

Payment by results, milestones and contract monitoring (TST South)

Payment by results					
If targets are not met, 85% of the Charges will be paid quarterly in arrears.					
Payment by results mechanism	Suggested Performance Target (can be negotiated during procurement process)	Supporting Evidence	Monitored Routinely	Payment schedule	Additional Notes
<p>5% of Charges will be paid annually in arrears for achieving target for High Support Needs clients</p> <p>*Quarter 1 of year 1 will be exempt from Payment by Results. This will be pro-rata as explained in columns C-F</p>	<p>90% of those in High Support needs category maintain their tenancy for 1 year.</p>	<p>GLA to use CHAIN and Clearing House to monitor this.</p> <p>The cohort will be defined annually,</p> <p>* client should still have a tenancy 1 year after tenancy start date and have no less than 4 bedded down contacts. This allows for those who are entrenched to sleep out sporadically as per our experience of working with this client group.</p> <p>**for year 1, the client should have a tenancy 9 months after start date and have fewer than 3 bedded down contacts between Q2-Q4. Any transfers which have been necessary will be considered a continuance of tenancy, and the start date will be considered from the original tenancy start date.</p>	<p>Annually</p>	<p>The GLA will pay 85% of the total contract value quarterly in arrears. The remaining 15% will be paid annually in arrears dependent upon results achieved as set out in columns A and B.</p> <p>This target will be paid, if achieved, annually in arrears during the first quarter of the following financial year.</p>	<p>For the first year of the contract, the cohort will be defined as the 5% of those with highest support needs of the existing clients in Clearing House properties (i.e. those in tenancies prior to services commencement) as set out by Clearing House</p> <p>This Performance Target is applicable in the final year of the Term, but will not include those referred in the final year, as tenancies need to be sustained for the a full year to get payment. Therefore, the cohort for whom the payment by results mechanism is applicable, will be the same for the final two years of the contract. If the Term is extended by a contractual variation pursuant to the Contract, the final year is deemed to be the final year of the Term as extended.</p> <p>Clients can also move between support needs categories</p> <p>*please note comments in blue referring to Quarter 1, year 1</p>
<p>7.5% of Charges will be paid annually in arrears for achieving target</p> <p>If target of '80 clients to move-on' is not met, 5% of Charges will be paid annually in arrears for achieving secondary target (50 clients)</p>	<p>80 clients categorised as either medium or low support needs move on appropriately per year (not including RS205s)*</p> <p>*for Quarter 1 year 1, target will be 60 clients measured Q2-Q4</p> <p>50 clients categorised as either medium or low support needs move on appropriately per year (not including RS205s)**</p> <p>**for Quarter 1 year 1, target will be 38 clients measured Q2-Q4 to achieve 5% of payments</p>	<p>Evidence of stable accommodation gained through uploading signed tenancy onto Clearing House database</p>	<p>Annually</p>	<p>The GLA will pay 85% of the total contract value quarterly in arrears. The remaining 15% will be paid dependent upon results achieved as set out in columns A and B.</p> <p>This target will be paid, if achieved, annually in arrears during the first quarter of the following financial year.</p>	<p>Clearing House will define all support needs categories and cohorts prior to service commencement.</p> <p>Move-on must be a planned, positive move i.e. not back into a borough's pathway system (e.g. hostel).</p> <p>The verifications and evidence required for stable accommodation are as follows:  <b>Independent accommodation:</b> a verification of a signed copy of a tenancy agreement being available to evidence, with the agreement uploaded to Clearing House  <b>Living with friends or family:</b> a verification of a completed standard GLA template (to be provided) certifying that an individual is living with friends or family with exclusive occupation and providing the address, with the template uploaded to Clearing House  <b>Care homes:</b> a verification of a copy of the occupancy agreement issued by the care home and a copy of the aims and objectives statement of the care home, with both documents uploaded to Clearing House  <b>Lodgings:</b> a verification of a written agreement between the individual and the landlord for at least six months' accommodation in a room of their own, with the agreement uploaded to CHAIN  <b>Other (eg mobile home, boat):</b> a verification of a written agreement between the individual and the landlord/owner, with the agreement uploaded to Clearing House</p> <p>*please note comments in blue referring to Quarter 1, year 1</p>
<p>2.5% of Charges will be paid annually in arrears for achieving target for Low Support Needs clients</p>	<p>Of the defined low needs cohort*, per year, 15% will attain or maintain employment in year 1, 20% in year 2, 25% in year 3<sup>†</sup>.</p> <p>*Clearing House will define the cohort prior to the TST service start date and annually each year on the 1st April.  <sup>†</sup>Employment is defined as 16 hours per week for 12 weeks.</p>	<p>Clearing House will report on the number in this cohort that have gained or maintained employment in the year. Evidence of payslips to be sent to Clearing House (or uploped to the database) and the GLA will spot check the payslips.</p> <p>*for Quarter 1, year 1, this will be measured from Quarter 2. The target will remain at 15% for year 1.</p>	<p>Annually</p>	<p>The GLA will pay 85% of the total contract value quarterly in arrears. The remaining 15% will be paid dependent upon results achieved as set out in columns A and B.</p> <p>This target will be paid, if achieved, annually in arrears during the second quarter of the following financial year.</p>	<p>People in cohort in year 1 can also have payments made in subsequent years</p>

**Milestones**

Milestone	Performance Target	Supporting Evidence	Monitored Routinely
% of tenants currently open on the TSTs caseload will sustain their tenancy.	95% per quarter 90% per annum  *the annual figure is lower than quarterly as there is more time for clients to lose accommodation over the course of a year in comparison to over a quarter	Clearing House and CHAIN reports	Quarterly
The TST will ensure that evictions, abandonments and other unplanned tenancy ends are minimised.	>75% planned exits	Clearing House reports	Quarterly
	<25% unplanned exits	Clearing House reports	Quarterly
Combined abstinent and informal treatment rate for clients with drugs misuse needs.	>60%	TST report, Clearing House report and spot checks	Quarterly
Combined abstinent and informal treatment rate for clients with alcohol misuse needs.	>60%	TST report, Clearing House report and spot checks	Quarterly
% of clients with mental health diagnoses engaged with statutory services.	>80%	TST report, Clearing House report and spot checks	Quarterly
% of clients with physical health conditions engaged with statutory services.	>95%	TST report, Clearing House report and spot checks	Quarterly

**Quarterly monitoring**

Monitoring	Performance Target	Evidence
All staff posts are filled each quarter or cover arrangements are made.	100%	TST report, Clearing House report and spot checks
Every tenant will have an agreed support plan (informed by a formal needs and risk assessment) in place within 4 weeks of entering the service.	Initial support plans and risk assessments are completed within 4 weeks and reviewed at 6 months.	TST report, Clearing House report and spot checks
% of closed clients require being taken back onto the TSTs caseload after 6 month follow up.	<2%	TST report, Clearing House report and spot checks
% of clients are registered with a local (borough of residence) GP.	>97%	TST report, Clearing House report and spot checks
% in accredited training/formal education.	>12%	TST report, Clearing House report and spot checks
% in paid employment (target increases 2.5% each year).	>10%	TST report, Clearing House report and spot checks
% who have had their incomes maximised.	>95%	TST report, Clearing House report and spot checks
% assisted to reduce their debts and arrears.	>95%	TST report, Clearing House report and spot checks