

Isle of Wight Supporting People

Revised Contract Monitoring and Review Policy 2011

Service reviews will be done annually and contract monitoring quarterly as follows:

Outline of Contract Monitoring Process

- SP team will visit each service on a quarterly rolling basis to check client files against the QAF. Support plans/logs will be monitored to ensure the outcomes a client wishes to achieve are being met and the hours being paid to provide support are being utilised. Performance workbooks and Spocc.net submissions will also be monitored in line with this.
- Any queries will be raised at the visit, and if support hours for a client need to be amended (for those on subsidy contracts) this will be done in time for the next pay period. Support logs will need to evidence how the money SP is paying for a client is being used to achieve the outcomes they wish to meet, whether this is in actual hours of support or through other means. If urgent actions are found at the visit then SP may re-visit before the next quarter to ensure actions are completed.
- Visits will also incorporate elements of the service review, for example, health and safety checks and staff, client and stakeholder questionnaires.
- Providers who do not provide evidence as requested or complete actions as required will be issued with a default notice as outlined in their contract.

Outline of Service Review process

- Reviews will be undertaken annually using information gained from contract monitoring visits and desktop information collated. We will initially ensure all providers are at a level C on the QAF then send out the self assessment to providers to enable them to provide evidence of higher grades if they wish. This will also cover information required for accreditation.
- A further visit may be required to ensure that urgent actions have been completed (some evidence may be sent in via email/post). Supporting People will then finalise the report, send out a certificate to the provider, and publish the report on the Council website at www.iwight.com/supportingpeople.
- Providers who fail to meet the minimum level C on the QAF will be issued with a default notice as outlined in their contract.