



Home Office

AUTHORITY: The Secretary of State for the Home Department

SCHEDULE 16

CONTINUOUS IMPROVEMENT

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

1. Scope

- 1.1 The Contractor shall, in addition to performing the Services in accordance with the requirements of the Authority and Schedule 5 (**Performance Regime**), continually monitor the Services for the purpose of identifying and implementing continuous improvements and innovations throughout the Contract Period and as the Services evolve.
- 1.2 This Schedule sets out the key principles and objectives for the Contractor to continually improve, which shall directly relate to the Government's overarching objectives, which may change from time to time. Areas covered are likely to include:
- quality and efficiency;
 - reducing costs; and
 - encouraging innovation

2. Service streams subject to continuous improvement

Services

- 2.1 The Contractor shall endeavour to keep abreast of market developments regarding specific industries and technological changes relating to the goods and services required to implement the Services, in order to allow the Contractor to innovate and make recommendations regarding all aspects of the Services.
- 2.2 Recommendations for improvement should not be limited to the target areas indicated in paragraph 1.2 of this Schedule.

Contract Management

- 2.3 The Contractor is required under this Contract to execute specific Contract management functions including the monitoring and reporting of the performance of the Contract, for example: Schedule 5 (**Performance Regime**) and Schedule 8 (**Management Information**). However, in addition, the Contractor will seek to identify and recommend continuous improvements for the Authority's consideration, which will include but not be limited to the improvement of the quality and efficiency of the Services and reduction of costs.

3. Process for review and change

- 3.1 The Contractor shall follow the process for reviewing opportunities for improvements in accordance with the procedures within Schedule 6 (**Contract Change Control**) and Schedule 14 (**Contract Management**).