

Dated

Draft Service Level Agreement
Community Connect
Insert locality

Between



Bexley Voluntary Service Council Limited
as lead partner

and

[Insert name]
as Provider

This Service Level Agreement (this “**Agreement**”) is made between:

BEXLEY VOLUNTARY SERVICE COUNCIL LIMITED (“BVSC”) a company limited by guarantee (Number 1501746) and a registered Charity (Number 279880) whose registered office is situated at Crayford Manor House, Mayplace Road East, Crayford, DA1 4HB; and

[XXX] (the “**Provider**”).

RECITALS:

(A) BVSC has been awarded a contract by the Bexley Clinical Commissioning Group and the London Borough of Bexley for the provision of Social Prescribing Services (as described in Schedule 1 to this Agreement) across Bexley (the “**Social Prescribing Contract**”).

(B) BVSC wishes to appoint the Provider as an authorized sub-contractor, and the Provider wishes to provide the Services throughout the [XX] locality, primarily based at [XX], and any other sites when jointly agreed.

(C) The parties agree that the terms of the appointment of the Provider for the provision of the Services are as set out in this Agreement.

DEFINITIONS

Throughout these conditions the following words and expressions shall have the following meanings unless the context otherwise provides or dictates:-

“Bexley Voluntary Sector Compact” means the compact agreement described in more detail in Schedule 3 of this Agreement.

"Capital Asset" means land and buildings (including any interest in land) and items of equipment and other moveable and immoveable assets costing individually or cumulatively £2,500 or more, which on the date of purchase had a useful life of more than one year and which were acquired, built or improved wholly or partly using the grant provided pursuant to the Social Prescribing Contract.

“Commencement Date” means 1st October 2017.

“Confidential Information” means any information relating to the Services, the Social Prescribing Contract or this Agreement which is disclosed by one party to the other including information contained in documents, oral communications, models, specifications, software, programmes, computer disks, visual presentations, photographs, drawings, magnetic or digital form

and any other media but shall not include information that is in the public domain or comes into the public domain other than as the result (directly or indirectly) of a breach of confidentiality obligations by either of the parties;

"Council"	means the Council of the London Borough of Bexley.
"CWC"	means Community Wellbeing Co-ordinator, as more particularly described in the Bexley Voluntary Sector Compact
"Equalities Legislation"	means all relevant equalities legislation, including, but not limited to, the following: the Race Relations Act 1976, the Race Relations Amendment Act 2000, Disability Discrimination Act 1995, Sex Discrimination Act 1975, Human Rights Act 1998 and the Equal Pay Act 1970
"Evaluation Officer"	means an evaluation officer who will work with the Provider throughout the Term in relation to monitoring
"Expiry Date"	means 31 March 2020
"Outcomes"	has the meaning given to it in Schedule 1 to this Agreement.
"Project"	means the provision of Social Prescribing in Bexley as described in more details in Schedule 1 to this Agreement.
"Quarter days"	means the dates set out in the third column of the table at Schedule 4
"Services"	means the Social Prescribing Services to be provided by the Provider in accordance with this Agreement pursuant to the Social Prescribing Contract

1. Term

- 1.1 This agreement shall commence on the Commencement Date and continue until the Expiry Date, or sooner if terminated in accordance with Clause 12 (the "term").

2. Services

- 2.1 The Provider undertakes to deliver the Services during the Term at all times in accordance with the Bexley Voluntary Sector Compact.

- 2.2 The Provider will work in a manner which shall promote, enhance and not adversely affect the reputation of the Social Prescribing services provided by BVSC pursuant to the Social Prescribing Contract, or that of BVSC.
- 2.3 The Provider agrees that it will devote appropriate time, knowledge and skill to ensure the proper delivery of the Services and the performance of its obligations under this Agreement.

3. Lead partner Obligations

- 3.1 BVSC undertakes to follow the principles of the Bexley Voluntary Sector Compact in its work with the Provider.
- 3.2 BVSC will work in a supportive and transparent manner with the Provider.
- 3.3 BVSC will maintain regular communication with the Provider, to ensure that the Provider is furnished with all information and knowledge necessary to properly fulfil its obligations under this Agreement.
- 3.4 BVSC, as lead partner, will take the lead in developing partnerships with medical practitioners, social prescribing service providers and other organisations within the local area.
- 3.5 BVSC will provide the Provider with copies of required policies including, but not limited to, data protection, boundaries and information sharing if so requested by the Provider.
- 3.6 BVSC will require that the Provider submits evidence of undertaking an annual information government assessment using the NHS Information Governance Toolkit which demonstrates an achievement of minimum Level 2 Information Governance performance.
- 3.7 BVSC will ensure that the Provider holds adequate staff files for all CWCs including Disclosure and Barring Service checks and training records.
- 3.8 BVSC will give reasonable notice to the Provider of any significant changes to the Services, the Bexley Voluntary Sector Compact or anything else that the Provider reasonably needs to be aware of in order to properly fulfil its obligations under this Agreement.

