

| Task   | Status      | Target Date | Complete    | Comments  | Action  | Outcome | Owner        |
|--|-------------|-------------|-------------|---|---|---------|--------------|
| <b>OVERALL PROJECT</b>   |             |             |             |   |   |         |              |
| <b>Ongoing Improvements</b>  |             |             |             |   |   |         |              |
| Difference between Band 1 and 2  | In progress | 01-Sep-21   | Y           | We have a description for level of need but are missing staffing  |   |         | Vicky Bayley |
| What does this mean in terms of staff training   | In progress | 01-Jun-22   | In Progress | Need to understand this from a provider viewpoint - Different training matrixes from support providers have been reviewed. These are extensive and from manual handling, to having a degree in social care. Training will not be relevant to those organisations who dont support people with specific needs - if they pay for staff to do the training then dont win any | Do not believe the level of training can realistically feed into banding. This is open to too many anomalies and associated risks of unfairness. Scoping with other LA frameworks to feed into final decision |         | CD           |
| Implementation meeting with ops/brokerage/LAS etc - understand barriers to EOI receipts          | In progress | 01-Aug-22   | In Progress | CD to meet with Brokerage to understand how Wiltshire Council send these and what it looks like upon receipt by support provider. Meeting dates suggested - awaiting confirmation.  | Meeting arranged 23rd June with Debs Elliot and Sarah Young   |         | CD           |
| Reach out to other local authorities for feedback on bandings and other relevant queries         | In progress | 01-Jul-22   | In progress | To compile a list of queries and share with commissioners we have close working relationships with  | Meeting with Torbay CC 24th June 22. Meeting with Somerset CC TBC   |         | CD           |
| Meet with Procurement to discuss, review and next steps  | In progress |             | In progress | Meet with Nick Buchanan and to gain feedback from Procurement perspective   | Meeting arranged 23rd June 22   |         | CD           |
| <b>Key Performance Indicators</b>  |             |             |             |   |   |         |              |
| Confirm new CM processes in PAMMS  | In progress | 01-Sep-22   | In Progress | Understand the contractual obligations that need to reflect PAMMS   |   |         | CD           |
| Contract Monitoring  | In progress | 01-Oct-22   | In Progress | Review how we will contract monitor in line with expectations of PAMMS  |   |         | CD           |
| Send Letters of 90 day notice to those who have not engaged and do not have any POCs in Wilts    | In progress | 02-Oct-22   | In Progress | WLC to review existing Alliance members to establish engagement, current packages and future intentions in relation to delivering support in Wiltshire. Work with procurement, understand why they've applied. What T&Cs we have in place to remove those providers not responding as well as those not wishing to work in Wiltshire                                      | 19.5.22 Letter with Debs Jeff to approve - CD to chase. To reduce provider list to around 40 providers  |         | CD           |
| Survey GLA providers who do have POC in Wiltshire but do not engage with new packages or Forums  | In progress | 03-Oct-22   | In Progress | Create Survey to email out to Providers?  |   |         | CD           |
| Confirm Business Case Internal KPI's   | In progress | 04-Oct-22   | In Progress | This will depend on what we choose within the PAMMS system  |   |         | CD           |
| <b>Finances</b>  |             |             |             |   |   |         |              |
| Approach to contractual uplift 2022 RCH & SL   | Pending     | 01-Sep-22   | In Progress | Contract confirms CPI for RCH and 1.5% for SL under 4.4 Pricing of service specification and within the drawdown agreement currently - What will be the agreed amount for the new contracts?  |   |         | CD           |
| What's happening with CareCubed 2021   | In progress | 01-Oct-22   | No          | To confirm ongoing use of Care Cubed and whether using this as a tool needs to be written into the new contracts  |   |         | CD           |
| <b>Quality Monitoring/Contract Management</b>  |             |             |             |   |   |         |              |
| Providers on requires improvement, do we want to include this as a concern alongside inadequate? | Pending     | 01-Nov-22   | No          | Need to review current contract terms as to WC reactions for inadequate providers   |   |         | CD           |
| Engagement with Wiltshire Care Partnership   | Pending     | 01-Sep-22   |             | Engage with WCIL for additional support   |   |         | CD           |
| Non Engagement Feedback Form for non attendance at Forums  | Pending     | 02-Sep-22   |             | To drill down on non engagement and consider contractual obligations  |   |         | AC - TBC     |
| Dedicated Forums to seek feedback on the GLA re-termining process                                | In progress | 01-Sep-22   | In Progress | Meetings arranged - June and September  | Next meeting 28th June  |         | CD           |
| <b>Doing - Procurement</b>   |             |             |             |   |   |         |              |
| Evaluation sessions to continue with new framework?  | Pending     | 01-Jan-23   | No          | Do we look to have the same 3 monthly rounds on the new framework?  |   |         | CD           |
| Reference request form   | Pending     |             | Y           | Reference Request form to be reviewed if needed   |   |         | CD           |
| Terms and conditions - are we confident this is sufficient (temp abs. due to covid)              | Pending     |             |             | Produce a supporting template for brokerage & operations with the T&Cs and what ifs... Create a temp. abs notification form for providers to complete and share with WLC, inline with 13wks/Housing benefit claims  |   |         |              |
| Variation of Contract issued to cover Uplifts  |             |             |             |   |   |         |              |
| Variation of Contract to cover QA in relation to the new PAMMS system                            |             |             |             |   |   |         |              |
| Spot T&Cs  | Pending     |             |             | With legal  |   |         | Amy Williams |
| Review other DPS Frameworks used   | Pending     |             |             |   |   |         |              |