

# Ealing Council

## Contract for Children's Domiciliary Care 0 to 25 year olds Dynamic Purchasing System

---

### Part C

### General Specification of Requirements

---

Draft V2

## Contract for Children's Domiciliary Care Approved List SERVICE SPECIFICATION

### 1. Introduction

- 1.1 This service is commissioned in line with the Ealing Council Children's Service Commissioning priorities. It is provided in order to meet the needs of local children who are
- Children with Special Educational Needs and Disabilities (SEND)
  - Looked After Children (LAC)
  - Assessed as being Children In Need (CIN).
  - At risk of becoming CIN
  - Families at particular time of crisis ?
- The majority of service users will have either a significant disability and/or an additional mental health need that impact on their daily lives.
- 1.2 The service aims to improve the lives of service users including those with additional needs and their carers by providing a range of support services to children and their families. The provision of a child centred, quality assured personal support service is essential to the overall available provision.
- 1.3 In order to meet the wide range of needs of service users we are looking for Providers who can provide a quality assured service that can respond flexibly to the individual needs of children and their families. The support may take place within the child's home or may be used to support and engage the child / young person and parent/carer in appropriate activities within the community.
- 1.4 Providers will need to demonstrate a good understanding of the principles inherent in the Children Act (1989), Children Act (2004), Children and Families Act 2014, Mental Capacity Act 2005 and their associated regulations and guidance notably the SEND Reforms, , Every Child Matters Outcomes, the You're Welcome Standards and NICE guidance.
- 1.5 The service will assist in the development of life skills as defined by Every Child Matters (ECM) and supports the inclusion agenda.
- 1.6 The service is primarily a targeted level preventative service but may operate at an enhanced specialist level to support return home or to avoid residential placements.
- 1.7 The service assists the borough in meeting key strategic targets relating to
- Disabled children, young people and those with complex particular needs
  - The mental health and psychological well-being of service users
  - Keeping children local and at home with their families.
- 1.8 The Council's Children's Commissioning Team alongside the Children with Disabilities Social work team, the Children in Need Teams will monitor the Service activity levels.
- 1.9 All services provided must meet or exceed the National Minimum Standards for Domiciliary Care. It is a requirement that where applicable, the service Provider(s) will be registered with the Care Quality Commission (CQC), All Providers will remain registered with the appropriate regulatory body throughout the duration of this contract.

- 1.10 Failure to maintain current registration will automatically exclude a service Provider from delivering the service under the terms of the contract.

## **2. Purpose of the service**

- 2.1 To provide domiciliary and personal care for children and young people with additional needs and disabilities and their carers by offering a quality assured child focused service through the provision of support workers and qualified health professionals as appropriate.

## **3. Service Objectives**

- 3.1 The service aims to provide high quality care and support services to local children assessed as having additional need or disability, being children in need (CIN) or at risk of becoming CIN and families at times of crisis and who have either a significant disability or complex health need and/or an additional mental health need that impacts upon their daily lives. The service will also assist in meeting the overall objectives for children's services. Specifically the service shall aim to contribute to the following overriding objectives;

A. To provide high quality child focused packages of care and support to service users and their families;

B. To assist in the support of families of disabled children in crisis and avoid children becoming Looked After by the Local Authority where this is avoidable;

C. To assist in the support of families at times of crisis providing practical support, advice and guidance

D. To assist in the support of families to improve their family situation through practical support, advice and guidance

E. To assist in the support of disabled children / young people placed in local foster care placements where breakdown is likely;

F. To assist in the provision of a package of care to enable return to parental care;

G. To promote social inclusion and enhance the life chances of service users in line with the principles of Every Child Matters.

H. To provide specialist home care services required by disabled children and those with complex medical health needs that meet their physical and emotional needs.