4. The Provider's Obligations

- 4.1 To deliver the Services in a professional and appropriate way to ensure confidence in the social prescribing services being undertaken pursuant to the Social Prescribing Contract and their continuation.
- 4.2 To provide reports and monitoring information in accordance with Clause 10 of this Agreement;
- 4.3 To maintain contact and regular communication with BVSC regarding the Services;
- 4.4 To discuss with BVSC any challenges or difficulties in respect of the Services, staff, clients or partners, if and promptly when they arise;
- 4.5 To work with the Evaluation Officer and provide any evidence that they request to support their work.
- 4.6 To comply with all legislation and policies as directed by BVSC for the Services.
- 4.7 To complete an annual information governance assessment using the NHS Information Governance Toolkit and achieve a minimum level 2 performance against all requirements for its organisation type. To provide the Lead Partner with access to its toolkit submissions and any improvement plan on request.

5. Provider's Warranties

The Provider warrants that:

- 5.1 the contents of all documents and all other information concerning the Provider supplied to BVSC during the course of correspondence leading to the execution of this Agreement, were, when given, true, accurate and complete in all material respects and there is no fact or matter which has not been disclosed in writing which renders any such documents or information untrue or misleading at the date of this Agreement or which on the basis of the utmost good faith ought to be disclosed to BVSC; and
- 5.2 it is free to enter into this Agreement and not aware as at the date of this Agreement of anything within its reasonable control which might or will adversely affect its ability to fulfil its obligations under this Agreement.

6. Authorised Officer

- 6.1 BVSC shall appoint a person (the “**Authorised Officer**”) to exercise its rights and powers under this Agreement. Details of BVSCs Authorised Officer shall be notified to the Provider on or before the Commencement Date.
- 6.2 BVSC shall be entitled to change the Authorised Officer at any time by prior written notice to the Provider.

7. The Provider Manager

- 7.1 The Provider shall appoint a person (the “**Provider Manager**”) to exercise its rights and powers under this Agreement. Details of the Provider Manager shall be notified to BVSC and the Council before the Commencement Date.
- 7.2 The Provider shall be entitled to change the Provider Manager at any time by prior written notice to BVSC.

8. Confidentiality

- 8.1 All parties will keep all information which is expressed to be "confidential" secure including that of clients, other parties and other services.
- 8.2 No party shall use, disclose or copy any Confidential Information obtained as part of the provision of Services for any reason outside of this Agreement and/or the Social Prescribing Contract.
- 8.3 The Provider will enter into a data sharing agreement with BVSC on or around the Commencement Date as part of its acceptance to deliver the Services.
- 8.4 Upon termination of this Agreement the Provider will forfeit all access to the systems described in clause 11 of this Agreement and hand all materials including Confidential Information back to BVSC in such a manner that that Confidential Information is kept confidential.
- 8.5 The Provider agrees to treat as confidential all documents and information related to the performance of this Agreement which are expressed to be "confidential", and shall not disclose such information and documents to any third party, unless required by the Council, statute, court order or Government Code of Practice. Agreed forms for the provision of personal information for monitoring is referred to in clause 10 and Schedule 2.

- 8.6 The Provider shall comply with their obligations under the Data Protection Act 1998 and shall take steps to ensure it is compliant with the provisions of the General Data Protection Regulation from 25 May 2018.
- 8.7 It is acknowledged by the parties that the Social Prescribing Contract is awarded by the Bexley Clinical Commissioning Group and the Council. The Council is a public authority for the purpose of the Freedom of Information Act 2000 (the “FOI Act”) and the Council will, as a public authority, determine in its absolute discretion and be responsible for its response to any request for information made to it under the FOI Act, and shall not be liable to the Provider or any other person for any loss suffered or costs incurred as a result of any bona fide disclosure of information under the FOI Act.
- 8.8 The Provider will cooperate in all respects with BVSC to ensure compliance with the FOI Act. If BVSC is asked to provide information to any person as a result of the FOI Act, BVSC shall be entitled to request such information from the Provider, and the Provider shall respond to BVSC’s request within 7 working days from such request. In the event that the Provider receives a request for information under the FOI Act from a third party, it shall consult with BVSC before responding to such request.
- 8.9 In the event that the Provider receives a request under the FOI Act for information it shall consult with BVSC before responding to the request.

9. Payment

- 9.1 The Provider shall be paid a total of £[XXX] for the delivering the Services.
- 9.2 BVSC will make payment to the Provider in accordance with the payment schedule set out in Schedule 4 to this Agreement, upon receipt of an invoice in respect of the next quarter’s due payment at least 28 days before the relevant Quarter Day.
- 9.3 BVSC will make payments in accordance with clause 9.2 above, provided that BVSC shall have the right to withhold any payments due to the Provider in accordance with this Agreement, if the Provider has been consistently failing to:
- (a) comply with the Key Performance Indicators (“KPIs”) set out in Schedule 2 to this Agreement;
 - (b) comply with the monitoring requirements set out in clause 10 of this Agreement; or

(c) evidence required performance during any quality assurance visits, which BVSC may conduct in relation to the Provider from time to time during the Term,

in each case, as determined by BVSC acting reasonably, and BVSC shall have the right to continue withholding such payments until those requirements have been complied with in full (as determined by BVSC acting reasonably).

