Contract Monitoring and Commissioning Board Process

Contract award and issuing of Contract

Routine activity returns received i.e. Day Centre Returns

Contract monitoring form issued with Value For Money tool

QAF maybe issued with monitoring form or at other point in Financial year

CSM, Brokerage, Reviewing Officers contacted for views

Info gathered and discussed during monitoring meeting

Contract monitoring updated with details of discussion

Updated and sent to provider within 28 days of meeting

CSM, Brokerage, Reviewing Officers contacted for views

Info evaluated and fed into Contract monitoring process

Commissioning Board service delivery summary report completed and presented

To Commissioning Board

Decision progressed i.e. extend contract, reduce, cease, increase, etc

Plans are no longer appropriate. Complete Commissioning Board Exception Report and recommend alternative course of action

Commissioning Board Discussion

Concerns regarding emerging issues/need to provide an update. Complete Commissioning Board Highlight Report

Commissioning Board Discussion

Where appropriate, decision made and acted upon

QAF/Service Review

QAF issued for self assessment contribute to contract monitoring (information reviewed may change Status to full validation during the process)

QAF issued to random list for self assessment (information reviewed may change status to full validation during the process)

During term of contract QAF issued for full validation and Service Review Form issued for completion

Info evaluated

Validation visit required

YES - Validation visit arranged

NO - Evaluation form completed and returned to provider within 28 days of visit

Action Plan delivered if appropriate

Monitor Action Plan

Action plan developed where appropriate

Commissioning Board service delivery summary form completed

Discussion at Commissioning Board and decision acted upon

Action Plan monitored

Info evaluated

Evidence/practice viewed to support QAF submission and Service review

Evaluation form completed and returned to provider within 28 days of visit