

SCHEDULE 3A7

SERVICE PLAN

SERVICE AREA	Adults
FUNCTION	Shared Lives
SERVICE TREATMENT	Host
PROVIDER AUTHORITY	West Northamptonshire Council (“WNC”)
RECEIVING AUTHORITY	North Northamptonshire Council (“NNC”)

1. OVERVIEW

- 1.1 This Service Plan sets out the approved budget and key performance indicators (KPIs) in respect of the delegated Function(s) and Services detailed in the corresponding Schedule 2A7.

2. CRITICAL SERVICE FAILURE(S)

- 2.1 Critical service failures in respect of the Delegated Functions in this Schedule 3A7 are:

- 2.1.1 Removal of any staff posts within the establishment by the Host Authority of the service without the prior agreement from the Receiving Authority.
- 2.1.2 Any policy or process change which impacts on demand or capacity of the service introduced without agreement by both Councils.
- 2.1.3 Any decision regarding an increase in resources required to deliver the service being taken without agreement by both Councils.

3. NOTICE PERIOD

- 3.1 The Notice period for termination of this Delegated Function is 12 months.

4. KEY PERFORMANCE INDICATORS

4.1 National / Statutory key performance indicators and reporting requirements

KPI ID	KPI description	Target	Performance threshold levels	Reporting frequency	Guidance on definition	Who is measure reported to? (e.g. Government department, national body)
SL1	Number of reported breaches of the Care Quality Commission regulations	Zero	Green = 0 Amber = 1 to 3 Red = 3 and above	Quarterly	The Care Quality Commission inspection tool inspects services under 5 key areas as part of the fundamental standards Health and social care Act 2008 (regulated activities) Regulations 2014	CQC report to the nominated individual.

4.2 Locally agreed key performance indicators

KPI ref	KPI description	Target	Performance threshold levels	Reporting frequency	Overview / Supporting notes (May include references to baseline data)
SL 2	a. % of initial referrals responded to within 3 working days	95%	Green = 95% or above Amber =85% to 95% Red = 85% or below	Quarterly	
SL 3	b. % of emergency respite referrals known to the	95%	Green = 95% or above Amber =85% to 95%	Quarterly	An emergency placement is defined as a service that is required to be provided on the same day or

KPI ref	KPI description	Target	Performance threshold levels	Reporting frequency	Overview / Supporting notes (May include references to baseline data)
	service responded to on same working day		Red = 85% or below		in the next 72 hours
SL 4	Provision of monthly service review/performance report to Receiver authority	Report provided on a monthly basis	Green = 3 monthly reports provided during quarter Amber = 2 monthly reports provided during quarter Red = 0 or 1 monthly report provided during quarter	Monthly	The monthly performance report to include: <ul style="list-style-type: none"> • Carer numbers • Long term placements • Respite placements • Safeguarding notifications
SL 5	All carers & placements are monitored to ensure compliance % of scheduled 12- week full compliance reviews completed	100%	Green = 100 % Amber = 85-99 % Red = Below 85%	Quarterly	Every placement is to have a full compliance review completed every 12 weeks.
SL 6	Shared Lives quarterly service review meeting to take place.	Four quarterly meeting	Green = Service review meeting held Red = Service review meeting not held	Quarterly	A Service review meeting to take place between the Primary Service Contacts and Service Directors (or their nominated representatives) from each Party, to review the delivery of the functions as a minimum quarterly.

5. FINANCIAL INFORMATION

5.1 Recharging Principles

- 5.1.1 All costs and income associated with running the service will be recovered during the financial year in line with the disaggregated budget as approved by each Council respectively.
- 5.1.2 The lead authority shall invoice the receiving authority for the payments quarterly, each payment will be an equivalent proportion of the budget for quarters 1-3, as set out in table 1. Quarter 4 will be a balancing payment or refund to reflect actual expenditure incurred by the host authority, following a reconciliation process as set out in the financial KPI's.
- 5.1.3 The disaggregated budgets reflect the staffing resource and overheads only. The Shared Lives payments to families are outside of the IAA agreement and are accounted for by each Local Authority.
- 5.1.4 Using regular open book management will ensure that any variation from expected volumetrics (performance and financial) will be flagged as soon as it is known to both, to facilitate a review of mitigations/variance management.

Table 1 – Disaggregated Budgets to be recharged – 2021/22

Service area	Budget before disaggregation	NNC Expenditure Budget 2021/22	WNC Income Budget 2021/22	Quarter 1 recharge April - June 2021	Quarter 2 recharge July - Sept 2021	Quarter 3 recharge Oct - Dec 2021	Quarter 4 recharge Jan - March 2022
	£232,349	£92,832	-£92,832	£23,208	£23,208	£23,208	£23,208 Plus or minus reconciling amounts based on actuals incurred throughout the year

Disaggregation % split	40%	60%
Disaggregation metric used	Staff Costs – LD Client split %	

Summary - West Hosted Budget

West Northamptonshire Council Gross Budget	£232,349
Income from North Northamptonshire Council	£92,832
West Northamptonshire Council Net Budget	£139,517