

ANNEX – contract management narrative

Social Services: **Overview of Housing Support Grant Monitoring.**

The usual method of monitoring of HSG providers changed considerably as a result of the start of the pandemic and subsequent lockdown. The usual process is for an annual site visit and a face to face meeting with managers and staff. This was clearly not possible during lockdown and other COVID restrictions. Therefore pro-active monitoring was maintained through regular telephone conversations with provider organisations either via the telephone or via TEAM's.

Contact periods were risk assessed and varied, however fortnightly contact was the default position for all providers. During these conversations a range of issues was raised, including staff absence (Covid and non Covid related), recruitment, safeguarding issues, occupancy rate, client issues such as non-compliance with Covid restrictions, and latterly vaccination figures. The issues of client wellbeing during lockdown and in the absence of external activities and support services was also a common theme. During the peak of the crisis our monitoring/reporting of COVID issues was daily, this information was reported to Silver Group.

PPE was offered and supplied to providers at no cost with regular communication was in place to determine supplies needed.

Regular communication/guidance from Welsh Government and Cymorth (umbrella body for providers of homelessness, housing related support and social care) relating to COVID was distributed promptly.

Providers would also contact us with a range of concerns/requests for advice around a number of issues such as safeguarding and staff issues.

The development of software and developing expertise around remote working has enabled the resumption of more formal monitoring meetings using TEAMS, which have been taking place on a phased basis since May of this year.

Contract Liaison Meetings also have been held with providers. These focus in particular on financial and strategic organisational issues and on proposed service changes.

Evidence was also requested of Business/Contingency Plans being updated to reflect the new circumstances arising from the pandemic.

In response to the pandemic the HSG team also began to request weekly information on some key issues using a standard matrix.

Further elements of monitoring include;

- A six monthly outcomes spreadsheet which provides information on client progress across a range of desired outcomes on a standard scale of 1-5 defined by Welsh Government and used across all HSG funded providers within Wales. It also provides information on the homelessness status of clients at point of entry into, and point of exit from services.

- Monthly tenant information sheets are also requested. These provide an up to date picture of occupancy rates and of the move on status of clients, as well as information on protected characteristics.
- An 'Outcomes Summary Qualitative Sheet' is also requested on an annual basis. This provides more detailed information to the HSG team on emerging themes, barriers to client progress and on what worked and what did not work in efforts to develop client independence, and to enable move on to lower level of support, where possible and appropriate. This is also viewed as an opportunity for providers to reflect on their own services.
- We also request individual case studies, to provide a narrative context to the quantitative information requested.
- A comprehensive annual 'Self-Certification form is also required from providers as part of monitoring. This allows provider organisations to self – certify compliance, and demonstrate resilience across a range of statutory and contractual requirement, and forms a basis for discussion at monitoring meetings.

Digital Services

Subject: Contract Monitoring / service desk

The service desk contract was award to XXXXX in April 2019 and was a 3 + 2 year contract.

The Infrastructure Operations Manager and Change, Asset and Configuration Officer meet with the Account manager every other month. These meetings are to discuss any outstanding faults or issues. Any upgrade paths or enhancements that maybe required.

These meetings are mainly held over TEAMS or via email exchange.

The Infrastructure Operations Manager and Change, Asset and Configuration Officer meeting regularly to discuss the system regularly and meet with the Digital Service Manager on a monthly basis to discuss progress or any issues that need to be escalated.