

Process and timings

The process will follow a common procedure for all contracts. The table and process flow below explains the process, different steps to be taken, time-lines, the capture of information and the appropriate approvals levels within Detention Services:

Dates given are approx and should be adapted to suit each contract.

Example: With no mitigation or appeal

Step	Action	Month End	Time frame
1	Supplier completes the monthly performance report (Example March) and send to the UKBA manager and Contract Manager, including; <ul style="list-style-type: none"> * The Agreed Performance Points for the month prior (Example Feb) * The MI for the previous month (Example March) * The suggested Performance Points for the previous month (Example March) <i>(see example at Annex A)</i>	Within 5 working days of month end. (Example by the 5 th April)	Approx 5 working days
2	UKBA Manger and Contract Manager to discuss the above submission and compare to the UKBA log of service delivery, and agree any performance points.	Within 9 working days of month end	Approx 4 working days
3	The UKBA Manager will notify the Supplier of the issues and relevant points (in the form of an email)		
4	The Contract Manager will write to the Contractor to advise outcome, and as appropriate apply points.	Within 17 working days of month end.	Approx 8 working days
5	Contract Manager sends letter to ECG Finance and Supplier to inform them of the points levied, <i>(including nil returns)</i> for the month.	Within 20 days of month end	Approx 3 working days
6	ECG finance produces a monthly summary of all IRCs and send to DS Head of Operations and DS Head of Commercial.		
7	Supplier completes the monthly performance report (Example April) and send to the UKBA manager and Contract Manager, including; <ul style="list-style-type: none"> * The Agreed Performance Points for the month prior (Example March) * The MI for the previous month (Example April) * The suggested Performance Points for 	Within 5 working days of month end. (Example by the 5 th May)	Approx 5 Working Days

	the previous month (Example April) <i>(see example at Annex A)</i>		
8	Supplier shows credit on the next invoice. ECG finance will cross check the number of points with the invoice.		

Example: With mitigation and appeal

Step	Action	Month End	Time frame
1	Supplier completes the monthly performance report (Example March) and send to the UKBA manager and Contract Manager, including; <ul style="list-style-type: none"> * The Agreed Performance Points for the month prior (Example Feb) * The MI for the previous month (Example March) * The suggested Performance Points for the previous month (Example March) <i>(see example at Annex A)</i>	Within 5 working days of month end. (Example by the 5 th April)	Approx 5 working days
2	UKBA Manager and Contract Manager to discuss the above submission and compare to the UKBA log of service delivery, and agree any performance points.	Within 9 working days of month end	Approx 4 working days
3	The UKBA Manager will notify the Supplier of the issues and relevant points (in the form of an email)		
4	If required the Supplier will provide mitigation for each point, and send back to UKBA Manager and the Contract Manager	Within 13 working days of month end	Approx 4 working days
5	Contract Manager and UKBA Manager review the report and challenge any mitigation provided by the contractor. (meet to agree)	Within 17 working days of month end	Approx 4 working days
6	Mitigation of points with a value of more than £500 Area Manager and Senior Contract Manager to approve.		
7	The Contract Manager will write to the Contractor to advise outcome, and as appropriate apply points.		
8	Supplier appeal	Within 5 days of receiving the above letter	Approx 5 working days
9	Any supplier appeal to be considered by G7		

10	Contract Manager sends letter to ECG Finance and Supplier to inform them of the points levied, (<i>including nil returns</i>) for the month.	Within 20 days of month end	Approx 3 working days
11	ECG finance produces a monthly summary of all IRCs and send to DS Head of Operations and DS Head of Commercial.		
12	Supplier completes the monthly performance report including the Performance issues log detailing the applied points for this month (<i>see example at Annex A</i>) and submits to the UKBA Manager and Contract Manager	Within 5 working days of month end following.	
13	Supplier shows credit on the next invoice. ECG finance will cross check the number of points with the invoice.		