

## **Appendix A – 0-19 Healthy Child Programme Contract Management arrangements**

### **Context**

Formal performance and quality monitoring between WCT and Cheshire East Council Public Health will form an integral element of our working relationship.

The KPIs for both the 0-5 and 5-19 Services within the Contract are initial indicators for the first Contract year and it is expected that the detail of and targets for these will develop over time once the service becomes established and baseline information can be obtained.

In particular a set of meaningful outcome focused indicators will be co-produced for the 0-5 service which will maximise opportunities to integrate with the Early Years service offered by Cheshire East Council Children and Families Department.

Contract/performance management meetings will occur quarterly. The parties expect to invite service user representatives where they have undertaken review of services on behalf of the Authority.

The information within this Schedule 2 and in the supporting Performance Monitoring Framework [PMF] tables provides a starting position for performance and outcome monitoring work. This will be developed in line with a consistent approach across all contracts. The final performance and quality framework will develop and contain these elements

- Measurement and Feedback: including KPIs and service users
- Reporting: including reporting options to residents
- Learning and Technical Assistance: including an audit programme in relation to the delivery of the service
- Incentives and Benefit Designs: in relation to the delivery of the service
- Payment: includes the incentivisation scheme
- Health Information Technology: including the use and development of technology in the delivery of the service
- Innovation and Diffusion: including new pathways and evaluation of change
- Workforce Development: including workforce competence and skill mix

### **Part 1 - KPIs**

**1.1** The KPIs contained in the embedded table (and attached hereto) together with the Incentivised KPIs provide a starting point for the measurement of the performance of the Services in the first Contract Year. In many cases baseline data is not currently available due to present collection methods.

**1.2** Following the collection of baseline data in accordance with the commitment in this contract by the Supplier to purchase and roll out an integrated IT system, that data

will then inform the ongoing development of the PMF. The Authority is keen to ensure that a set of meaningful outcome focused KPIs are agreed with the Supplier and that opportunities to integrate the service with the Authority's Children's services are explored and implemented. In relation to the Health Visiting element of the service the following have been identified as key areas for the development of outcome targets:

- Healthy Birth Weight (Breastfeeding)
- Healthy weight at 4-5 years
- School readiness
- Smoking status at time of delivery
- Percentage of women abusing alcohol or nonprescription drugs at the time of booking with maternity services
- Domestic Abuse
- Proportion of mothers with mental health problems including postnatal depression
- Parent – child attachment
- Parent self-efficacy
- Child development at 2-2.5 years

1.3 The KPIs for the 0-5 and 5-19 service in relation to the first Contract Year are embedded below and attached to this Schedule 2.



0-19 service KPI  
spreadsheet Contract

1.4 In addition to the KPIs the Supplier will be expected to provide qualitative information regarding service developments, service user engagement, service delivery, staffing, compliments and complaints etc. For the first Contract Year this will be collected via the PMF set out below and attached hereto. It is intended that this PMF will be reviewed as above, as part of the transformational work to integrate the service with Children's services and develop an outcome focused approach and as part of the ongoing development of the Authority's wider approach to quality assurance of commissioned services.



0-19 Healthy Child  
Programme Quarterly

1.5 The Supplier's performance will be monitored against each Target KPI and, together with the qualitative information and the information detailing those KPIs which are Achieved KPIs (or otherwise) contained in the Quarterly Monitoring Report above. This will form the basis of discussion at quarterly contract management meetings described in Schedule 5.

1.6 The KPIs in the tables above will be subject to Part 4 of this Schedule 2. (For the avoidance of doubt the KPIs in this part 1 will not be subject to Part 3 of this Schedule 2).

## **Part 2 Incentivised KPIs**

2.1 Incentive payments will be applied on the achievement of these elements of service delivery and improvement targets as set out in the attached document. These Incentivised KPIs relate to the first Contract Year only with Incentivised KPIs for future years to be determined prior to the start of each Contract year.



0-19 service  
Incentivised KPIs con

2.2 The Incentivised KPIs will be subject to the price adjustment mechanism set out in Part 3 and Part 4 of this Schedule 2.

## **Part 3. Price Adjustment Mechanism**

### **1. CALCULATION OF PRICE ADJUSTMENTS**

The Supplier shall monitor their performance against each Incentivised KPI and shall send the Authority a report detailing the Achieved KPIs in accordance with Schedule 5.

## **Part 4. Consistent failure**

In this agreement, consistent failure shall mean:

(a) A failure to meet

- (i) 5 or more of the Target KPIs coloured red in the table at 1.3 in a rolling 3 month period subject to mitigation; and/or
- (ii) 7 or more Target KPIs coloured green in the table at 1.3 in a rolling 6 month period subject to mitigation.

### **AND/OR**

- (b) A failure to meet the requirements set out in the Incentivised KPIs set out at Schedule 2 Part 2 in respect of the first Contract Year and any revised Incentivised KPIs for subsequent contract years;

### **AND/OR**

- (c) The Authority serving 5 Remediation Notices in a rolling 3 month period or 3 Default Notices in a rolling 6 month period;

**AND/OR**

- (d) The Supplier breaching any of the terms of this agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Contract.