I. To provide short break for the principal carers of children with a disability.

J. The welfare of the child is paramount.

K. Children should be treated as individuals and their opinions listened to.

L. All decisions about service users should take account of their wishes.

M. It is every child's right to be afforded the opportunity to experience self-worth, security and stability.

## **4. Delivery of the service**

The service Provider shall support the following core principles in the delivery of the Service

- 4.1 Treat people as individuals and promote their dignity, independence, empowerment and social inclusion
- 4.2 Acknowledge and respect an individuals gender, sexual orientation, age, ability, race, religion, culture and lifestyle
- 4.3 Ensure that there are culturally appropriate care practices and respond to individual cultural requirements

- 4.4 Recognise the right of the child or young person to have maximum possible control over their independence
- 4.5 Give carers maximum possible choice of service within the resources available and ensure that services respond sensitively and flexibly to meet individual needs
- 4.6 Provide suitable advice and support to help meet the needs of parents/carers and service users to improve their current situation and life chances
- 4.7 Recognise the need for confidentiality within the context of operational confidentiality and access to records policies
- 4.8 Acknowledge that all support workers are visitors in the homes of children and young persons and should act appropriately and accordingly.

## **5. Approved Provider**

- 5.1 This is a Dynamic Purchasing System (DPS) open to qualified Providers for the provision of a Children's Domiciliary Care Service.
- 5.2 The method of allocating work will be through a competitive quotation process where all Providers on the DPS will be given the opportunity of providing a quote for the specified requirement. Each Provider will be written to either by fax and or email with the details of the care plan and asked to express interest.
- 5.3 Work will be allocated to Providers based on their ability to meet the care plan requirements, taking account of any pricing and capacity. Only the responses that are received within the specified time stated on the quotation request will be considered.
- 5.4 Requests for expressions of interest will normally be made to the Provider between the hours of 9am and 5pm Monday to Friday (not bank holidays). We will attempt to give up to 5 working days' notice where possible. In the case of an emergency, the Providers will be required to provide service at a minimum notice of 3 hours and the Provider will be required to ensure that out of hours cover is available for such occasions. The Provider will work with the Council to agree appropriate arrangements to ensure that the Provider can deliver cover in an emergency.
- 5.5 The council reserves the right in emergency or exceptional situations not to follow this competitive quote process in order to meet the needs of a child.

## **6. Statement of Values**

- 6.1 All work undertaken by the service Provider will be guided and underpinned by the following principles inherent in the Children Act 1989 and its associated regulations and guidance; the National Service Framework for Children, Young People and Maternity Services; the Care Standards Act 2000 and the SEND reforms or any succeeding future guidance or regulation:
  - 6.1.1 The Welfare Principle:
    - The welfare of the child is paramount and shall at all times be at the forefront of service delivery.
  - 6.1.2 The Individuality Principle:
    - Every child should be treated as an individual.
    - Each child's opinions should be listened to and all decisions should take account of their wishes.
    - It is the right of every child to be afforded the opportunity to experience security, stability and self worth.
    - At all times an individual child's religion, racial origin, culture and language should be at the forefront of planning for that child.

#### 6.1.3 Inclusiveness:

The service is to be designed specifically around the needs of children and young people and the overall aim is to support them in developing skills which will enable them to participate more fully in the community.

#### 6.1.4 Partnership:

Providers who are selected to deliver the service under the approved Provider list will sign up to a 'partnership approach' with a commitment to:

- Deliver better outcomes for children and their families
- Deliver best practice
- Communicate with each other clearly and regularly
- Share relevant information, expertise and plans
- Be open and honest with each other
- Share key objectives
- Collaborate for mutual benefit
- Listen to, and understand each others point of view
- Avoid duplication wherever possible.
- Ensure the safety and wellbeing of children at all times
- Seek to avoid conflicts but where they arise to resolve them quickly at local Level
- Seek continuous improvement by working together.

#### 6.1.5 Participation:

- The service Provider will have a strong consultative ethos. It is expected that the service users using the service and their parent carers/families will be consulted with and have a significant say in the service Provider of the service and its future development.

