Southwark Emergency Support Services – Managing Agent Specification 2018 Draft

Requirement	Description
1. Engagement with local businesses and providers to build supplier capacity for ESS services	➢ Identification of gaps in service provision based on the requirements set out in section 2. ➢ Engagement with local business businesses and third party suppliers who are local employers and can provide services throughout Southwark. ➢ Working with local third sector providers to identify opportunities for education support relating to reducing dependency of emergency support and education around healthy and balanced cooking on a budget

2. Specification and selection of fulfilment partners	➢ In conjunction with LBS to let a framework of ESS suppliers who can deliver the following;
	     o Emergency cash payments
	     o Fuel vouchers
	     o Furniture and kitchen equipment
	     o White goods
	     o Food parcels– to include the provision of fresh products including meat, fish & baby food
	     o Vouchers for food and hygiene products
	     o Carpets
	 ➢ Develop a process by which suppliers from the framework are assigned work taking account of availability, cost and performance.

3. Contract and funding management of fulfilment partner	➢ Manage the contracts with suppliers with appropriate SLA's and fulfilment thresholds by award type; ➢ Manage funding arrangements with partners.
4. Performance management of fulfilment partners	➢ Set up performance framework in which partners can be managed which meets the needs of Southwark's scheme. Examples being quality of product, time from order to delivery; ➢ Manage suppliers performance against the framework and manage exceptions, high performers for sharing best practice and those partners who need support;

	➢ Co-ordinate and manage joint supplier meetings between Managing Partner, fulfilment partner and the Council.

5. Fund management	➢ In agreement with the Council manage either all or part of the grant award in terms of;
	    o Cost per award and seek greatest value for money;
	    o Spend against budgeted profiled budget;
	    o Spend by fulfilment partner against the monthly profiled budget;
	    o Manage the payments from Council to fulfilment partners and reconcile on a monthly basis.