



Home Office

AUTHORITY: The Secretary of State for the Home Department

## **SCHEDULE 8**

### **MANAGEMENT INFORMATION**

#### **PROVISION OF ADULT VICTIMS OF MODERN SLAVERY CARE & CO-ORDINATION SERVICES**

## Section 1: Authority's Monitoring Requirements

### Overview

- 1.1 The Contractor will produce monitoring reports for the duration of the Contract in a format acceptable to the Authority. These will be with regard to, (but not limited to), delivery performance, budgetary performance, resourcing and quality assurance.
- 1.2 The reports will generally fall under three headings:
- i. Weekly Statistics, which includes a cumulative total for both the current contract year and the total contract length of total number of Service Users referred, total number who enter the Service, the total number of Service Users who receive Outreach Services only and the total number of Service Users who are accommodated in the Service. All of the above requirements to be split by male: female ratios (and submitted the week following the end of the proceeding week).
  - ii. Monthly Performance Report, including financial profiling, and monitoring statistics for the preceding month (within seven working days following the end of the preceding month )
  - iii. Cumulative Quarterly Performance Report, including financial profiling, and monitoring statistics showing trends and projections (within seven working days following the end of the preceding quarter).
- \* The above mentioned reports are described in more detail within Section 4 of this Schedule.
- 1.3 The Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs); in such instances the Contractor shall within one working day of being requested to do so by the Authority provide a written report and data to the Authority's Representative.

- 1.4 The Contractor will work to refine the monthly reports and align more closely with the NRM/UKHTC data recording system. The intent is to avoid duplication of effort.
- 1.5 The information at Section 4 sets out the indicative Management Information likely to be required and also identifies specific Key Performance Indicators. This is not an exhaustive list: reporting will be agreed during the contract mobilisation period; which may be varied, increased, or reduced during the Contract, the format of which will be agreed with the Contractor.
- 1.6 The Authority will use a web based tool, known as MOVEit, which shall provide the interaction between the Parties. The Contractor shall be given access to MOVEit over a web-based browser. Once this arrangement is operative, the Contractor shall, to the extent from time to time specified by the Authority, be required to use MOVEit for the purpose of its interface with the Authority under this Contract. This shall include the submission of Management Information reports as specified within this Schedule.

**Section 2: Meetings**

- 2.1 The Contractor's Representative shall attend meetings as directed by the Authority including but not limited to:
- A monthly meeting where the purpose is to monitor and evaluate performance and to problem solve and/or escalate Contractor concerns
  - Quarterly contract review meetings
  - Ad-hoc meetings, including those arranged by the Contractor
  - Any other meetings as indicated in the Contract.
- 2.2 All meetings shall be chaired and recorded by the Authority's Representative.
- 2.3 All meetings, unless otherwise agreed between the parties, shall be held on the Authority's Premises. The Contractor shall ensure that the Contractor's Representative attends each meeting, except where it has been agreed with the Authority that a deputy may attend on their behalf (such consent not to be unreasonably withheld). The Contractor's attendance at all meetings shall be at the Contractor's own expense.
- 2.4 The main purpose of the review meetings is to:
- discuss the content of the Contractor's reports (paragraph 6 refers);
  - agree any payment adjustments;
  - identify opportunities for achieving service improvements; and,
  - review any issues likely to affect the performance of the Contract.

- 2.5 Where practicable, the Authority is willing to consider and hold routine meetings using video and/or telephone conferencing facilities to reduce miles travelled.

**Section 3: Contractor's Performance Reports**

- 3.1 The Performance Reports at Section 4 shall address the Service Levels required in the Contract including any Key Performance Indicators (KPIs) (refer to Schedule 5, Performance Regime) agreed with the Contractor following contract award.
- 3.2 The Performance Reports shall provide evidence of up-to-date profiling and delivery systems showing that the Contractor shall take all reasonable steps to meet the projected demand for services and shall outline mechanisms to modify activities as demand fluctuates to ensure the project stays within budget. This shall be reviewed at Contract Review Meetings.
- 3.3 A Quality Management Plan covering the quality criteria, management processes and interventions will be agreed between the Contractor and the Authority within one month of the Contract award. Its purpose is to: ensure quality is planned; define how quality will be managed; define quality assurance activities; define quality control activities; and define acceptable quality standards. As a minimum it will include all aspects of the services provided e.g. accommodation, service user support, security.
- 3.4 The Monthly Performance Report will be in a Spreadsheet format (as required by the Authority) e.g. Excel version 2010 and will include the information as indicated in Section 4, Performance Reports Required (Indicative).