- 9.4 If payment is not received by the Provider within 5 working days of the relevant Quarter Day, interest will be payable at the Bank of England base rate existing at the time. If payment is not received within 30 days of the relevant Quarter Day, any resulting bank charges incurred by the Provider will be paid by BVSC.
- 9.5 BVSC will arrange for invoices to be paid within 28 days of receipt provided no disputes or issues arise in relation to the Services or this Agreement.

10. Monitoring

- 10.1 The Provider will submit quarterly monitoring reports (in the form annexed at Schedule 5) no later than 14 calendar days after each Quarter Day, with case studies being submitted no later than 7 calendar days after each Quarter Day.
- 10.2 BVSC will provide a monitoring report template for use by the Provider upon the Commencement Date.
- 10.3 The Provider will collect all data required for the monitoring template and other data which may support the Services' evaluation, such as case studies and feedback throughout the Term.
- 10.4 The Provider will work with the Evaluation Officer and provide any reasonable information as requested by the Evaluation Officer.
- 10.5 The Provider shall keep a full and detailed record of all expenditure relating to the Services. All orders, tenders, contract documents, invoices, receipts, inventories of Capital Assets and other relevant documents shall be kept for a period of 6 years from the expiration or termination of this Agreement.
- 10.6 The Provider shall keep information on and the names of all recipients of the Services which are funded in accordance with the terms of this Agreement. This information shall, if requested by BVSC, be kept on a form approved by the Council for that purpose. BVSC and the Provider will agree the use of an alternative form for

the recipients of the Services who wish their identity to remain anonymous.

- 10.7 All records held by the Provider in accordance with this Clause 10 shall be made available for review by BVSC, its external funders, its auditors or anyone acting on their behalf, the Authorised Officer, or anyone acting on BVSC's behalf at any time upon prior written notice by BVSC.
- 10.8 BVSC may request to access all data and information collected by the Provider for review with reasonable notice. If the Provider cannot accommodate this they will be given a further 7 days to do so. Failure to do so without good reason after this time shall constitute a breach of this Agreement.
- 10.9 The Key Performance Indicators set out in Schedule 2 and the monitoring requirements set out in this clause 10 shall be reviewed every 3 months between the Provider and BVSC throughout the Term to monitor the quality of the Services offered by the Provider and achievement of the Outcomes. BVSC will take minutes and actions for all parties following each review, with agreed targets and objectives to be completed by a date to be mutually agreed by the parties at each such review meeting.

11. Systems

- 11.1 The Provider will keep up to date and accurate records of all activities carried out under this Agreement in relation to the Services.
- 11.2 Promptly upon BVSC's request, the Provider will submit evidence of Level 2 Information Governance compliance on award of contract. If Level 2 compliance has not been met at the point of award of contract, the Provider must commit to such compliance within 3 months of contract award and prior to contract start date; or whichever is earliest.
- 11.3 The Provider will remain compliant with Information Governance Level 2 and other standard BVSC policies for the duration of this Agreement, including, but not limited to, Data Protection, Safeguarding, Safer Recruitment and Equal Opportunities policies.
- 11.4 Evidence of Level 2 Information Governance compliance shall be made available for review by BVSC, its external funders, its auditors, the Authorised Officer or anyone acting on their behalf, at any time with prior written notice by BVSC.
- 11.5 BVSC will use a web-based system (procured by BVSC prior to the Commencement Date) and all parties commit to using this

system to carry out the Services in accordance with this Agreement.

- 11.6 BVSC will provide training and support to the Provider in connection with use of the system detailed at 11.5 above.
- 11.7 The Provider agrees to store all data used in connection with the Services on the system detailed at 11.5 only.
- 11.8 The provisions of this clause 11 are subject to the confidentiality requirements set out at clause 9 above.

12. Termination

- 12.1 Either party may terminate this Agreement at any time on one month's notice if:
 - 12.1.1 the other party commits a breach of this Agreement which is not remedied within 14 days (where a suitable remedy is possible); or
 - 12.1.2 the other party go into administration or liquidation, has a receiver or administrative receiver appointed over any of its assets or makes a voluntary arrangement or composition with its creditors within the meaning of the Insolvency Act 1986.
- 12.2 BVSC may terminate this Agreement at any time by one month written notice to the Provider

13. Equal Opportunities

- 13.1 The Provider shall comply with all laws prohibiting discrimination on the grounds of race, disability, gender, age, faith and sexual orientation. The Provider shall operate an equal opportunities policy and ensure that the Services are accessible and appropriate to all members of the community. The Provider shall supply a copy of the equal opportunities policy to the Council and to BVSC (or the Authorised Officer) promptly upon request.
- 13.2 In all matters relating to a recipient of the Services the Provider shall give due consideration to the full range of the recipient's needs.

