

## APPENDIX ONE - Service Specification

*[To be written by the Lead Contract Officer (as per CSOs) using the following headings and/or any other headings that may be required for the service. Where not applicable delete the heading. The Lead Contract Officer should consider how much detail is to be included here and how much the Agreement should emphasise outcomes rather than process. Care must be taken to ensure this schedule does not repeat or contradict parts of the main body of the Agreement. The defined terms (e.g., "Provider") used in this schedule must be consistent with those used in the main body of the Agreement.]*

- Description of the Services
- Outcomes expected (specify whether anticipated or guaranteed and dates by which anticipated or guaranteed)
- Place(s) where Services are to be provided
- Condition in which buildings to be kept/any specific maintenance and repair requirements
- Days/times during which Services are to be available
- Description of eligible service users
- Explanation of how service users access the Services
- Timing of referrals and of access
- Explanation of how the Provider will seek to meet service users' needs
- Number of service users who may be referred for access to the Services and during what periods
- Special delivery requirements
- Special equipment to be used
- Special personnel requirements
- Key performance indicators