## 7. Service Description and Levels of Work

7.1 Ealing Council wishes to develop and work with Providers to offer a safe service that is underpinned by effective governance arrangements across a range of client groups and needs.

7.2 Clients need range from basic additional needs such as moderate learning difficulties and health care needs to complex health needs and/ or children with more challenging behaviour It is recognised that not all Providers will want to provide care across the whole spectrum of need and that specialist skills, training and competencies is needed for some packages. To meet the range of need the Service is split into two LOTS  
LOT 1 Basic home care and community support  
LOT 2 Support for children with complex health needs and/or challenging behaviour, at home and in the community

7.3 Providers can apply either or both LOTS 1 and/or 2

7.4 The features of the service for LOT 1 and LOT 2 may include the following, but not be limited to:

- A. Personal care – such as washing, dressing
- B. Basic health care support and clinical needs to allow the child to remain at home

- C. Support to promote social inclusion
  - D. Social activities and positive inclusion
  - E. Life skills
  - F. Respite for parents
  - G. Information support and guidance to parents
  - H. Short term care of siblings to allow parental care of child with disabilities
  - I. Domiciliary support – such as cooking, cleaning, ironing, shopping, etc. The demand for this type of support is likely to be limited
  - J. Service must be available 7 days a week including bank holidays from 07:00 – 22:00
  - K. Where required the service will provide overnight care in the home
- 7.5 LOT 2 Providers must be able to deliver packages of support, as outlined above, to children with complex health needs and or challenging behaviour, a care plan will be provided identifying the specialist needs and package required.
- 7.6 Staff must be trained and be competent to meet the needs of individual clients.
- 7.7 The service must be available 7 days a week. The Providers to ensure that the services are delivered at times that meet the needs of the families concerned. Therefore this should include weekend and overnight provision where requested and appropriate.
- 7.8 Staff must attend client review meetings and completion of report as requested

## 8 Outcomes

- .1 The service should contribute to the following outcomes
- Work of the service Provider will meet the key outcomes and objectives set out in the individual care plan set out by the social worker in consultation with the parent and child
  - Promote independence and support 'service users' to take control of their lives to make the choices that they or their parents / carers consider best for them;
  - Stay healthy and recover quickly from illnesses in order to achieve improved health and emotional wellbeing;
  - To achieve sustainability of the family or other household unit;
  - Participate as active and equal citizens;

- **Service Outputs/ Monitoring**

Service Outputs	Measured
Response to referrer / family	<ul style="list-style-type: none"> <li>• Telephone response within 1 working day of referral.</li> </ul>
All staff to have enhanced Disclosure and Barring (DBS) – With list checks and to have completed safeguarding training.	<ul style="list-style-type: none"> <li>• Quarterly monitoring meeting</li> <li>• If agency becomes aware of safeguarding issue they must report without delay to Council professionals and following local protocols.</li> </ul>
Client / referrer satisfaction	<ul style="list-style-type: none"> <li>• Provider to undertake client / referrer satisfaction survey every six months or at end of intervention whichever is the soonest.</li> </ul>
Provider to undertake quality assurance audit	<ul style="list-style-type: none"> <li>• To provide report on a quarterly basis on how they have improved service delivery.</li> </ul>
Delivery of service Provider turns up more than 90% of the time on time	<ul style="list-style-type: none"> <li>• Quarterly monitoring of their returns.</li> <li>• Spot checks</li> <li>• Telephone checks and client satisfaction survey.</li> </ul>
Risk assessments are undertaken before delivery commences	<ul style="list-style-type: none"> <li>• Risk assessments to be shared with parents / young person and referrer prior to delivery unless inappropriate to do so for safeguarding reasons. NB: Risk assessments are differentiated and specific to the activities to be undertaken.</li> </ul>
An introduction visit will be undertaken by proposed care giver in 100% of cases before service delivery starts.	<ul style="list-style-type: none"> <li>• Reviewed during quarterly monitoring and client satisfaction survey.</li> </ul>
Sharing of information	<ul style="list-style-type: none"> <li>• Provider to give service information at start of delivery.</li> <li>• Provider to share contact details of relevant staff</li> <li>• Provider to agree in writing to the family and the referrer details of the service to be delivered.</li> <li>• Reviewed at quarterly monitoring meeting.</li> </ul>
Provide reports for Child in Need Reviews	<ul style="list-style-type: none"> <li>• Reports provided and meetings attended as required</li> </ul>
The Provider will attend network meeting for individual children as required	<ul style="list-style-type: none"> <li>• Meetings attended as required</li> </ul>