14. Health and Safety

- 14.1 The Provider shall at all times take all such precautions as are necessary to protect the health and safety of all persons employed by them and shall comply with the requirements of the Health and Safety at Work etc. Act 1974 (and any amendments or re-enactments thereof) and of any other Acts, Regulations or Orders pertaining to the health and safety of employed persons.

15. Insurance

- 15.1 The Provider shall take out with a reputable insurance company and maintain as a minimum the insurances set out in Clause 15.2 below.
- 15.2 The insurances referred to in Clause 15.1 are as follows:
- 15.2.1 Employers liability insurance in a minimum sum of £10 million for each and every claim, act or occurrence or series of claims acts or occurrences or any such other sum which complies with statutory requirements;
 - 15.2.2 Public liability insurance in a minimum amount of £5 million for each and every claim, act or occurrence or series of claims acts or occurrences; and
 - 15.2.3 Professional indemnity insurance and such cover shall not be less than £500,000 of indemnity in respect of any one act or occurrence or series of acts or occurrences in any one year arising out of the performance of the Services for a period of six years from completion of the Services.
- 15.3 The Provider shall, when requested by BVSC, provide a copy of the policy and schedule (or other evidence sufficient to check the nature and extent of the insurance that is in place) for the insurances referred to in Clause 15.2
- 15.4 If, in the opinion of BVSC acting reasonably, any such policy of insurance or self-insurance arrangements does not provide sufficient cover to comply with this Clause 15, BVSC may require the Provider to provide such insurance as will so comply. Upon receipt of such notice, the Provider shall forthwith procure and maintain such insurance as BVSC shall reasonably require in breach of which BVSC itself may cause such insurance to be effected. Where such breach does occur, the Provider shall pay to BVSC as a debt such sum as BVSC shall certify as being the cost to BVSC of effecting such insurance, together with a sum equal to 10% of the costs of such insurance as a contribution towards BVSC's administrative costs and overheads.

16. Force Majeure

- 16.1 Neither party shall be in breach of this Agreement, if and to the extent that fulfilment of a term has been prevented, hindered or delayed by force majeure as defined herein.
- 16.2 The expression force majeure shall mean strikes, lock-outs and work to rule by third parties and in the event of circumstances beyond the immediate control of BVSC or the Provider including

but without prejudice to the generality of the foregoing riots, civil commotions, war (national or international), emergency, destruction or damage due to natural forces, fires, explosions and compliances with orders of any national authority or the European Community.

17. Governing law and Dispute resolution

- 17.1 This Agreement and any non-contractual obligations arising out of or in connection with it are governed by English law.
- 17.2 If the Provider wish to make a formal complaint, it shall write to the Authorised Officer in the first instance, as provided for in BVSC's Complaints Procedure, which is available on request.
- 17.3 The parties will attempt in good faith to resolve any dispute or claim arising out of or relating to this Agreement promptly through negotiations between their representatives in line with the principles of the Bexley Voluntary Sector Compact.
- 17.4 If the matter is not resolved through negotiation, the parties can agree a mediator. The parties will attempt in good faith to resolve the dispute or claim through a negotiated solution
- 17.5 If a dispute or disagreement cannot be resolved by the parties pursuant to clause 17.3 it may be referred at the nomination of either party to arbitration under the provisions of the Arbitration Act 1996 by a single arbiter to be appointed by agreement between the parties. If an arbitrator cannot be agreed, then the dispute may be referred to the President for the time being of the Chartered Institute of Arbitrators or a person appointed by them.
- 17.6 The performance of the obligations under this Agreement shall not cease or be delayed by the application of this Clause 16.

18. Liability of BVSC

- 18.1 Neither BVSC nor the Authorised Officer shall be liable to the Provider in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by the Provider of an indirect or consequential nature including without limitation any economic loss or other loss of turnover, profits, business or goodwill.

19 Notices

- 19.1 Any notice or other document required to be given under this Agreement or any communication between the parties with respect to any of the provisions of this Agreement shall be in writing in English and be deemed duly given if signed by or on behalf of the Authorised Officer or the Provider Manager giving

the notice and if left at or sent by pre-paid registered or recorded delivery post or by email with a scanned letter attached or other means of telecommunication in permanent written form to the address of the party receiving such notice as set out at the head of this Agreement or as notified between the parties for the purpose of this clause.

19.2 Any such notice or other communication shall be deemed to be given to and received by the addressee:

19.2.1.1 at the time the same is left at the address of or handed to a representative of the party to be served; or

19.2.1.2 by post on the day not being a Sunday or public holiday two days following the date of posting; or

19.2.1.3 in the case of email with a scanned letter or other means of telecommunication on the next following day.

19.3 In proving the giving of a notice it shall be sufficient to prove that the notice was left, or that the envelope containing the notice was properly addressed and posted, or that the applicable means of telecommunication was addressed and dispatched and dispatch of the transmission was confirmed and/or acknowledged as the case may be.

