**Contract Performance & Quality Team**

**Suspension of Services Alert**

|  |  |  |  |  |  |  |  |  |  |  |  |
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| The Following service has been suspended until the Contract Performance & Quality Team conduct further investigation into concerns raised regarding quality of service.  The suspension will remain until further notice. | | | | | | | | | | | |
| Organisation | | Service Name | | | | | | Date of Alert / Suspension | | | |
|  | |  | | | | | |  | | | |
| Alert Level  (Local or Regional) | | Alert Risk  (Red, Amber, Green) | | | | | | Contact Lead Manager | | | |
| Co-ordinator/ Lead Officer  **All scheduled or additional officer visits must be confirmed with the co-ordinator** | | | |
| Data Protection Level (who is this suspension alert for?): | | | | | | | | | | | Please tick |
| Care Managers / Review Officers  CCG Officers  Health and CPN’s  Regional Councils  CQC  Safeguarding Officers | | | | | | | Highly Confidential - key individuals | | | |  |
| Confidential - External | | | |  |
| Confidential - Internal Only | | | |  |
| Tick Suspension Concern | | | | | | | | | | | |
| Risk to Customer | Risk to Staff | | Poor Quality identified | | Underperformance identified | | | | | As part of a Significant Alert | |
|  |  | |  | |  | | | | |  | |
| Highlight Suspension Stage | | | | | | | | | | | |
| 1. Identify Risk | 2. Meet with Provider | | | 3. Plan | | 4. Review | | | 5. Lift Suspension | | |
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