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NHS Template sub-contract for the provision of clinical services for use with the NHS Standard Contract 2023/24 (Full Length) for multiple head providers

Version 1, March 2023

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This document is a version of the NHS sub-contract template published on the [NHS Standard Contract 2023/24 web page.](https://www.england.nhs.uk/nhs-standard-contract/23-24/)  It has been designed for use by multiple head providers, to allow collaborative sub-contracting.

This template sub-contract should be read in conjunction with the guidance on the NHS standard sub-contract for the provision of clinical services 2023/24 (full length and shorter-form versions), which is available on the [NHS Standard Contract 2023/24 web page.](https://www.england.nhs.uk/nhs-standard-contract/23-24/)

*Guidance: This template sub-contract is a template only and should be populated by the Head Providers following receipt of appropriate legal advice.*

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**PART B: SUB-CONTRACT CONDITIONS**

**Service Conditions**

**General Conditions**

*Note: the Service Conditions and General Conditions are those of the NHS Standard Contract 2023/24 (Full Length) as published by NHS England (*[*https://www.england.nhs.uk/nhs-standard-contract/*](https://www.england.nhs.uk/nhs-standard-contract/)*). They are not replicated in this template Sub-Contract but they do form part of this Sub-Contract and the Parties should therefore be aware of the provisions relating to acceptance of the Service Conditions and General Conditions contained on the execution page of this Sub-Contract.*

**SUB-CONTRACT PARTICULARS and SCHEDULES**

**Sub-Contract title:** ……………………………………………………….

**Sub-Contract ref:** ……………………………………………………..….

This Sub-Contract records the agreement between the Head Providers and the Sub-Contractor and comprises:

1. the **Sub-Contract Particulars** **and Schedules,** as completed and agreed by the Parties and as may be varied from time to time in accordance with GC13 (*Variations)*;

2. the **Sub-Contract Conditions**;and

3. the **Service Conditions** and **General Conditions,** as published by NHS England from time to time at: <https://www.england.nhs.uk/nhs-standard-contract>

as further defined or applied by this Sub-Contract.

Each Party acknowledges and agrees:

(i) that it accepts and will be bound by the Service Conditions and General Conditions, as applied by this Sub-Contract, as published by NHS England at the date of this Sub-Contract, and

(ii) that it will accept and will be bound by the Service Conditions and General Conditions, as applied by this Sub-Contract, as from time to time updated, amended or replaced and published by NHS England pursuant to its powers under Regulation 17 of the National Health Service Commissioning Board and Clinical Commissioning Groups (*Responsibilities and Standing Rules*) Regulations 2012, with effect from the date of such publication.

**IN WITNESS OF WHICH the Parties have signed this Sub-Contract on the date(s) shown below**

| SIGNED by | ……………………………………………………….  Signature |
| --- | --- |
| [*insert authorised signatory’s name*]  for and on behalf of  [*insert Head Provider's name*] | ……………………………………………………….  Title  ……………………………………………………….  Date |

[Insert as above for each of the Head Providers]

| SIGNED by | …………………………………………………….  Signature |
| --- | --- |
| [*insert authorised signatory’s name*]  for and on behalf of  [*insert Sub-Contractor's name*] | ……………………………………………………….  Title  …………………………………………………….  Date |