20 Governing Law and Jurisdiction

20.1 This Agreement shall be governed by and construed in all respects in accordance with English law.

20.2 In relation to any legal action or proceedings to enforce this Agreement or arising out of or in connection with this Agreement ('Proceedings') each of the parties irrevocably submits to the jurisdiction of the English courts and waives any objection to Proceedings in such courts on the grounds of venue or on the grounds that the Proceedings have been brought in an inconvenient forum.

20.3 These submissions shall not affect the right of any party to take Proceedings in any other jurisdiction nor shall the taking of Proceedings in any jurisdiction preclude any party from taking Proceedings in any other jurisdiction.

21. General

- 21.1 The Provider may not sub-contract, delegate or transfer any of its obligations under this Agreement and the Services to another provider
- 21.2 This Agreement and other documents it refers to set out the entire Agreement between the Provider and BVSC, and supersedes any previous agreements between the parties.

SCHEDULE 1: FINAL

1.1 Service Aims

Social Prescribing, known hereafter as “**Community Connect**” aims to connect local people with non-medical sources of support within the community to improve their health and well-being.

Community Connect aims to achieve the following outcomes (the “**Outcomes**”):

Bexley residents are supported to maintain healthy and productive lives in their own homes, through:

- assistance with recovery from adverse events, ill health or injury;
- enhanced quality of life for people with long-term conditions;
- improved resilience;
- reduced social isolation;
- delay or prevention in the development of long term or life limiting conditions; and
- prevention of premature mortality.

The local health economy in Bexley benefits from:

- a reduction in unnecessary appointments through the facilitation of self-care;
- more appropriate use of Health and Social Care services including Primary Care, Acute NHS Services and Ambulatory Services; and
- Improved access for primary care clinicians to refer to PEI (Prevention and Early Intervention) services.

1.2 Service Co-ordination

BVSC will provide a central point of access via telephone and online referral systems to service users, Health Care professionals and referrers. BVSC will continue to develop and update its knowledge of local services, providers and activities to enable good, co-ordinated information to be provided.

BVSC will triage all referrals and identify which level of service the referred person “the **client**”, will require and make appropriate referrals. The Tier 1 service will consist of a lower level of support through signposting services which will be co-ordinated by BVSC. The Tier 2 service will be co-ordinated by the provider for their locality and will offer a higher level of service and support.

BVSC will be responsible for the overall co-ordination of the borough wide service and for ensuring that each of the three localities develop a strong network to ensure consistency of service across the borough. BVSC will offer support, training and development to providers, as well as support and training for GP practices. BVSC will also be responsible for the overall service evaluation and monitoring, with input from the providers.

