satisfaction Surveys. Engagement in this process, would be greatly appreciated. In addition, Providers are encouraged to send feedback directly to the team.

7.5 The WLA Central Programme Team and/or Contracting Body will undertake a programme of targeted site visits. The purpose of these will be to review the effectiveness of support and quality of accommodation and see how Providers

are delivering services to young people placed by Contracting Bodies. This is to ensure that delivery of services is compliant with the relevant WLA DPVs Specifications and/or to investigate where any concerns have been raised about a Provider or its services. Providers will usually be given at least 48 hours' notice of a visit by the WLA Central Programme Team and will be expected to ensure that a member of staff with sufficient seniority is available and that reasonably requested information is provided to the visiting officer. However, the WLA Central Programme Team reserves the right to make unannounced visits from time to time.

- 7.6 The WLA Central Programme Team will undertake a programme of strategic contract performance management meetings with Providers using the prioritisation methodology set out in 7.3 above. The meetings will aim to draw together all aspects of the Contract Performance Management Approach and give an opportunity to both Provider and Contracting Body to review the performance against this approach, highlight any areas of excellent practice/outcomes, address any concerns and develop a deeper partnership between Provider and Contracting Bodies.
- 7.7 Providers may be asked to provide a reasonable level of information ahead of a contract performance meeting with all such requests being submitted at least 1 week prior to the meeting and the Provider supplying the information 2 days in advance of the meeting. Contracting Bodies may also be invited to attend meetings when required.
- 7.8 Providers are expected to facilitate contract performance meetings, ensuring staff and information is available in a timely manner. Failure to do so could result in temporary suspension or permanent barring from the WLA DPVs in accordance with the Suspension and Barring Policy (see Document H).

## **8 CarePlace Alerts**

- 8.1 Where the Central Programme Team are notified of a significant issue about a Provider they may choose to put an 'alert' on CarePlace, which will be visible to Local Authority commissioning teams. An example of such an alert might be if the Programme Team are made aware of a significant safeguarding concern, or if a provider repeatedly breaks the terms and conditions of the DPV Contract. Providers will be made aware prior to alerts being placed on the system, unless there is justifiable safeguarding reason why they cannot.
- 8.2 All alerts will be periodically reviewed by the Central Programme Team.

## **9 Suspension, Termination of Call-off Contract and Barring**

- 9.1 The WLA Central Programme Team will manage and coordinate the suspension and barring processes outlined in the DPV Suspension and Barring Policy (see Schedule H). Where a Provider and/or one of its services has been temporarily suspended from the WLA DPV, the WLA Central Programme Team will update CarePlace to reflect this which will then remove the ability to make

new referrals to that Provider and/or its services.

- 9.2 As per the DPV Suspension and Barring Policy (see Schedule H), the decision to lift a suspension will be taken by the WLA Central Programme Team. Once the WLA Central Programme Team are satisfied that the original reasons for suspension have been resolved or satisfied the suspension will be lifted from CarePlace which will then allow normal referral operations to resume. Suspensions will be reviewed regularly by the WLA Central Programme Team.
- 9.3 As per the DPV Suspension and Barring Policy (see Document H), where it has been decided to initiate the termination procedures as outlined in the DPV Agreement, the WLA Central Programme Team will liaise with the Lead Authority and a decision may be made to remove the Provider's from the DPV Contract and CarePlace e-brokerage and the Provider and/or its services will be barred from re-applying for appointment onto the DPV.

## Appendix 1 - Annual Self Certification Requirements

The below sets out an example of the Annual Self Certification Requirements. Please note that the questions are subject to change throughout the duration of the DPV.

1. Confirmation (Y/N) that your organisation has currently valid insurance, as per the DPV entry requirements, at the date of self-certification
  - Employer's (Compulsory) Liability Insurance = £10m
  - Public Liability Insurance = £10m
  - Professional Indemnity Insurance = £5m
  
2. Confirmation (Y/N) that your organisation has reviewed the following policies with the last twelve months:
  - Safeguarding
  - Health & Safety
  - Safer Recruitment
  - Data Protection
  
3. Confirmation (Y/N) that each service your organisation operates has a valid Gas Safety Certificate (issued within the last 12 months)
  
4. Confirmation (Y/N) that each service your organisation operates has a valid Electric Safety Certificate and PAT tested electrical equipment (where required)
  
5. Confirmation (Y/N) that your organisation has conducted a Fire Risk Assessment within the last 12 months for each service your organisation operates.
  
6. Confirmation (Y/N) that your organisation holds a valid HMO license for all properties on the DPV that qualify as Houses of Multiple Occupancy
  
7. Confirmation (Y/N) that you have undertaken a visual site inspection of all of your organisation's properties on the DPV within the last 12 months?
  
8. Confirmation (Y/N) that all of your organisation's properties on the DPV continue to meet all the minimum standards set out in the 'DPV Accommodation Checklist' (see Appendix 1 and 2 in DPV Specification Schedule)