

## Service Specifications: Customised and Format and Review Contracts for Adult Social Care, Safeguarding Adult Boards, Children's Social Care and Safeguarding Children Partnerships

### Standard Features and Inclusions for Customised and Format and Review Contracts - Year One

- a) There will be a dedicated PPP consultant to work with the customer.
- b) Email and telephone advice and online support are available from the PPP consultant. When they are on leave, cover will be provided by another PPP consultant.
- c) Meetings will be held via Microsoft Teams (see Terms and Conditions).
- d) The PPP consultant can provide up to four online launches to staff when the Policies, Procedures and Practice Resource (PPP Resource) goes live.
- e) The PPP consultant will work closely with the customer's designated contact and colleagues, to get the Resource live. This will include online meetings, individually tailored Go Live Plans and guidance documents.
- f) For Customised contracts, the PPP consultant will add as much local detail and links to the site as they are able, these will be documented in the Go Live Plan.
- g) Once the Resource is live, there will be one further planned revision in the first year. The PPP consultant will share recommended revisions based on changes in legislation, statutory guidance, other national guidance and recognised best practice. PPP will provide the customer with new chapters or revisions to relevant existing chapters to reflect those changes or additions.
- h) There are a maximum of seven working tiles on the home page. These can be moved and changed as per the customer's requirements and local images added.
- i) The customer can send local documents and other changes for upload to the main contents chapters at any time.
- j) PPP will provide Statify data to track usage of the customer's Resource.
- k) PPP will provide areas that can be managed by the customer using Content Management System (CMS) facilities, for example, a local Document Store, Practice Hotspots and Local Policies areas. These can be password protected if required. We will supply explanatory user guides and provide training as required. Ongoing management of these areas will be undertaken by the customer.
- l) Epractice questions to test users understanding of chapter content are available in the key chapters for the Customised contract only. These can be added for Format and Review Contracts if required, at an additional cost.

- m) Using the reading confirmation facility, staff can digitally sign to confirm that they have read chapters.
- n) Staff login facilities for access to the whole site or any part of the site is available, if required by the customer.
- o) Up to one new additional page which can be accessed via the menu on the left of the main contents page can be added if required of the customer's choice in the Resource contents, is available if required.
- p) Access to all PPP free additional information linked in the Resource.
- q) Where relevant and available, links will be made in appropriate places in chapters to local safeguarding children and adults' multi-agency procedures and any other links to internal (internet) and external websites as required.
- r) The customer's logo and corporate colours will be used, to reflect their recognised branding.
- s) There is an email notification facility for the customer's staff to register on the Resource, in order to be notified each time it is updated.
- t) Online archiving by PPP of each version of the customer's PPP Resource, which can be provided to the customer should it be required for the purpose of retrospective enquiries required, for a complaint investigation for example.

Where it is not possible to complete a planned revision within the first year due to delays on the customer's part, this will not be carried over into Year Two.

#### Year Two and onwards

The service in year two and onwards provides the same service as detailed above.

It provides for two planned updates where PPP will send suggested changes to existing chapters and any new chapters. Customers can continue to send local information for upload at any time.

Online meetings can be arranged as required.

#### Additional Optional Services

Additional websites required by the customer, for example training, can be provided at any time during the contract period. There would be an additional cost for this. Quotes for this and any other work streams, can be provided upon request.