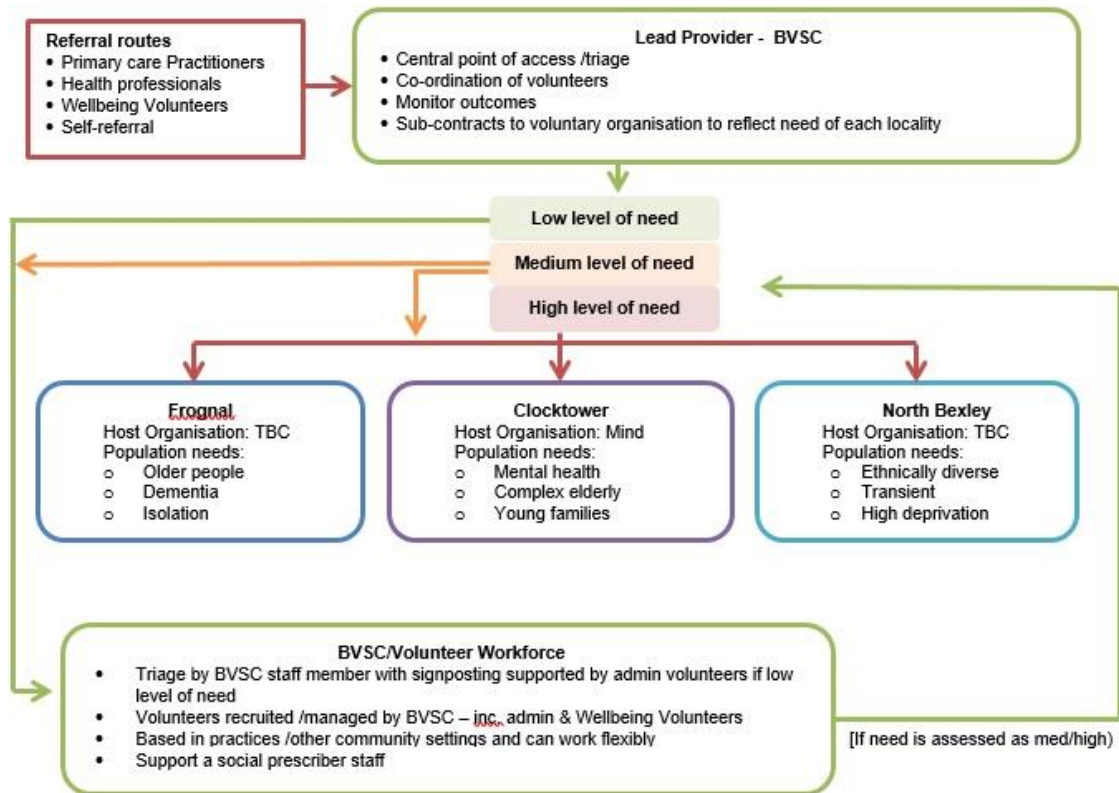


Diagram 1

1.3 Service Delivery

The Provider will meet the aims and Outcomes of the service by employing and managing a Community Wellbeing Co-ordinator (the “**CWC**”) to work across their assigned locality.

1.4 Localities

There will be three locality areas operating under the service; Frognal, Clocktower and North Bexley. Each provider will be responsible for designated localities and for supervising a Community Wellbeing Co-ordinator (“**CWC**”) in their locality(s) to offer one to one support for clients. Mind in Bexley have been running the Social Prescribing pilot in Clocktower and will continue to do so for the duration of this Agreement.

BVSC will co-ordinate a central database of local activities, support and services which will benefit clients. CWCs will collect local information and will work with BVSC to ensure that all information is up to date and accurate. Gaps in service provision will be highlighted through this and raised with BVSC to possibly identify future areas of work.

The provider will be responsible for completing a quarterly monitoring report to BVSC, using a simple template provided, and to work with the Evaluation Officer throughout the duration of the contract.

1.5 Community Wellbeing Co-ordinator

Upon receiving a referral, the CWC's will contact the client to arrange a one to one meeting, ideally at a GP practice or other suitable location, although home visits can be offered if necessary. The CWC will complete an assessment with the client and create an action plan which will detail areas of support and local services that could meet those needs, as well as including stage 1 of the Warwick and Edinburgh Wellbeing Star ("**WEMWBS**"). A copy of this action plan will also be held by the service user and be a mutually agreed document.

The CWC will make referrals to a menu of providers and then oversee the progress of these referrals over a 6-month period. At the end of the 6 month period the CWC will complete a shorter assessment with the client including stage 2 of the WEMWBS star and, if applicable, close their case. Some cases may need to be kept open for longer than 6 months.

The CWC will provide support in 7 key areas:

- Lifestyle/where you live;
- Looking after yourself;
- Finance;
- Family & Friends;
- Work, hobbies & activities;
- Feeling positive; and
- Managing Symptoms/conditions.

The CWC will also work within the GP practices in their locality to raise awareness of the project, develop good working relationships with professionals to encourage referrals and to keep their own knowledge up to date. The CWC will also become part of the Multi-Disciplinary teams within primary care settings to take forward any matters arising.

The CWC shall:

- be aware of all the information on the referral form before meeting with the patient;
- ensure the patient feels at ease, and encourage them to talk;
- discuss the need to share patient information with the researcher at the university and with voluntary and community groups identified locally who can provide help and support to the patient. An information sharing consent form must be signed by the client during the consultation;
- listen actively and compassionately;
- cover the key conversation themes listed above;
- thoroughly explore the life issues the patient is facing;
- help the patient to understand the WEMWBS assessment tool, allow the patient to complete it and then enter it on to the IT system;

- involve the client in the creation of an action plan, gauging the client's motivation to implement the plan, and adjusting it accordingly, so that a realistic plan is formed;
- discuss with the client actions they could take themselves to improve their quality of life, and create an action plan for these if there is buy in from the patient; and
- explain to the client clearly what will happen next:
 - Who will contact them and why;
 - What the client should do themselves;
 - How to get back in touch with the CWC if necessary; and
 - That the CWC will be in touch in three months to see how they are getting on.

Following the meeting the CWC shall:

- a) complete the following records on the IT system:
 - Conversation notes within their themes;
 - WEMWBS;
 - Action plans; and
 - Signed information sharing consent;
- b) send on action plans to the appropriate delivery partners through IT system;
- c) make each delivery partner required an active participant on that patient's records;
- d) raise any health concerns with the client's named GP;
- e) feedback to the client's carer if appropriate; and
- f) maintain a level of contact with the referring GP or person regarding the outcomes of referral.

1.6 Menu of Providers

There will be a range of main providers ("**delivery partners**") who will receive referrals through the service and will prioritise them. These delivery partners will be pre-determined but will be continuously reviewed so that the most relevant delivery partners are included. Referrals to other services outside of this menu will also be encouraged and information regarding these will be collated by BVSC, and centrally co-ordinated by BVSC with support from CWC's as part of the database of activities.

1.7 Community Wellbeing Volunteers (“CWVs”)

There will be a team of volunteers supporting the overall project who will be centrally managed and co-ordinated by BVSC. These volunteers will act as a secondary referral route by visiting GP practices and other health locations, as well as taking on a health promotion role. Where necessary, these volunteers may also be available to support CWCs with home visits. However, it needs to be recognised that the logistics, co-ordination and set-up of these arrangements may be restricted by factors outside of BVSC’s control, such as workspace in the surgeries, and may not be possible in all surgeries.