**PART A: SUB-CONTRACT PARTICULARS and SCHEDULES**

**CONTRACT SUMMARY**

|  |  |
| --- | --- |
| Sub-Contract Reference |  |
| Co-ordinating Head Provider |  |
| Head Providers |  |
| Sub-Contractor |  |
| Effective Date  *See GC2.1* | [The date of this Sub-Contract] *OR [as specified here*] |
| Expected Service Commencement Date  *See GC3.1* |  |
| Longstop Date  *See GC4.1 and GC17.10.1* |  |
| Sub-Contract Term | [ ] years/months commencing on  [ ]  (subject to extension under Schedule 1C where applicable)  *Guidance: it is really important to ensure consistency of the Sub-Contract Term with the terms of the Head Contracts so check from when the Head Contracts terms run. Insert the number of years or months in the square brackets and delete as appropriate. The Expiry Date therefore is the end of the term of this Sub-Contract.* |
| Head Provider option to extend Sub-Contract Term? | YES / NO (see Schedule 1C *which only applies if YES is indicated here*) |
| Head Provider Notice Period *(for termination under GC17.2)* | [ ] months  *Guidance: when inserting the notice period the Head Providers should ensure they have time to review and act on any notice given by the Commissioners under the Head Contracts. This notice period should therefore be shorter than the Commissioner notice periods specified in the Head Contracts.* |
| Head Provider Earliest Termination Date *(for termination under GC17.2)* | [ ] months after Service Commencement Date  *Guidance: date to be agreed/determined locally in respect of the Sub-Contract as a whole, and/or specific Services. Please note: when inserting the date, the Head Providers should ensure the date is no later than the Commissioner Earliest Termination Date set out in the Head Contracts.* |
| Sub-Contractor Notice Period *(for termination under GC17.3)* | [ ] months  *Guidance: when inserting the notice period the Head Providers should ensure they have time to review and act on any notice given by the Sub-Contractor. This notice period should therefore be longer than the Provider notice periods specified in the Head Contracts.* |
| Sub-Contractor Earliest Termination Date *(for termination under GC17.3)* | [ ] months after the Service Commencement Date  *Guidance: date to be agreed/determined locally in respect of the Sub-Contract as a whole, and/or specific Services. Please note that when inserting the date the Head Providers should ensure the date is no earlier than the Provider Earliest Termination Date set out in the Head Contracts.* |
| Details of Head Contracts | Commissioner(s): [ ]  Date: [ ]  Contract Term: [ ]  Services: [ ]  Contract Reference: [ ]  [Repeat as above for all Head Contracts] |

**SUB-CONTRACT SERVICES**

|  |  |
| --- | --- |
| **Service Categories** | **Indicate all categories of service which the Sub-Contractor is commissioned to provide under this Sub-Contract.**  *Note that certain provisions of the Service Conditions and Annex A to the Service Conditions apply in respect of some service categories but not others.* |
| Accident and Emergency Services (Type 1 and Type 2 only) (A+E) |  |
| Acute Services (A) |  |
| Ambulance (AM) |  |
| Cancer Services (CR) |  |
| Community Services (CS) |  |
| Continuing Healthcare Services (including continuing care for children) (CHC) |  |
| Diagnostic, Screening and/or Pathology Services (D) |  |
| End of Life Care Services (ELC) |  |
| Mental Health and Learning Disability Services (MH) |  |
| Mental Health and Learning Disability Secure Services (MHSS) |  |
| NHS 111 Services (111) |  |
| Patient Transport Services (non-emergency) (PT) |  |
| Radiotherapy Services (R) |  |
| Urgent Treatment Centre Services (including Walk-in Centre Services/Minor Injuries Units) (U) |  |

**GOVERNANCE AND REGULATORY**

|  |  |
| --- | --- |
| Nominated Mediation Body *(where required – see GC14.4)* | Not applicable/CEDR/Other – [ ] |
| Sub-Contractor’s Nominated Individual | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Information Governance Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Caldicott Guardian | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor's Data Protection Officer (if required by Data Protection Legislation) | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Senior Information Risk Owner | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Accountable Emergency Officer | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Safeguarding Lead (children) / named professional for safeguarding children | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Safeguarding Lead (adults) / named professional for safeguarding adults | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Child Sexual Abuse and Exploitation Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Mental Capacity and Liberty Protection Safeguards Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor's Prevent Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Freedom To Speak Up Guardian(s) | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Infection Prevention Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Health Inequalities Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Net Zero Lead | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s 2018 Act Responsible Person | [ ]  Email: [ ]  Tel: [ ] |
| Sub-Contractor’s Wellbeing Guardian (NHS Trusts and Foundation Trusts only) | [ ]  Email: [ ]  Tel: [ ] |