Service Outputs	Measured
Service will be provided within timeframes as set out in the referral and agreed by the commissioner	<ul style="list-style-type: none"> <li>• Care plan with agreed start date to be advised to referrer and family.</li> <li>• Providers will be expected to report on start dates within quarterly monitoring returns.</li> <li>• Spot checks</li> </ul>
<p>All training appropriate to the level of care required to meet the needs for the package of care. This will include as appropriate:</p> <ul style="list-style-type: none"> <li>• For children with challenging behaviour Team Teach and SKIP UK</li> <li>• Core competences such as lifting and handling, PEG feeding</li> </ul>	<ul style="list-style-type: none"> <li>• Training records</li> <li>• Provider to ensure staff are trained to meet needs as outlined in the package of care</li> <li>• Ensure training is updated and in line with national and local training standards and programmes</li> </ul>
Care plans will be regularly reviewed	<ul style="list-style-type: none"> <li>• Regular report on client needs to be provided to referrer monthly.</li> </ul>
Carers should be matched where possible to meet the stated wishes of the family and young person.	<ul style="list-style-type: none"> <li>• The Provider to identify proposed carer in advance of delivery.</li> <li>• The Provider to offer a choice where possible of a potential carer.</li> <li>• The carer should be chosen to meet the stated aims of the intervention.</li> </ul>
To ensure robust clinical governance structures	<ul style="list-style-type: none"> <li>• To maintain a risk register</li> <li>• To report SUI's</li> <li>• Accident and incident reporting protocol</li> </ul>
The Provider to ensure all staff have successfully completed appropriate competency training	<ul style="list-style-type: none"> <li>• Spot checks</li> <li>• Quarterly reports on staff training undertaken</li> </ul>
The Provider to ensure timely communication of any change in the young person's clinical condition.	<ul style="list-style-type: none"> <li>• When admitted to hospital / have a serious change in their condition. Ealing professionals contacted on the same working day.</li> <li>• Monthly reports to be provided highlighting aspects of care.</li> </ul>

## Staff Recruitment

- 10.1 The Provider shall recruit, induct, train, supervise and support all staff that will provide the service within the context of a staff development programme.
- 10.2 The service Provider shall provide the Council with details of the management and staffing structure that it intends to use to provide the service, which must be adequate to achieve the level and standard of service required by this service specification.



- 10.3 The service Provider shall have a rigorous staff recruitment and selection procedure, which meets the requirements of all relevant legislation and ensures protection of service users. This procedure will ensure that Enhanced Disclosure and Barring checks are undertaken at the appropriate level of disclosure for any staff recruited, selected, or already working with vulnerable adults and children.
- 10.4 Provider shall adhere to all regulatory requirements in respect ensuring that appropriate safeguarding checks have been undertaken under the Disclosure and Barring Scheme (DBS) Under the DBS employers and volunteer Providers that deal with children and vulnerable adults must always check a person's DBS status before employing them. Employers cannot employ staff and have them in post – even supervised – before they know the outcome of the DBS check.
- 10.5 There is to be no occasion where a person without cleared enhanced DBS disclosure is allowed to work on the service in contact at supervised and unsupervised level with children and young persons. No staff should be allowed to commence work until they received a cleared DBS and satisfactory references
- 10.6 Agencies will make every effort to recruit support staff to reflect the ethnic diversity of the service user group
- 10.7 All staff will be expected to have an understanding of the principles of equality for disabled children and some relevant experience of working with disabled children / young people.
- 10.8 The Council anticipates that some employees may be entitled to transfer their employment to the new Provider pursuant to the Transfer of Undertakings (Protection of Employment) Regulations 2006. Ealing will provide appropriate employee information to tenderers only if they complete and upload a signed scanned version of the TUPE Confidentiality Undertaking in the “discussions area” with the London Tenders Portal for this contract.

