

Appendix 2

**Care UK Contract
 Governance and Contract Management Arrangements**

**Governance Board
 Meeting frequency:
 31st January 2013, then to be replaced by the Development Board**

The Board is a Director and Assistant Director level group for overall oversight of the contract and contract monitoring arrangements and accountability.

The Board will be responsible for:

- Ensuring that arrangements are in place for the *key requirements and the Council's obligations under the contract to be met;
- Hold to account officers with responsibilities for meeting the key requirements and fulfilling the Council's obligations;
- Ensuring that the services and facilities available through the contract to the Council and the people of Suffolk are seen and managed as part of the overall commissioning strategy for services for older people and those with high dependency needs.
- Best value is achieved from the contract and financial issues are identified and resolved.

* see below for key requirements

Board membership is as follows:

Board member	Role
Anna McCreadie	Corporate Director for Adult and Community Services
Eve Wheeler	Assistant Director of Commissioning and Market Development (Chair)
Cathy Craig	Assistant Director for Social Work Services
Eric Prince	Assistant Director Strategic Finance
Brian Prettyman	Senior Manager (Strategy), Resource Management Property
Gavin Milnthorpe	Commercial Lawyer, SCC
Val Lamond-Mattocks	Senior Audit Services Manager
<i>Nick Welch</i>	<i>Advisor</i>
Ian Patterson	Contract Manager

Development Board**Meeting frequency:****Every 2 months, first meeting in March 2013, subject to review**

The Development Board replaces the Governance Board. This group is at Director and Assistant Director and meets to monitor and ensure the key elements of the Contract Agreement between the Council and Care UK.

The Board reports to the Corporate Director of Adult and Community Services.

The Development Board will ensure that the requirements placed on the contractor are being met;

- Service and quality standards are being adhered to including KPIs and the resolution of complaints and concerns;
- The development plan is progressing according to agreed timescales along with an effective communications strategy; arrangements for the safe transfer of residents moving into new facilities; planning issues and the management of a range of local issues;
- The block contract is being used to the maximum benefit of those who require care home and community wellbeing centre places;
- Payment mechanisms and reconciliation arrangements function efficiently;
- The Council is able to satisfy itself that that the Contract Agreement is enabling it to meet its obligations, under the contract, as a Social Service Authority and as a purchaser of services;
- Services and facilities are delivered and managed as part of the overall commissioning strategy for vulnerable adults and those with high dependency needs;
- There is involvement of family members and representatives as specified in the contract.
- Best value is achieved from the contract and financial issues are identified and resolved.

- Agenda Items to include:
 - Minutes of previous meeting/actions
 - Joint Communications Plan
 - Financial Position
 - Reports from ACS Contract Manager, and Care UK
 - General contract management: issues needing to be resolved
 - Service Development Plan update – new buildings, existing buildings
 - Customer experience – safeguarding issues, compliments, complaints, quality issues
 - AOB

Development Board membership is as follows:	
Board member	Role
Eve Wheeler	Assistant Director of Commissioning and Market Development (Chair)
Cathy Craig	Assistant Director for Social Work Services
Eric Prince	Assistant Director Strategic Finance
Richard Pearman	Business Development Director, Care UK
Matt Croger	Commercial Manager, Care UK
Chris Hopkinson	Operations Director, Care UK
Richard Smith	Head of Care Home Development, Care UK
Luke Banner	Finance Projects Manager, Care UK
Brian Prettyman	Senior Manager (Strategy), Resource Management Property
Gavin Milnthorpe	Commercial Lawyer, SCC
Val Lamond-Mattocks	Senior Audit Services Manager
Paula Youell	Head of Adult Safeguarding
Ian Patterson	Contract Manager

Annual Review Meeting

The Annual Review Meeting is chaired by the Corporate Director for Adult and Community Services and is convened to review and ensure that the requirements of the Contract Agreement have been met during the previous 12 months.

Required attendance is as follows:	
Anna McCreddie	Corporate Director for Adult and Community Services (Chair)
Eve Wheeler	Assistant Director of Commissioning and Market Development
Toby Siddall	Managing Director, Residential care Services, Care UK
Richard Pearman	Business Development Director, Care UK
Chris Hopkinson	Operations Director, Care UK
Luke Banner	Finance Projects Manager, Care UK
Cathy Craig	Assistant Director for Social Work Services
Eric Prince	Assistant Director Strategic Finance
Brian Prettyman	Senior Manager (Strategy), Resource Management Property
Gavin Milnthorpe	Commercial Lawyer, SCC
Val Lamond-Mattocks	Senior Audit Services Manager
Ian Patterson	Contract Manager

**Care UK Contract
Governance and Contract Management Arrangements
Business User Group
Meeting frequency:
Every 3 weeks – usually Fridays.**

The first hour - membership is variable and as required, to ensure the identification and resolution of key issues so that the arrangements to deliver the contract and the relationship between the Council and Care UK are productive and successful.

It will be responsible for:

- Identifying issues in implementing the contract;
- ensuring that any problems in the systems and arrangements for meeting contractual requirements and ensuring that the Council meets its obligations are resolved;
- resolving or recommending steps to deal with any problems or issues that prevents:
 - the Council from making the most effective use of the beds available to it
 - the payment provisions working effectively
- Identifying and resolving or making recommendations regarding any outstanding HR issues.
- Best value is achieved from the contract and financial issues are identified and resolved.

The second hour will focus on the development plan and supporting work.

Business User Group will be drawn from the following officers:

Group Member	Role
Ian Patterson	Contract Manager
Chris Hopkinson	Care UK, Regional Operations Director
James Gant	Construction Project Manager, Care UK
Sue Farrow	Placement Team
Shaun Overy/O&P representative	Operations and Partnership Manager North
Ann Reynolds	Area Manager, ACS
Tracy Crow	Senior Operations Manager CSD HR and Public Access
Lynn Attreed	Finance Assessment Manager
Nigel Mortimer	Care UK, Revenue Manager
Jenna Murphy	Care UK, Billing Team Leader
Michael Howe	HR Manager, CSD
Kim Knights/Katie Forgiel	Risk Business and Information Manager/ Business Support
Jackie Reeves	Performance and Standards Manager, SCC Property
Helen Clarke	Mkt. Development and Quality Assurance Team Manager
Sue Renaut, Heidi Bailey, Mandy Cattermole, David Riches	Placement Co-ordinator representative/s
Felicity Walton	Business Support, Notes

* Key Requirements summary

The contract will require active management and monitoring to ensure that:

- The requirements placed on the contractor are being met;
- Service and quality standards are being adhered to;
- Development plans meet the Council's specifications;
- The KPIs are being met;
- The block contract is being used to the maximum benefit of those who require the specialist services that will be developed and provided and is being used as efficiently as possible;
- The payment mechanisms and any reconciliation arrangements function efficiently;
- The Council is able to satisfy itself that that it is meeting its obligations, under the contract, as a Social Service Authority and as a purchaser of services;
- Complaints and concerns regarding the services are acted on and resolved;
- There is effective coordination and involvement of the Council's various departments and directorates in meeting the requirements of the contract;
- There is involvement of family members and representatives as specified in the contract;
- There is a continuing communications strategy for the development programme, including residents' moving into new facilities, planning issues and managing a range of local and unpredictable issues;
- The contract is properly implemented and the Council has sound and effective arrangements in place;
- Councillors and other stakeholders' concerns are understood and responded to.
- Best value is achieved from the contract.