**CONTRACT MANAGEMENT**

|  |  |
| --- | --- |
| Addresses for service of Notices  *See GC36* | Co-ordinating Head Provider: [ ]  Address: [ ]  Email: [ ]  Head Provider: [ ]  Address: [ ]  Email: [ ]  [Insert as above for each Head Provider]  Sub-Contractor: [ ]  Address: [ ]  Email: [ ] |
| Frequency of Review Meetings  *See GC8.1* | Ad hoc/Monthly/Quarterly/Six Monthly |
| Head Provider Representative(s)  *See GC10.3* | Co-ordinating Head Provider: [ ]  Address: [ ]  Email: [ ]  Tel: [ ]  [Insert as above for each Head Provider] |
| Sub-Contractor Representative(s)  *See GC10.3* | [ ]  Address: [ ]  Email: [ ]  Tel: [ ] |

*Guidance: Each of the following Schedules must be completed in full (unless stated “Not Used”). When completing the Schedules the Head Providers should ensure that they fully reflect the Head Contracts to the extent relevant to the Sub-Contract Services. Schedules in the Head Contracts which are not used in this Sub-Contract have been deleted save where their deletion would affect the numbering of this Part A.*

SCHEDULE 1– SERVICE COMMENCEMENT AND SUB-CONTRACT TERM

A. **Conditions Precedent**

The Sub-Contractor must provide the Co-ordinating Head Provider with the following documents and complete the following actions, before the Expected Service Commencement Date, each in a form satisfactory to the Co-ordinating Head Provider:

|  |
| --- |
| 1. Evidence of appropriate Indemnity Arrangements 2. [Evidence of CQC registration in respect of the Sub-Contractor (where required)] 3. [Evidence of the Provider Licence in respect of the Sub-Contractor (where required)] 4. [Add text locally] |

The Sub-Contractor must complete the following actions:

|  |
| --- |
| **[Insert any requirements or state Not Applicable]** |

B. **Head Providers’ Documents**

|  |  |  |
| --- | --- | --- |
| Date | Document | Description |
| **Insert text or state Not Applicable** |  |  |

C. **Extension of Sub-Contract Term**

1. If the Head Providers wish to exercise the option to extend the Sub-Contract Term, the Co-ordinating Head Provider must give written notice to that effect to the Sub-Contractor no later than [ ] weeks before the original Expiry Date.

*Guidance: when inserting the period of notice required to exercise this option, the Head Providers should ensure the period is shorter than the corresponding notice period provided by the Commissioners as set out in the Head Contracts.*

1. The option to extend the Sub-Contract Term may be exercised:  
   1. only once, and only on or before the date referred to in paragraph 1 above;
   2. only in respect of all Sub-Contract Services.
2. If the Co-ordinating Head Provider gives notice to extend the Sub-Contract Term in accordance with paragraph 1 above, the Sub-Contract Term will be extended by the period specified in that notice and the Expiry Date will be deemed to be the date of expiry of that period.

**OR**

**NOT USED**

SCHEDULE 2 – THE SUB-CONTRACT SERVICES

**A. Sub-Contract Service Specifications**

*Guidance: This is a key Schedule and must set out a description of each of the Sub-Contract Services. You should consider including:*

|  |  |
| --- | --- |
| Service name |  |
| Service specification number |  |
| Population and/or geography to be served |  |
| Service aims and desired outcomes |  |
| Service description and location(s) from which it will be delivered |  |

*It will be important to review the relevant service specifications in the Head Contracts to ensure this service specification is consistent with what has been agreed in the Head Contracts service specification. If any of the Head Contracts include a Service Specification for (for example) Enhanced Health in Care Homes and/or Primary and Community Mental Health Services, any obligations on the Sub-Contractor (such as providing reasonable assistance to the Head Providers) should be clearly set out here.*

