Service Specification Checklist

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| **Rationale of Checklist** |
| This checklist will be completed by the CPS officers for every new or recommissioned service specification sent to CPS for comment/consultation. The response summary is completed after consultation and agreement by the sub-committee.  The Checklist contains the CPS Services officers’ comments / recommendations for any requested changes to the proposed/draft service specification in order to achieve/improve further the green rating. It will be sent to the service commissioner for consideration of amendments ideally prior to go-live of the service.  CPS purpose is to work positively with commissioners to ensure high quality outcomes from the service, which are both professionally and commercially viable for contractor participation. |
| **Service and Commissioner** |
| Stop Smoking (NRT Voucher Processing)  ABL Health via Sefton Council |
| **Response summary feedback from CPS** |
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| CPS has rated this service specification as **AMBER** based on the comments made below. Our recommended actions to further improve the service are:   * *Review fees with CPS and include staff costs in renumeration* * *Allow CPS officers sufficient time to comment on any proposed SLAs (recommended 3 months)* * *Consider clarity on which party acts as the data controller within the SLA* |

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| **Point Covered** | **Action or Notes** | **RAG** |
| **CPS Consultation** | | |
| CPS Consulted? | *Yes* |  |
| CPS Consulted with sufficient time to comment?  (3 months for a service specification and 4 months for a PGD) | *No*  *Current service specification received 28/04/25 with insufficient time to comment resulting in extension of previous SLA.* |  |
| ***Remuneration*** | | |
| Does remuneration include/cover set up costs and payment for attendance at required training events? | *NA none required* |  |
| Does remuneration include consumable costs? | *NA*  *No service-specific consumables required for dispensing of NRT vouchers* |  |
| Is VAT treatment considered? | *Yes* |  |
| Does the payment structure use a system that is suitable for all contractors and are the payment terms acceptable? | *Yes*  *PharmOutcomes is used* |  |
| Where equipment is required, who provides/calibrates/services this? If contractor, does remuneration sufficiently cover the cost of this? | *NA, equipment is not required for this service* |  |
| Is remuneration fair?  *(Service fees will be benchmarked against national services, and will be calculated using the CPE calculator)* | *No, fees are between 75-99% of the CPE calculator*  *Based on 8 minutes of a qualified Pharmacy Dispensers’ time costing and 2 minutes of Pharmacist’s time.* |  |
| ***Is/does the Service …*** | | |
| Does the service specification include a start / end date | *Yes*  *1st April 2025 – 31st March 2026* |  |
| What is the type of contract?  (NHS Standard, Public Health, Bespoke, 3rd Party Provider) | Bespoke SLA (LA / Third Party) |  |
| Clinically sound and in line with appropriate national or local guidance? | *Yes*  *In line with NCST guidelines* |  |
| Have suitable monitoring arrangements? | *Yes*  *Via PharmOutcomes* |  |
| Have suitable a termination clause? | *Yes*  *Both parties can give 1 months’ notice of termination of contract.* |  |
| ***Service Delivery*** | | |
| Are the performance measures reasonable and achievable? | *NA* |  |
| Is the administration proportional to size of service and remuneration? | *Yes*  *Requires recording of dispensed NRT vouchers via PharmOutcomes* |  |
| Is there a SOP required to be provided by the contractor? | *N/A SOP not required* |  |
| Are any incident reporting systems suitable to all contractors? | *Requires use of LFPSE / internal reporting via the Head Office*  *Requires contractor to have own incident reporting system in place, alongside a contact for SmokeFree Sefton* |  |
| Is the training required for the service reasonable? | *Uses CPPE declaration of competence where available, or locally developed training materials agreed with CPS* |  |
| Are support arrangements in place? | *Yes* |  |
| Is there a clear definition of roles with regard to Data Controller within IG?  Describe it. | *The contract does not have any detail or is ambiguous* |  |

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| **Miscellaneous Information** | |
| Any other information specific to this service |  |
| Overall Score | 25/30 |
| Overall RAG Rating | Due to CPE calculator |
| Completed by | Edward Murphy |

Scoring System

Points Allocation for Each Element

Each element will be allocated points as follows:

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| --- | --- |
| **RAG** | **Points** |
| Red | 0 |
| Amber | 2 |
| Green | 2 |
| N/A | 0 |

Overall RAG Classification by Percentage

The maximum possible score ranges from 32 to 40, depending on the number of elements marked as N/A.

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| **RAG** | **Percentage** |
| Red | 44% or less |
| Amber | 45-79% |
| Green | 80% and over |

Remuneration Score

The overall RAG rating will be adjusted based on the "Is remuneration fair?" rating:

* If the RAG rating is **Red**, the service will receive an **overall Red rating**
* If the RAG rating is **Amber**, the service will receive an **overall Amber rating**

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| **RAG** | **Percentage** |
| Red | Less than 75% of the CPE calculator |
| Amber | Between 75-99% of the CPE calculator |
| Green | In line with or exceeding the CPE calculator |