1.8 Referrals

There will be two main routes for referrals; GP practices and CWVs. Staff in GP practices including GPs, nurses and healthcare assistants will refer patients using an online referral form which will be received by BVSC. **Self-referrals will also be accepted.**

CWVs will also complete online referral forms, although at times may need to complete paper referrals which will be assessed by BVSC.

Once a referral is received BVSC will assess it to determine the level of service that the client may need, and if they are a suitable, make a referral to the project. The Tier 1 service will be for clients who need a low level of support and would mainly benefit from signposting. It would include information of local services being emailed or posted to patients and will be completed within one week of the referral being received.

Tier 2 of the service will be a more in-depth, supportive service from the CWC. If clients require tier 2 of the service the referral will be passed by BVSC to the CWC who will make telephone contact to book an assessment appointment within one week. Assessments must then take place within 2 weeks of the initial referral being received.

1.9 Workforce Development

CWCs will be required to have:

- Experience of casework and caseload management;
- Experience of working with vulnerable people;
- Experience of working within the framework of confidentiality with access to sensitive personal data;
- Knowledge of local services and resources (desirable);
- Ability to use IT systems including Outlook, Excel and databases; and
- Ability to drive and use of a car for work throughout the borough.

CWCs will be required to hold a valid DBS certificate and providers will be expected to co-ordinate this.

They will then be offered a variety of training including motivational interviewing, safeguarding and community services knowledge. They will be required to meet monthly with the CWCs from other localities which will be arranged and co-ordinated by BVSC.

CWVs will be offered similar training and development opportunities where available.

BVSC, with support from CWCs, will provide training to GP practices and other partners about the principles of the project and how and when to make referrals. Where possible, BVSC will also attend GP locality meetings and multi-disciplinary team meetings.

1.10 Marketing

BVSC will be responsible for designing and disseminating all project information to GPs, referrers, partners and local people. This will include leaflets, website information and social media marketing. Locality teams, providers, CWCs and CWVs will be responsible for supporting the sharing of this information as widely as possible through printed or digital means (inclusive of social media platforms). BVSC will provide branding guidelines for providers to follow.

1.11 Hours of Operation

BVSC, providers and CWCs will ensure the service is available in the core minimum hours of Monday – Friday 10.00-4pm. However, there may be occasions where CWCs will have to meet with service users outside of these hours, including on Saturdays or early evenings, and this will need to be accommodated by the provider.

1.12 Budget

The table below demonstrates the annual budget for each provider:

	Year 1 (Sept 17- March 18)	Year 2	Year 3	Total
CWC Salary	£11,236.50	£23,080	£23,774	
CWC Salary inc. on costs (NI, pension, OLW etc)	£12,841.50 (subject to recruitment)	£26,524	£27,355	
Management cost	£5,508.50	£9,476	£9,645	
Total*	£18,350	£36,000	£37,000	£91,350
Overall service marketing, IT system, triage, volunteer management	BVSC to supply			

* Please be aware that you will need to provide the CWC with appropriate IT equipment, such as a laptop, to be able to complete the role

A salary cost has been provided for the terms of the budget above however the salary scale has been advertised as £21,950 - £24,470 (please note that providers will need to include on costs in their budgets). It is at the Provider's discretion to adjust the final salary offer to the CWC if they wish, although it cannot be lower than the minimum included in the scale and the total budget to the Provider will not change.

1.13 Provider Responsibilities

As part of **Community Connect** the provider will:

- Employ and manage a full time Community Wellbeing Co-ordinator – Job description, salary scale and recruitment will be organised by BVSC to ensure consistency across the service and timely recruitment, although the provider will be expected to be involved in shortlisting their preferred candidates and to sit on the interview panel to appoint their final candidate
- provide quarterly monitoring reports to BVSC and work with the Evaluation Officer when required;
- work in partnership with BVSC, the commissioners, other localities and delivery partners to achieve the aims and outcomes of the service, develop their own knowledge of local services and build key relationships;
- promote the service in line with branding guidelines, share information and dissemination knowledge through partners; and
- attend meetings when required with partners and locality teams.