## **11. Staff Training**

- 11.1 All staff for LOT 1 and LOT2 will be expected to have access at a minimum to the following training and/or guidance in relation to the following:
- Child protection procedure
  - Safeguarding
  - Confidentiality and data protection
  - Complaints procedure
  - Health and safety
  - Manual handling
  - Anti-discriminatory practices
  - Managing challenging behavior
  - Communication skills
  - Providers undertaking health related care will ensure that staff are trained to safely undertake any procedure asked of them and will identify any ongoing training needs as required. Ongoing competency will be reviewed and formally recorded as appropriate

- 11.2 Staff for the provision of LOT 2 referrals must also be provided with appropriate relevant training to meet the care need such as:
- 11.2.1 Challenging Behavior in Team Teach and SKIPM UK
- 11.2.2 If bespoke training is required for individual client as part of the clients care plan staff time for attending the training will be paid for by the Council.
- 11.3 All staff will be offered the opportunity to undertake a relevant NVQ or equivalent professional qualification

## **12. Access to the Service**

- 12.1 The Council and contractor will agree packages of care. Upon receipt of each referral, the Provider will visit the service user, prepare a care package and undertake a risk assessment prior to commencement of a Service. This should be undertaken wherever possible within three working days of receipt of a referral classified as urgent and within one week of a referral classified as non-urgent. A copy of the care package must be provided to the service user and / or their parents or carer as appropriate.
- 12.2 The Provider will ensure those service users' whose needs have been assessed as urgent, receive a Service wherever possible within timeframe agreed with referral.
- 12.3 The referral will detail which of the components of the service the service user has been assessed as primarily requiring, the total number of hours per week for which they should receive a service and the preferred times when the service should be provided.
- 12.4 The Provider will ensure continuity of the service for the disabled child / young person receiving the care and/or support by arranging a regular service from the same support worker wherever possible.
- 12.5 The Provider shall ensure they are contactable by a staffed telephone line on Monday to Fridays between 08:00 and 17.00 hours. Outside of these hours it shall ensure that an answering service is operational to inform service users and Local Authority of whom to contact. In case of emergency it will be expected the service Provider will have capacity to meet demand outside of specified hours.
- 12.6 The Provider shall inform the Social Worker at the earliest opportunity when abortive or late visits to a service user's home account for ten per cent or more of total visits made in any quarter.
- 12.7 Potential users of the service will become known to the service Provider from Ealing Children's Services.
- 12.8 We expect Providers to be willing to take direct referrals from parents when direct payments are being used and where parents wish to buy additional capacity.
- 12.9 An assessment of the clients needs and any known risk factors will form part of the package request plan. The Provider will be expected to undertake further risk assessments and identify how the referral requirements can be met. It is the responsibility of the Provider to link with the referrer to discuss any issues of concern.

- 12.10 All known relevant information will be given to the Provider. This will include an agreed assessment of need and agreed care package stating number of hours to be provided.
- 12.11 Referrals will be made via the Ealing Council Children's Services Access to Resource Team
- 12.12 All referrals will be emailed to all services, as they are received
- 12.13 Providers are expected to respond within the specified timeframe in the referral of receipt or, notifying if they can or cannot undertake the package outlining their suitability and price not exceeding agreed contract price.
- 12.14 The Provider shall make contact with the parent/carer of the referred child/young person within one working day
- 12.15 The Provider will confirm in writing when the arrangement is due to start and how the package will be delivered.
- 12.16 Any amendments to the package of care must be agreed by the social worker

