**CONTRACT PERFORMANCE & QUALITY TEAM**

**REMEDIAL ACTION PLAN (RAP)**

This document relatesto, and is issued where, a previous Service Improvement Plan (SIP) has been agreed but not met OR where the provider does not agree with the SIP but cannot evidence how it is meeting the contractual requirements OR if the provider has been suspended.

The RAP will be based on SMART principles, populated by the Contract Performance & Quality Officers (officers) who will provide guidance and support to assist the provider in meeting the contractual requirements within the timescale indicated.

Dependant on the complexity and timescale indicated the officers will meet regularly with the provider to ensure clarification and communication is maintained and that required actions are met.

Each week the provider will update their actions which will be validated by the officers who in turn will update the RAP for the following week until completion of the action within the specified timescale.

A final report at the indicated timescale will be produced by the Contract Performance Officers who will indicate whether the requirements/s have been met or not met.

Where the requirements have been met the report will confirm the end of the RAP.

Where the requirements have not been met, but it is evidenced that there is significant improvement, then to identify further actions and timescales at the discretion of the Officers after discussion and agreement with the Contract Performance & Quality Manager (Manager). The RAP continues until the indicated timescale and will then be reviewed. If at the review there are still requirements to be met that have a significant impact to people then the Manager may request suspension of the service in line with the agreed contractual process.

If the requirements are not met and there is no evidence of significant improvement then the Manager will request suspension and/or termination of the service in line with the agreed contractual process.

The key requirements will be the safety, welfare and wellbeing of Customers.

****CONTRACT PERFORMANCE & QUALITY TEAM**

**REMEDIAL ACTION PLAN (RAP)**

**Provider:**

**Provider/Site/Location:**

**Date Issued:**

**Timescale:**

**Date to be Reviewed:**

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| --- | --- |
| **Action Plan** | **Update Report** |
| (Performance Action) | (Provider Action) |
| **Ref N'** | **Service Outcome / Performance Criteria** | **Outcomes/Performance Issue:** | **Specific:** | **Measurable:** | **Attainable:** | **Realistic:**  | **Timely:**  | **Risk:** |   | **Risk:** |
|   | Confirmation of the service outcome / performance expected. | Confirmation of the service outcomes / performance issues. | Goals must be well defined. They must be clear and unambiguous. | Define specific criteria for measuring progress toward the accomplishment of each goal.  | Goals must be achievable given the capabilities of people to meet the requirements. | Goals must be realistic and be consistent with other goals. | Goals must have a clearly defined time frame including a starting date and a target date.  | Risk Rating. | The response must meet the same criteria as indicated within the Action Plan.  | Reviewed Risk Rating.  |
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**Failure to meet the required standards may lead to the Suspension or Termination of services.**

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| **Contract Performance & Quality Officer; Name and Signature; Contract Performance & Quality Manager; Name and Signature;** Name……………………………………………… ….. Name…………………………………………….Signature…………………………………………….. Signature……………………………………….. Date……………………………………………………… Date………………………………………………  |