

Adult Social Care
Commissioning, Improvement and Assurance
Provider Contract Meetings
Terms of Reference: V1
September 2025

1. Purpose

The purpose of the meeting is to jointly review performance with care providers who are operating under a contract with the council, with the aim of ensuring that outcomes are being met for service users. It is an opportunity to build relationships, for providers to raise thematic issues with relevant council officers, and it provides an opportunity for the council to co-produce its plans with the care sector.

2. Context

The meeting is an important part of the commissioning cycle, the goal is to ensure continuous improvement during the term of the contract and to inform future commissioning plans.

3. Attendance

Meetings are mandatory in accordance with the contract and should be attended by the following responsible persons or their delegate:

Organisation	Position
The Provider	Nominated Individual or Registered Manager
The Council	Senior Commissioning Manager with accountability
	Finance representative with accountability
	Procurement representative with accountability
	Adult Social Care representative with accountability
	Brokerage representative as applicable

4. Responsibility of attendees

Attendees will prepare for the meeting where required, and in the event of needing to delegate the delegate should be fully briefed. Attendees should be prepared to contribute to the agenda and subsequent conversations which may take place at the meeting.

5. Administration

Meetings will be scheduled by an officer from the Commissioning, Improvement and Assurance team. Meetings will take place via Microsoft Teams biannually and will be scheduled at least 4 weeks in advance. Actions will be recorded, and attendance will be monitored.