

The “Customer”	
Name of Customer	NHS England
Name of Authorised Signatory	REDACTED
Job Title	REDACTED
Contact Details email	REDACTED
Contact Details phone	
Address of Customer	REDACTED

Signature of Authorised Signatory for the Customer:

Full Name: REDACTED

Job Title/Role:

Date Signed: 05/07/2024

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties. **PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:** REDACTED

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1. Agreement Overview

This Agreement represents a Call-off Contract between Fiona Ritchie Consulting and NHS England for the provision of Senior Intervenor Services.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

2. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-day management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

Senior Intervenor Supplier Contact: REDACTED

Senior Intervenor Customer Contact: REDACTED

3. Service Requirements

A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

LOT 1 Adults Work Package 2 – Senior Intervenor Rampton Hospital (National High Secure Learning Disability Service (NHSLD))

Background:

Rampton Hospital's National High Secure Learning Disability Service (NHSLD) has been at or very close to full capacity for a significant time.

The team work hard to move people through their pathways out of high secure but the number of referrals and subsequent waiting list remains high.

All of the patients have a Case Manager from their home area NHS England regional team or Provider Collaborative engaged in their care pathway.

Due to the complex presentations of some people in the service there is the possibility that people may not be progressing through their pathway in a timely manner. This may be compounded by a reducing capacity of secure inpatient services for this group, alongside appropriate community facilities and ambition of the host and future providers.

Requirements

To deliver an independent review of all the patients (approx. 8) placed in the service. This review is only focused upon the following;

- To explore with the clinical teams those people who may be ready to move on. This should include appropriate challenge to each teams' clinical view.
- To explore what the options are for each person, identified as being ready to move on, in terms of the next steps in their pathway. To determine whether those plans are realistic.
- To identify the blocks on progressing those identified patient's pathways. Offering individual recommendations as to how to progress each person.
- To provide an overview back to commissioners of the hospital any themes arising from the individual reviews.
- To provide a composite set of considerations in relation to barriers across multiple individuals for review regionally

Time commitment and duration:

Start April 2023 and end no later than April 2025. The estimated time commitment for this work would be up to 4-6 days per month, capped at 48 days.

B. Price/Rates inc. estimated total value

REDACTED

C. Management Information (MI)

Suppliers should provide Management Information as required on a case-by-case basis. Customers should detail any additional management information required and the frequency of provision here.

Monthly progress updates on cases or as agreed with Senior Intervenor Customer Contact

D. Invoicing

Please detail any specific invoicing requirements here

Monthly in arrears subject to validation of invoice