**Section 4: Performance Reports Required (Indicative)**

**Management Information – Weekly Report**

MI01	Schedule 2 (Statement of Requirements)	<ul style="list-style-type: none"> <li>- Total number of Service Users referred for the current Contract year</li> <li>- Total number of Service Users referred for the total Contract length</li> <li>- Total number of Service Users who have entered the Service for the current Contract year</li> <li>- Total number of Service Users who have entered the Service for the total Contract length</li> <li>- Total number of Service Users who are currently in the Service</li> <li>- Total number of Service Users who are currently receiving Outreach Services only</li> <li>- Total number of Service Users who received Outreach Services only for the current Contract year</li> <li>- Total number of Service Users who receive Outreach Services only for the total Contract length</li> <li>- Total number of Service Users currently accommodated by the Service</li> <li>- Total number of Service Users who have been accommodated by the Service for the current Contract year</li> <li>- Total number of Service Users who have been accommodated by the Service for the total Contract length</li> <li>- Total number of Service Users currently receiving the Service, but who are awaiting a Reasonable Grounds (RG) decision</li> <li>- Total number of Service Users who have exited the Service following a Conclusive Grounds (CG) decision for the current Contract year</li> <li>- Total number of Service Users who have exited the Service following a CG decision for the total length of the Contract</li> <li>- Total number of Service Users who have exited the Service early, i.e. have received a positive RG decision, but prior to receiving a CG decision, for the current Contract year</li> <li>- Total number of Service Users who have exited the Service early, i.e. have received a positive RG decision, but prior to receiving a CG decision, for the total length of the Contract</li> </ul> <p>* All of the above to show female/male/transgender ratios split.</p>	Weekly Cumulative
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**Management Information – Monthly Performance Report**

MI Ref:	Reference	Description	Reporting Frequency*
MI02	Schedule 2 (Statement of Requirements)	<ul style="list-style-type: none"> <li>- Date of Referral/ Transfer (Date)</li> <li>- ATT Reference</li> <li>- Date Referral/ Transfer accepted (Date)</li> <li>- Referral from - Organisation</li> <li>- Organisation type</li> <li>- First Responder (Y/N)</li> <li>- Area of exploitation</li> <li>- Equality data collected? (Y/N)</li> <li>- Gender</li> <li>- Age at referral</li> <li>- Relationship status</li> <li>- Sexual orientation</li> <li>- Disability? (Y/N)</li> <li>- Mental health issues? (Y/N)</li> <li>- Pregnant? (Y/N/Na)</li> <li>- Children? (Y/N)</li> <li>- Other dependants? (Y/N)</li> <li>- Religion</li> <li>- Ethnic origin</li> <li>- Nationality</li> <li>- Psychological assistance needed (Y/N)</li> <li>- Psychological assistance provided/ offered (Full/Partial/ None)</li> <li>- Material assistance needed (Y/N)</li> <li>- Material assistance provided/ offered (Full/Partial/ None)</li> <li>- Emergency medical treatment needed (Y/N)</li> <li>- Emergency medical treatment provided/ offered (Full/Partial/ None)</li> <li>- Translation and interpretation services needed (Y/N)</li> <li>- Translation and interpretation services provided/ offered (Full/Partial/ None)</li> </ul>	Monthly