### **13 Award**

- 13.1 Decision of award if two or more Providers bid within 24hr is a mini competition will be held based on
- A Suitability and availability to best meet needs
  - B Value for Money- Provider with lowest price will receive full marks
- 13.2 Award will be made to Provider scoring the highest
- 13.3 If the specified time frame only one Provider has come forward and they meet all identified needs the package will be awarded to that Provider

### **14. Refusal of referrals**

- 14.1 The Provider shall only have the right to refuse to accept a person who is referred to the service if any of the following apply:
- i. The child in question is not eligible for the service;
  - ii. The Provider can demonstrate there are reasonable grounds to believe the acceptance of the referral would create a significant danger for staff, or the improper functioning of the Provider;
  - iii. Before refusing any referral, the Provider should advise and consult with referrer.

### **15. Charges to Service Users**

- 15.1 The Council retain the right to charge the parents or carers of service users for the provision of the Service and in this event would require the service Provider to co-operate with any requests for information regarding service users.

## **16 Standards**

- 16.1 The service Provider will ensure that it manages the service in accordance with clause 5 of this service specification
- 16.2 Services will be provided in accordance with the Council's commitment to equal access to services for all sections of the community as set out in the Council's policy statement on Equal Opportunities in Service delivery.
- 16.3 The service Provider shall be aware of the London Child Protection Procedures and cooperate with the Council and Safeguarding Children's Board in their local implementation. This will include bringing any child protection concerns they may have to the attention of the relevant agency, in particular, to appropriate Council staff or police child abuse investigation team.
- 16.4 The service Provider shall have a complaint procedure. Users and carers will be provided with written information about how to make a complaint and who to contact about their complaint. It will advise service users and their parents and/or carers that should they remain dissatisfied with the outcome of a complaint they are entitled to refer their complaint to the Council's Social Care Customer Relations Manager for investigation.

## **17. Quality Assurance**

- 17.1 The dignity of the service users and the confidentiality of information will be respected by the service Provider's staff at all times. All personal information about service users will be kept securely and the service Provider will implement procedures to control access to such information.
- 17.2 The service Provider shall promote participation in the services by service users and families
- 17.3 The service Provider will ensure that staff are appropriately trained to meet the needs of service users including assessed medical needs and have access to / training in safe-guarding protocols.
- 17.4 The service Provider shall consult service users about the Services and shall use any feedback to measure the effectiveness of the Services. This information shall be provided to the Council. Consultation may include consultation meetings, surveys, feedback forms, and analysis of complaints and must include methods specifically designed for people with physical and sensory impairments and suitable for children as appropriate. The level to which the service Provider responds to consultation, feedback and complaints will be reviewed to ensure that quality assurance impacts positively upon service delivery / development.

## **18. Monitoring and Review**

- 18.1 Monitoring provides information about whether quantitative and qualitative standards and targets for the Services are being met, and will be based on provision of information by the Service Provider, contract management meetings and an annual review.
- 18.2 The Service Provider will co-operate with the annual review, which may include a visit and an opportunity for the Council's representatives to seek and inspect evidence of procedures and records that meet the Service Provider's obligations in relation to this Agreement. The visit may be preceded by a monitoring questionnaire.
- 18.3 The Service Provider will provide the Council with documents and reports to a frequency and format set out by the council's contract manager.

