



Telford & Wrekin
COUNCIL

Information for Providers who are commissioned by the Council for Residential, Fostering and Supported Accommodation – Who to contact in Telford & Wrekin Council. For further information: Please go to the West Midlands Placements Portal, Resources section to find Individual LA notifications.

Providers will notify and submit documents to us in the following instances and must immediately inform us of any events or notifications which impact on their ability to deliver high quality services. Including any changes to your Regulatory Body rating, compliance notices issued, any changes in Registered Manager etc... If in doubt on which email address to use please use both Cypcontracts@telford.gov.uk and cypbrokerage@telford.gov.uk

Contracting Body: Borough of Telford & Wrekin		Date: May 2020	Version: 1.0
Situation	Responsible Person/Team	Contact	Comments
Absences and unauthorised absences from placement for any reason including hospitalisation.	Social Worker	As detailed in the Individual Placement Agreement (IPA)	If you are unable to contact the Child's allocated Social Worker, please ask for the duty officer.
EDT Contact – out of hours	Emergency Duty Team	01952 676500	
EDT placements made during out of hours with your organisation	CYP Brokerage Team	Team Email – CYPBrokerage@telford.gov.uk	Please ensure you email us as soon as you can (even if out of hours) about the placement made and our Brokerage team will be in touch the next available working day.
Extra costs to placement: Eg: Additional Services, additional mileage, alternative transport arrangements, service enhancements and variations	CYP Brokerage Team	Please use team Email – CYPBrokerage@telford.gov.uk If you need to contact the team by telephone please use: 01952 385749, 383040, 385773 or 381153	Where possible any additional services etc. should be notified at the point in which the Provider responds to a referral. If circumstances change during the placement and additional services etc. are required then Providers must provide written information to our Brokerage Team to include the reason for the additional cost and what the costs will be. The Brokerage team will then ensure this is added to the weekly Funding Panel Agenda for funding decision then feedback. The Child's allocated Social Worker does not have authority to agree this cost.
Care Plans, Placements Plans & other statutory documents	Social Worker	As detailed in the IPA	If you are unable to contact the Child's allocated Social Worker, please ask for the duty officer.
Change of company/provider	CYP Contracts	By email:	A member of the team will acknowledge and request further

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ownership notification	Team	CYPContracts@telford.gov.uk	information/actions to be completed if required.
Change of placement – For example: <ul style="list-style-type: none"> • Giving notice on placement • Respite for foster carer • Foster Carer transfers 	Social Worker AND CYP Brokerage Team Both must be contacted	Email as detailed in IPA Must use the Brokerage team's email address: CYPBrokerage@telford.gov.uk	Please ensure these notifications are sent to us via email to both the Child's Social Worker and the Brokerage team. Notice will not be deemed to have been given if the Brokerage team have not been included into the email.
Extra Items required for children and young people eg: additional/specialist clothing.	CYP Brokerage Team	Please use team Email – CYPBrokerage@telford.gov.uk	Our Brokerage Team will discuss any additional requirements that are not included as standard within the contract. If additional funding is required for these items then the Brokerage team will then ensure this is added to the weekly Funding Panel Agenda for funding decision then feedback.
Issues/queries from the Provider regarding the contract	CYP Contracts Team	CYPContracts@telford.gov.uk	
Issues/queries from the Provider regarding the placement (not covered above)	CYP Brokerage Team in the first instance.	Team Email – CYPBrokerage@telford.gov.uk	Unless the issue relates to quality of the service/regulatory body then must include CYP Contracts Team email - CYPContracts@telford.gov.uk
Financial Arrangements – where to send invoices, raise queries relating to invoices etc...	Safeguarding Finance Team	safeguarding.financeofficers@telford.gov.uk Team number 01952 384015	Please send invoices to this team via their email address ensuring that the invoice is anonymised (do not include the Child's full name or address of where they live). Include the child's identification number that can be found on each IPA.
Creation of IPA; amendments to IPAs by way of Variation (IPAV) and Terminations of IPAs	CYP Brokerage Team	Team Email – CYPBrokerage@telford.gov.uk	All IPA's, IPAV and IPA Terminations will be sent via the Council's Secure Communications System.
Provider Notification – who to notify of a placement made by another authority within your service	Family Connect	Tel: 01952 385385 Email: familyconnect@telford.gov.uk	
Provider Business Development	Commissioner	The Council's Commissioning & Sufficiency Strategy and Market Position Statement is here	Please email either cypcontracts@telford.gov.uk or cypbrokerage@telford.gov.uk to make an appointment with members of the team.