		<ul style="list-style-type: none"> <li>- Information and guidance (counselling) needed (Y/N)</li> <li>- Information and guidance (counselling) provided/ offered (Full/Partial/ None)</li> <li>- Assistance to participate in proceedings against offenders needed (Y/N)</li> <li>- Assistance to participate in proceedings against offenders provided/ offered (Full/Partial/ None)</li> <li>- Service User has child(ren) of school age (Y/N)</li> <li>- Service User's child(ren) has been provided/ offered assistance to access education (Full/Partial/ None)</li> <li>- Support Tier on entry to service (High, Medium, Low)</li> <li>- Current Support Tier (High, Medium, Low)</li> <li>- Risk Tier (High, Medium, Low)</li> <li>- Current Placement (placement at end of month or last placement before exit during month)</li> <li>- Placement type</li> <li>- In service from (Date)</li> <li>- Service User has exited (Y/N)</li> <li>- Exit Date (Date)*</li> <li>- Exit Plan established (Y/N)</li> <li>- Planned Exit Date (Date)</li> <li>- Planned Exit Destination</li>   <li>- Type of Exploitation (S,F,D,C,O), (Sexual, Forced Labour, Domestic, Criminal, Organ Harvesting)</li> <li>- Police Involvement? (Y/N)</li> <li>- Police Force</li>   <li>- Cumulative number of Accommodation and support days provided</li> <li>- Referrals received from the 1st of each month</li> <li>- Referrals for Accommodation and support provision</li> <li>- Referrals for Outreach Support provision</li> <li>- Number of Service Users supported for i) Accommodation, ii) Outreach Service and iii) both</li> <li>- Numbers referred immediately to asylum support services and not accommodated</li> <li>- Number of asylum seekers provided with Outreach Services</li> <li>- Number of asylum seekers accommodated in Contractor Accommodation and the reasons why</li> <li>- Number of non-asylum seekers provided with Outreach Services</li> </ul>	
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	<ul style="list-style-type: none"> <li>- Number of Exit Plans agreed in month</li> <li>- Number of Exit Plans initiated within 5 days (of admission)</li> <li>- Number of Exits during month</li> <li>- Number of planned Exits during month</li> <li>- Average Time for Service Users exiting Service in month (in days)</li> <li>- Number of individuals supported before RG decisions and reasons why</li> <li>- RG Decisions received from i) UKHTC and ii) HO</li> <li>- RG Decisions received in 5 days from i) UKHTC and ii) HO</li> <li>- Average time taken for RG decisions to be made in days Home Office and UKHTC</li> <li>- Number of CG decisions received from HO in month</li> <li>- Number of outstanding CG Decisions from HO within 45 days and outside of 45 days</li> <li>- Number of outstanding CG Decisions from UKHTC within 45 days and outside of 45 days</li> <li>- Average time taken for CG decision by UKHTC in days (of the ones received in month)</li> <li>- Average time taken for CG decision by HO in days (of the ones received in month)</li> <li>- Number receiving outreach who were previously in Contractor Accommodation</li> <li>- Number and list of individuals in service Accommodation as @ end month beyond 45 days dependent on UKHTC decision</li> <li>- Number and list of individuals in service Accommodation as @ end month beyond 45 days dependent on HO decision</li> <li>- Number receiving solely receiving outreach support</li> <li>- Exception report on number of individuals who have received a negative CG decision are still in service Accommodation after 2 days</li> <li>- Exception report on number of individuals who have received a positive CG decision and still within service after 2 weeks.</li> </ul>	
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**Management Information – Cumulative Monthly Performance Report**

MI03	Schedule 2 (Statement of Requirements)	<ul style="list-style-type: none"> <li>- Number of individuals supported before Reasonable Grounds Decisions and reasons why</li> <li>- Reasonable Grounds Decisions received from i) UKHTC and ii) HO</li> <li>- Reasonable Grounds Decisions received in 5 days from i) UKHTC and ii) HO</li> <li>- Average time taken for RG decisions to be made in days HO and UKHTC</li>   <li>- Number of Conclusive Grounds Decisions received from HO in month</li> <li>- Number of outstanding Conclusive Grounds Decisions from HO within 45 days and outside of 45 days</li> <li>- Number of outstanding Conclusive Grounds Decisions from UKHTC within 45 days and outside of 45 days</li> <li>- Average time taken for CG decision by UKHTC in days (of the ones received in month)</li> <li>- Average time taken for CG decision by HO in days (of the ones received in month)</li>   <li>- Number receiving outreach who were previously in Contractor Accommodation</li> <li>- Number and list of individuals in service Accommodation as @ end month beyond 45 days dependent on UKHTC decision</li> <li>- Number and list of individuals in service Accommodation as @ end month beyond 45 days dependent on HO decision</li> <li>- Number receiving solely receiving outreach support</li> <li>- Exception report on number of individuals who have received a negative CG decision are still in service Accommodation after 2 days</li> <li>- Exception report on number of individuals who have received a positive CG decision and still within service after 14 days</li> <li>- Number of Service Days provided in any given month for the previous month</li> </ul>	Monthly Cumulative
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### Management Information – Key Performance Indicators

