**Provider Risk, Quality, and Concerns Meeting**

**Children’s & Adults’**

Terms of Reference (Last update 12.12.22)

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| **Purpose** | * There will be two Provider Risk, Quality, and Concerns meetings; one for Adults’ Care and Support and another for Children’s Care and Support. * The purpose of the meetings is to discuss any issues or concerns relating to either providers the borough have commissioned to deliver services or those located within the borough. * Information relating to concerns or risks regarding a provider can be brought by any of the individuals attending the meeting, this is including but not limited to the PQIT, social workers, commissioners, the LADO, etc… * Providers will be RAG rated on the level of the risk posed to service users using the criteria detailed in appendix 1. * The meetings will review and discuss providers that are rated either Amber, Red or Blue. Providers who are rated green will not need to be reviewed at these meetings. * Decisions regarding the rating of a provider are undertaken at these meetings and, where it is thought that the provider should be in the blue category (where they are subsequently placed under suspension) a letter is sent to the provider from the Commissioning Director for Care and Support. Letters are also sent to other relevant boroughs and networks to ensure they are aware of the concerns and that a suspension has been put in place. * The provider Quality Improvement Team (PQIT) is responsible for working with providers to ensure they are providing a quality service that meets the expectations of the local authority. They undertake visits to local providers and supports them to improve their services when required. The team will collate and manage the list of providers and details of any concerns to be discussed at the meetings. * The children’s meeting will also be used to monitor any young people aged under 16, or who are subject to a DoLs who are placed in an unregulated placement. * The outcomes of each meeting will be detailed in summary reports which are then distributed as appropriate. |
| **Chairs Role, Governance & Accountability** | The Chair will be responsible for:  1. Ensuring that agreed actions are taken forward.  2. Undertaking the decision whether a provider should be moved to a ‘blue’ rating which results in a suspension of all new placements.  3.Chairing the risk rating for each of the providers discussed.  4. Where a suspension of new placements is actioned formal correspondence will the distributed from the Chair, including but not limited to:   * A letter to the provider * A letter to ADASS (for providers of services to Adults’) * A letter to other placing local authorities |
| **Frequency of Meetings** | Both the Adults’ and Children’s Provider Risk, Quality, and Concerns meetings will meet on a monthly basis.  Each of the meetings will run for 45 minutes. |
| **Administration** | Support will be provided by the Brokerage and Markets Manager and representatives from the Provider Quality Improvement Team. |
| **Chair** | Chair: The Commissioning Director for Care and Support will chair both the Adults’ and Children’s meetings.  When unavailable, they will delegate the responsibility to the relevant Head of Commissioning. |
| **Membership** | The membership of the Adults Meeting will include:   * Commissioning Director for Care and Support * Operational Director - Adults’ Care and Support * Head of Commissioning - Adults’ Care and Support * Head of Commissioning – Disabilities * Brokerage and Markets Manager * Provider and Quality Improvement Manager * All Provider Quality and Improvement Officers * Provider Quality and Improvement Assistant * Principle Social Worker * Brokerage Manager * Intake Service Manager * Head of Disability * Unit Manager – Life Planning * Head of Mental Health * Service Manager – Mental Health * Head of Integrated Care * Service Manager – Assessment and Home from Hospital * Service Manager – Localities. * Lead Commissioner - Older Adults * Lead Commissioner – Disabilities * Nominated Consultant Social Workers from each service area   The membership of the Children’s Meeting will include:   * Commissioning Director for Care and Support * Operational Director – Children’s Care and Support * Head of Commissioning – Children’s Care and Support * Head of Commissioning – Disabilities * Brokerage and Markets Manager * Provider and Quality Improvement Manager * All Provider Quality and Improvement Officers * Provider Quality and Improvement Assistant * Placement Finding Manager * Head of Corporate Parenting and Permanence * Service Manager – Corporate Parenting * Head of Disabilities * Service Manager – Life Planning * Lead Commissioner - Children * Lead Commissioner – Disabilities * Service Manager for Safeguarding and Assurance (LADO) * SEND Operational Lead * Education Health and Care Unit Manager * Principle Social Worker   If the above attendees are unable to attend a meeting then a nominated representative should attend. |
| **Review** | These terms of reference will be reviewed on an annual basis or as and when appropriate |

**Appendix 1.**

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| **Blue (Major)** | People who use the service are not protected from unsafe or inappropriate care. The provision of care does not meet quality & safety standards. |
| **Red (Moderate)** | People who use the service are generally safe, but there is a risk to their health and wellbeing. Provision of care is inconsistent and may not always meet quality & safety standards. |
| **Amber (Minor)** | People who use the service are safe, but care provision may not always meet safety and quality standards. |
| **Green** | No concerns found |