1.14 Lead Partner Responsibilities

As part of **Community Connect**, BVSC will:

- Develop, operate and manage the whole service on behalf of NHS Bexley Clinical Commissioning Group and the London Borough of Bexley Council;
- Report on Outcomes for the entire grant, across the partnership;
- Act as a central point of access for referrals into the service;
- Appropriately triage referrals to the most appropriate resource whether this is simple sign-posting, a volunteer, or where a more comprehensive assessment is needed by passing referrals to the locality lead organisations;
- Be responsible for sourcing, developing and training provider organisations on using the relevant IT systems to ensure data is securely managed by the sector;
- Recruit, screen, develop, train and co-ordinate the Community Wellbeing Volunteers and wider volunteer workforce to deliver the outcomes of this contract;
- Periodic reporting to GPs on their practice performance;
- Be responsible for making sure that all data collection, interpretation, storage, sharing or any other data processes are compliant with relevant information governance and data protection standards;
- Establish data sharing agreements with all providers;
- Ensure all staff and volunteers through this project have appropriate training, safeguarding and disclosures required, and maintain updated training schedules to maintain compliance;
- Monitor outcomes/effectiveness of the service to ensure that it is having the desired impact for service users, provider organisations, primary care, social care and the CCG;

- Support and facilitate the work of an external evaluation researcher working for the University of Kent;
- Design, purchase and distribute marketing materials to providers, GPs, stakeholders and residents; and
- Regularly engage with GP practices to ensure that they are utilising the service and seeing the benefit that the service model is having for their population.

SCHEDULE 2
Key Performance Indicators (KPI)

The provider will submit monitoring reports, as per clause 8, with supporting evidence to demonstrate meeting the following requirements:

KPI1	The Community Wellbeing Co-ordinator in each locality will provide support to 300 clients annually (pro-rata'd for Year 1)
KPI2	All clients receive initial contact within 1 week of referral being received
KPI3	WEMWBS scales will be completed with 100% of clients accepted to casework, upon initial visit and after 6 months, with at least 25% also completing at 12 months
KPI4	Feedback from WEMWBS, at 6 and 12 months, will show that a minimum of 70% of clients report an increase in at least two of the following : <ul style="list-style-type: none"> • Feeling optimistic about the future • Feeling more useful • Feeling more relaxed • Feeling ore able to deal with problems • Thinking more clearly • Feeling better about themselves • Feeling more interested in new things or new people • Feeling close to other people • Feeling more confident • Feeling more able to make up their mind about things • Feeling more cheerful • Have more energy
KPI5	A minimum of 1 case study per quarter demonstrating the support provided to a client, the services that they received as an outcome and the difference that it has made to them
KPI6	To provide equalities monitoring information for all clients who access the service
KPI7	To provide a quarterly written report on the service, impact, activity and any issues, challenges and risks identified.
KPI8	Community Wellbeing Co-ordinators will attend the following: <ul style="list-style-type: none"> • A monthly network meeting facilitated by BVSC • A minimum of 1 engagement event per quarter • Each GP surgery in their locality once per quarter
KPI9	All client and case information is accurate and up to date on IT system

When required the provider will also submit reports to BVSC for feedback to the commissioners, GP practices or for marketing purposes.

SCHEDULE 3

Bexley Voluntary Sector Compact

The Compact is an agreement between The London Borough of Bexley, Bexley CCG, the Police and voluntary and community organisations in membership of Bexley Voluntary Forum.

It is an agreement to improve relationships for mutual advantage and the benefit of the community. It sets out a series of guiding principles by which all parties agree to abide.

The Bexley Voluntary Sector Compact is available on the BVSC website at:

<https://bvsc.co.uk/bexley-compact>

SCHEDULE 4

Schedule of Payments per year

Payment of the grant (£91,350 in total) will be made in accordance with the following timetable over 3 financial years on receipt of invoice submitted by the provider.

Year One 2017 / 2018

- a. in respect of the first quarter (Sept 2017) a grant of £850 to be paid by 30th September 2017
- b. in respect of the second quarter (Oct 2017 – Dec 2017) a grant of £8,750 to be paid by 31st October 2017
- c. in respect of the third quarter (Jan 2018 – Mar 2018) a grant of £8,750 to be paid by 31st January 2018

Year Two 2018 / 2019

- a. in respect of the first quarter (Apr 2018 – June 2018) a grant of £9,000 to be paid by 30th April 2018
- b. in respect of the second quarter (July 2018 – Sept 2018) a grant of £9,000 to be paid by 31st July 2018
- c. in respect of the third quarter (Oct 2018 – Dec 2018) a grant of £9,000 to be paid by 31st October 2018
- d. in respect of the fourth quarter (Jan 2019 – Mar 2019) a grant of £9,000 to be received by 31st January 2019.

Year Three 2019/ 2020

- a. in respect of the first quarter (Apr 2019 – June 2019) a grant of £9,250 to be paid by 30th April 2019
- b. in respect of the second quarter (Jul 2019 – Sept 2019) a grant of £9,250 to be paid by 31st July 2019
- c. in respect of the third quarter (Oct 2019 – Dec 2019) a grant of £9,250 to be paid by 31st October 2019
- d. in respect of the fourth quarter (Jan 2020 – Mar 2020) a grant of £9,250 to be received by 31st January 2020.

No inflation increment is included in the above payment schedule.

SIGNED by and on behalf of Bexley Voluntary Service Council Limited by

Signature

Name in capitals.....

Position in BVSC.....

SIGNED by and on behalf of [*INSERT THE NAME OF THE PROVIDER*] by

Signature

Name in capitals.....

Position