MI04	KPI01	Number of Telephone Needs and Risk Assessment undertaken: within 3 hours of referral / >3 hours	Monthly
	KPI02	Number of Emergency Accommodation Allocated by Contractor within 3 hours of referral / > 3 hours	Monthly
	KPI03	Number of transport arrangements for Service Users to be moved to a place of safety within 6 hours of referral / > 6 hours	Monthly
	KPI04	Service User moved into Accommodation within 12 hours of a positive RG decision/ > 12 hours	Monthly
	KPI05	Number of face to face Detailed Needs Based Assessment undertaken within 48 hours of positive RG decision / > 48 hours	Monthly
	KPI06	First subsistence payment made to Service User within 48 hours of positive RG decision/> 48 hours	Monthly
	KPI07	Number of Service Inductions within 12 hours of admission or the following morning if after 6pm / >12 hours	Monthly
	KPI08	Negative CG Decision: within 2 working days to exit Service User from service / > 2 working days	Monthly
	KPI09	Positive CG Decision: within 14 days to appropriate move on Accommodation/support arranged and Service User exited from service / >14 days	Monthly
	KPI10	Number of CG Decisions followed up by Senior Case Manager if not received within 45 days of a positive RG decision / number not followed up	Monthly
	KPI11	Provision of timely reports, e.g. for monthly invoice reconciliations/quarterly contract review meetings, delivered within 7 working days of the preceding period	Monthly
	KPI12	Any failures to meet Care Quality Commission's (CQC) national standards as identified in an inspection report by CQC officers	By report

**Management Information – Cumulative Quarterly Performance Report**

MI05	Schedule 2 (Statement of Requirements)	<ul style="list-style-type: none"> <li>- Referrals received</li> <li>- Accommodation and support provision</li> <li>- Outreach support provision</li> <li>- Service Users requiring translation/interpretation services</li> <li>- Induction to the service completed</li> <li>- Induction to the service within 12 hours (of admission, or the following morning if after 6pm.)</li> <li>- AHT service explained to all referrals</li> <li>- AHT service provision explained in language Service User understands (other than English)</li> <li>- NRM process and Service User’s Rights explained</li> <li>- NRM process and Service User’s Rights explained in language Service User understands (other than English)</li> <li>- Comprehensive Needs and Risk assessments completed</li> <li>- Comprehensive Needs and Risk assessments completed within 24 hours</li> <li>- Support Plans Completed</li> <li>- Support Plans Completed within 5 days (of admission)</li> <li>- Support Plan refused Service User</li>   <li>(Exits)</li> <li>- Exit Plans Agreed</li> <li>- Exit Plans initiated within 5 days (of admission)</li> <li>- Number of Exits during period</li> <li>- Number of planned Exits during period</li> <li>- Average Time for Service Users to Exit Service (in days)</li>   <li>(Competent Authorities)</li>   <li>(Law Enforcement)</li> </ul>	Monthly Cumulative
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		<ul style="list-style-type: none"><li>- Contact with Law Enforcement agencies</li></ul> <p>(Other Support Services)</p> <ul style="list-style-type: none"><li>- Referrals made to other support services</li><li>- Average number of referrals made per Service User</li></ul> <p>(Accidents/Incidents)</p> <ul style="list-style-type: none"><li>- Number Occurrences</li><li>- Number reported to Contractor within 24 hours</li><li>- Number requiring medical or emergency services</li></ul> <p>(Formal Complaints)</p> <ul style="list-style-type: none"><li>- Number of complaints from Service Users</li><li>- Number of complaints from external agencies</li></ul>	
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### Management Information – Quality Assurance

