

Appendix B - Contract Monitoring Arrangements

1. The Quality of Supporting People Services are monitored in accordance with the Governments Quality Assessment Framework (QAF). The QAF covers the following areas of policy and practice:
 1. Support Planning
 2. Health and Safety
 3. Managing Risk
 4. Protection of Vulnerable Adults
 5. Fair Access and Equal Opportunities
 6. Complaints

In addition to the above six categories, the providers are also assessed on Value for Money and Performance Indicators and Outcomes.

2. The Framework includes a set of requirements against each of the above areas of practice that providers are expected to meet. Services are assessed and scored according to the following:
 - A – Leading Practice
 - B – Good Level of Quality
 - C- Meets the Minimum Requirements
 - D – Below Required Standards
3. Where a service is assessed as providing services that are below the required standard (level D), in any of the above areas, then providers are given an improvement plan together with timescales in order to remedy issues identified. Where a service has failed to make any improvements, notice is given and the provider is decommissioned in line with terms and conditions of their contract.
4. Haringey has uniquely developed a further area of assessment relating to Child Protection arrangements, which was developed jointly by the Supporting People Programme and the Council's Children's Services. This has been approved by Haringey's Local Safeguarding Children Board which is being rolled out to all Supporting People Providers.
5. In addition to QAF services are monitored every quarter against three services performance indicators (PIs) that focus on the availability of services, the level of service utilisation and support staffing levels. Information against these PIs are collected through a common excel workbook from all providers and the data is uploaded directly onto the Supporting People database (SPOCC). Both the workbook and the database are configured according to central government requirements.

Workbooks are also used to collect two key performance indicators (KPIs):

KP1 – Percentage of service users who have been supported to establish and maintain independent living.

This indicator applies to services that are intended to offer support for more than two years. This could be both in accommodation based services, where a person requires support in order to prevent hospital admissions or being moved into residential care, or via floating support, where people maintain their own services.

KP2 – Percentage of service users who moved in a planned way.

This indicator applies to services that offer short term support and which is intended to last less than two years. An example of a planned move is a service user moving from short term supported accommodation to their own home. An unplanned move may be an eviction or hospitalisation.

6. The Council undertakes a detailed analysis of both performance on a quarterly basis and reports based on this submitted to the Supporting People Partnership Board, which is chaired by the Council's Assistant Director (ACCS) for Strategic Commissioning and whose membership includes the Council's Deputy Director for Children Services and the Head of Safer Communities. It's membership also includes the Joint Head of Mental Health Commissioning and the NHS TPCT's Assistant Director for Strategy and Commissioning.
7. A programme of performance visits and monitoring will be agreed and implemented with new providers at the commencement of their contract.
8. Please refer to section 5 of the service specification for the specific performance requirements affecting the contracts and services covered by this tender.