

SCHEDULE 4

Monitoring of the Service/Key Performance Indicators

1. Quality Monitoring

- 1.1 The Service Provider shall regularly collect Service User's views of the Service, use them to inform the work of the Service and report them at an annual review.
- 1.2 Current monitoring requirements from the Service Provider are listed in the monitoring arrangements table below. The Service Provider shall at all times co-operate with the reasonable processes of the Service Purchaser for monitoring, evaluation and quality audit in whatever way is reasonably requested by the Service Purchaser.
- 1.3 The Service Provider will have an internal monitoring procedure and Quality Assurance System and will involve Service Users and allow access for monitoring or inspection by representatives of the Service Purchaser. This may include an unannounced inspection, monitoring. The Service Provider will rectify any shortfalls in service quality within a stipulated time period.
- 1.4 The Welsh Government requires each Service Purchaser to obtain information from organisations whom they purchase services from. Information must be provided as required by the Service Purchaser.
- 1.5 A delegated Officer of the Service Provider shall meet with a named representative of the Service Purchaser or as agreed to review the Contract and Service Specification and how the Service Provider is achieving the aims and objectives agreed.
- 1.6 Prior to this meeting the Service Provider maybe asked to provide:
 - Outcomes Information – qualitative and quantative analysis.
 - Evidence of internal monitoring procedures and monitoring work carried out.
 - Statistical data which indicates how objectives, standards and targets inherent in the contract are being met.
 - Other appropriate material requested in response to specific issues / concerns / achievements.
 - Any other material identified within the monitoring arrangements (see Monitoring Arrangements Template).

2. Support Services Review / Evaluation

- 2.1 The Service Purchaser will conduct at least 1 full Support Service Review/ Evaluation every 4 years from the start of the Agreement in each service provision area. All of the Services provided by the Service Provider in the service provision area will be reviewed.
- 2.2 Each Review must be carried out in accordance with any guidelines and directions issued by the Welsh Assembly Government under Section 93 of the Local Government Act 2000 or subsequent legislation. In these reviews the Service Purchaser will:
- Assess the strategic relevance of the Project including an assessment of current and projected needs and supply
 - Assess the quality and cost effectiveness of the support services, with a view to disseminating good practice and negotiating service improvements
 - Seek to identify the appropriate level of funding allocated to each project
 - Identify if the project is meeting the identified needs of the people who require the service
 - Assess whether the project is meeting the terms and requirements of the Contract and Service Specification.
- 2.3 The Service Purchaser shall also be entitled to undertake a Service Review of the Services in line with clause 2.2 at any time during the term of the Contract.

3. Annual Review

- 3.1 The Service Provider will hold an annual review of its services under this agreement which will involve relevant stakeholders.
- 3.2 The Annual Review shall take place each year as agreed by the Service Purchaser and Service Provider.

3.3 For the Annual Review the Service Provider will circulate prior to the meeting, a collated summary of the information outlined in clause 1.6.

4. Statutory Duties

4.1 The Service Purchaser has various Statutory Duties in relation to this Agreement (for example, under Part 1 of the Local Government Act 1999 (Best Value) to carry out a regular review of the Support Services, including the Review referred to in clause 3 above and the Review in clause 2)

4.2 The Service Provider must fully co-operate with the Service Purchaser in carrying out any such Statutory Duty and must make available such facilities and such assistance as the Service Purchaser may request.

For example, the Service Provider must allow the Service Purchaser or authorised agents access to employees, all information, reports, financial accounts, documents, records which the Service Provider holds or has access to that are relevant to the Support Services funded under this Contract.

4.3 The Service Provider must also allow the Service Purchaser to take copies of the information etc. referred to above. Any information made available to the Service Purchaser under this clause will be treated as confidential information and therefore be subject to the provisions of confidentiality.

4.4 The Service Provider must compile and maintain such information as the Service Purchaser may require. In specifying the information to be compiled and maintained for this purpose the Service Purchaser will have regard to any directions or guidance which the Welsh Government may issue relating to the form and extent of such information. The Service Provider must make available to the Service Purchaser any information referred to above at monthly / quarterly / other intervals starting from the commencement date and at such other times as the Service Purchaser may require.

MONITORING ARRANGEMENTS TABLE

1. This table is used as a template on agreed monitoring requirements.
2. The Service Provider will supply the following information to the Contracting Officer or the Housing Support Grant Representative of the Service Purchaser at specified intervals.

STANDARDS	HOW MEASURED / ASSESSED (NUMERICAL OR QUALITATIVE INFORMATION)	FREQUENCY OF MEASUREMENT
The service provided should be in line with that detailed in the Contract and the outcomes and activities identified within the service specification.	Ongoing records to be maintained by the Service Provider. Outcomes Framework.	Information to be collated by the Service Provider and supplied to the Service Purchaser as requested. Outcomes Spreadsheet to be completed and returned six monthly as requested, qualitative information to be returned annually.
Service Users supported in the service	Client monthly return sheet	Monthly
Accurate information on the service to be provided to the Service Purchaser.	Annual Self Certification Form	Annual returns to be sent to the Service Purchaser's nominated officer.
The Service Provider should assess the		Information to be collated by the Service Provider

<p>effectiveness of the Service to the Service User and the use the information to develop its service.</p>	<p>The Service Provider will implement a quality assurance mechanism.</p> <p>Outcomes Information.</p>	<p>and supplied to the Service Purchaser as requested.</p>
<p>The Service Provider will ensure each Service User has a support plan which is reviewed with a clear policy framework.</p>	<p>Through the monitoring and evaluation process.</p>	<p>Monitoring minimum of annually.</p>
<p>The project should undertake an annual review including relevant stakeholders and service users which should include: -</p> <ul style="list-style-type: none"> • Whether the service is meeting the service outcomes identified • Is still meeting the needs of the client group • Policies and procedures support the service that is being provided • Finances are in order • Meets the training needs of staff • Have an “areas for improvement” and what actions to take forward 	<p>Annual Review</p>	<p>Annually</p>