MI06	Quality Assurance	The Contractor will produce a report on quality assurance undertaken and outcomes of such assessments. The report will be produced 6 months after Contract inception and then quarterly when requested by the Authority	Initial 6 Months, Quarterly thereafter
	Quality Assurance	For each identified Service User, an assessment of monitoring all key elements as set out in ECAT and confirmation that each Service User has received a needs and risk assessment. Evidence a tiering of needs and adjustment as the Service User progresses	Quarterly
	Quality Assurance	Evidence of information provided and method of communicating to Service Users about the support service e.g. have they understood the information, their rights, the NRM process and how this will be adjusted as necessary	Quarterly
	Quality Assurance	Evidence of an up-to-date Service User co-ordinated provision mapping system. For example up to date information on where Service Users are any time	Quarterly
	Quality Assurance	Evidence of equal access to support services for all identified Service Users irrespective of protected characteristics as defined by the Equality Act 2010.	Quarterly
	Quality Assurance	Evidence of safe and secure transport service which meets the needs of Service Users	Quarterly
	Quality Assurance	Evidence that the tender response model is complied with in relation to assessment and outreach/in reach services	Quarterly
	Quality Assurance	Evidence of Accommodation provided to standards set out in the tender response document	Quarterly
	Quality Assurance	Evidence of timely provision of relevant information regarding identified Service Users to the Competent Authority from point of referral into the NRM (with the consent of the Service User). Standard reporting templates to be developed	Quarterly
	Quality Assurance	Reports at Contract Review Meetings to evidence timely throughput and exiting support systems	Quarterly
Quality Assurance	Innovation and service development to be discussed at Contract Review Meetings	Quarterly	

	Quality Assurance	Appropriate personnel to attend meetings/strategic development groups	Quarterly
	Quality Assurance	Provision of timely reports, e.g. for monthly invoice reconciliations/quarterly contract review meetings, delivered within the first week of the following period	Quarterly

**Management Information – Financial Reporting**

MI07	Financial Reporting	Total budget forecast for each year (summary and detailed)	Yearly
	Financial Reporting	Forecast expenditure and actual spend (summary and detailed)	Monthly, Quarterly
	Financial Reporting	Rebate offered to be reviewed at Contract Review Meetings, but reconciled at the end of each financial year	Monthly, Quarterly
	Financial Reporting	Service credits to be reviewed at Contract Review Meetings, but reconciled at the end of each financial year	Monthly, Quarterly, Yearly
	Financial Reporting	Evidence of up-to-date profiling and delivery systems showing that the Contractor will meet the projected demand for services and will outline mechanisms to modify the range and nature of services as demand fluctuates to ensure the project stays within budget. This will be reviewed at Contract Review Meetings	Quarterly



**Management Information – Resources**

MI08	Resources	Summary forecast of staffing requirement and monthly totals	Quarterly
	Resources	Reports at Contract Review Meetings on staffing availability (sickness, holiday, maternity cover)	Quarterly
	Resources	The Contractor will provide a list of all organisations in the supply chain including financial projection at Contract mobilisation and when reasonably requested by the Authority	Quarterly
	Resources	Reports at Contract Review Meetings to evidence positive experience with law enforcement/police within the constraints of Service User choice	Quarterly
	Resources	Reports at Contract Review Meetings to evidence links with other support services and continuation of care. For example, referrals to the organisation facilitating repatriation and/or to mainstream support services	Quarterly
	Resources	Evidence on fair treatment of sub-contractors: <ul style="list-style-type: none"> <li>• Value of business</li> <li>• Stability</li> <li>• Prompt payment</li> </ul>	Quarterly

**Note 1:** ‘Days’ throughout Section 4 refers to ‘calendar days’ unless specifically referred to as ‘Working Days.’

‘HO’ means ‘Home Office’

‘UKHTC’ means ‘UK Human Trafficking Centre’

‘NRM’ means ‘National Referral Mechanism’