## **19 Monitoring Information**

- 19.1 Provide appropriate and timely feedback as reasonably requested to social workers and other lead professionals including a monthly written feedback report and this will not be unreasonably requested, if over an above the monthly report
- 19.2 Undertake a six-monthly review of each young person receiving a service to monitor the need for continuation or variation in service. The parties shall hold, as a minimum, an annual meeting that may review all aspects of the operation of the service over the previous year. Undertake an annual user satisfaction survey to monitor effectiveness of the service in meeting the needs of parent carers and their disabled children. Such a survey to be conducted within a framework of flexibility, consultation and choice and should identify; the impact the service has made to users. Ensure a register of complaints is available for inspection on reasonable notice by the contracts manager and is kept in sufficient detail to enable the contracts manager to ascertain;
- (a) The nature of the complaint
  - (b) The name of the complainant
  - (c) The date and time the complaint was received
  - (d) The action taken to remedy the complaint
  - (e) The date and time the complaint was remedied
  - (f) The names of the employees involved in the complaint
  - (g) Provide information in accordance with the Contract Monitoring and requirements of the council.
- 19.6 The service Provider shall attend an annual review meeting which shall be held at their premises and which will include an opportunity for the Council's representatives to seek and inspect evidence of procedures and records that meet the Providers obligations in relation to this Agreement. The visit may be preceded by a monitoring questionnaire quarterly.
- 19.7 Other meetings may be held at the request of either Party as required.
- 19.8 The council may undertake its independent surveys or otherwise contact service users to obtain feedback about the services.
- 19.9 The Council is entitled to make unannounced visits to the service Provider 's premises to inspect documents relating to the performance of the Service and service users' files. These may include but would not be limited to, staff files, service user records and other service related documents that may be required by the council's officers or its appointed agents.
- 19.10 Records about service performance that can identify individual service users will be kept under secure conditions.

## **20 Documentary Information:**

- 20.1 The Following documentary information is required
- I. By each 31<sup>st</sup> December a copy of (a) the Annual Report of the service Provider and (b) the service Provider's Annual Accounts
  - II. By each 1<sup>st</sup> April a budget(s) for the Service(s) for each financial year of this Agreement
  - III. Copies of monitoring reports produced by The Commission for Social Care Inspection concerning this service

- IV. On request copies of (a) the Complaints Procedure (b) Health and Safety Policy (c) Equal Opportunities Policy (d) Child Protection Policy (e) Data Protection and (f) Access to Records Policy
- V. Details of user participation and consultation exercises undertaken by the Service Provider shall be provided to the Council
- VI. The Council may undertake its own independent surveys or otherwise contact users of the service to obtain feedback about the Services.

## **21 Service Delivery Information**

21.1 The monitoring cycle is quarterly and this will include a meeting as described in this specification.

21.2 The service Provider is required to provide the following reports:

<b>Type of Return</b>	<b>By When</b>
i A quarterly confidential return as prescribed by the Council (Social Services will provide an electronic template for this report).	Quarterly aggregate figures Q1 by 31 <sup>st</sup> July; Q2 by 31 <sup>st</sup> October; Q3 by 31 <sup>st</sup> January; Q4 by 30 <sup>th</sup> April.
ii A quarterly summarised narrative and statistical report on the Services provided by the service Provider in a format to be agreed with the Council, outlining number and name of services, amount of hour provided and activities undertaken	As above
iii An annual report on the achievements of the Services, including the service Provider own evaluation of the service and feedback from service users and results of any survey of the views of service users	Annually, by the 31 <sup>st</sup> July

21.3 In addition, the Council may reasonably request other information in order to comply with its own statutory or other obligations

## **22. Payments**

### **22.1 Terms of payment**

22.1.1 The Council will make Payments monthly in arrears on receipt of a valid invoice and supported by timesheets, which should match Care plan . The council's relevant authorised officer must approve any variation to the agreed care plan in advance unless where this will impede service delivery to a child or young person.

22.1.2 The service Provider will be paid in line with council's payment terms, 30 days of receipt of invoice to central finance as detailed in the terms and conditions of contract.

22.1.3 Payments may be reduced, delayed or withheld if the Council is not satisfied that all the conditions for payment has been met. Such action will be discussed with the service Provider and Payment will not be withheld unreasonably.

**22.2 Conditions of Payment:**

22.2.1 The provision of satisfactory monitoring Information as outlined in this specification.

22.2.2 The council's satisfaction with the Services provided by the service Provider.