**B. Indicative Activity Plan**

|  |
| --- |
| **Insert text or state Not Applicable** |

**C. Activity Planning Assumptions**

|  |
| --- |
| **Insert text or state Not Applicable** |

**D. Essential Services (NHS Trusts only)**

*Guidance: If any of the Sub-Contract Services are identified in the Head Contracts as Essential Services then they should be identified as such here.*

|  |
| --- |
| **Insert text or state Not Applicable** |

**E. Essential Services Continuity Plan (NHS Trusts only)**

*Guidance: Ensure that this plan is consistent with the Essential Services Continuity Plan agreed between the Commissioners and the Head Providers.*

|  |
| --- |
| **Insert text or state Not Applicable** |

**F.** **Clinical Networks**

|  |
| --- |
| **Insert text or state Not Applicable** |

**G. Other Local Agreements, Policies and Procedures**

*Guidance: Ensure consistency with the agreements, policies and procedures set out in the Head Contracts to the extent that they relate to the Sub-Contract Services.*

|  |  |  |
| --- | --- | --- |
| **Policy** | **Date** | **Weblink** |
| **Insert text or state Not Applicable** |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**H. Transition Arrangements**

*Guidance: Set out here the local arrangements/obligations on the part of the Head Providers and Sub-Contractor in relation to the transition of services from the incumbent provider(s) and existing service model to the Sub-Contractor – i.e. how mobilisation is to operate in the period from Sub-Contract award to service commencement.*

*Matters to deal with will include:*

* *Staff*
* *Premises*
* *IT*
* *Equipment*
* *Patient records and other data*

|  |
| --- |
| **Insert text or state Not Applicable** |

**I. Exit Arrangements**

*Guidance: Although these arrangements will be specific to the Sub-Contract, the Head Providers should ensure consistency with the arrangements set out in the Head Contracts to the extent that they relate to the Sub-Contract Services.*

*Matters to deal with will include:*

* *Staff*
* *Premises*
* *IT*
* *Equipment*
* *Patient records*
* *Financial matters*

|  |
| --- |
| **Insert text or state Not Applicable** |

**J. Transfer of and Discharge from Care Protocols**

*Guidance: Although these protocols should be consistent with the provisions set out in the Head Contracts (to the extent that they relate to the Sub-Contract Services), it is important to bear in mind the circumstances in which a Service User may be discharged/transferred to or from the care of the Sub-Contractor. For example, a transfer from the Sub-Contractor to one of the Head Providers or to another sub-contractor (or vice versa) may not be considered a transfer of care for the purposes of the relevant Head Contract protocol as the Service User remains the responsibility of the relevant Head Provider throughout.*

|  |
| --- |
| **Insert text** |

**K. Safeguarding Policies and Mental Capacity Act Policies**

*Guidance: Ensure consistency with the policies set out in the Head Contracts to the extent that they relate to the Sub-Contract Services*

|  |
| --- |
| **Insert text** |

**L. Provisions Applicable to Primary Medical Services**

*Guidance: Ensure consistency with the arrangements set out in the Head Contracts to the extent that they relate to the Sub-Contract Services*

|  |
| --- |
| **Insert text or state Not Applicable** |

**M. Development Plan for Personalised Care**

*Guidance: Ensure consistency with the arrangements set out in the Head Contracts to the extent that they relate to the Sub-Contract Services*

|  |
| --- |
| **Insert text or state Not Applicable** |

**N. Health Inequalities Action Plan**

*Guidance: Ensure consistency with the arrangements set out in the Head Contracts to the extent that they relate to the Sub-Contract Services*

|  |
| --- |
| **Insert text or state Not Applicable** |

SCHEDULE 3 – PRICE AND PAYMENT

*Guidance: This Sub-Contract is drafted on the basis that the Price is agreed between the Parties and the Sub-Contractor invoices each of the Head Providers separately and monthly in arrears. This Schedule needs to set out the Price for each of the Sub-Contract Services. Issues to consider including here are:*

* *Whether the Sub-Contract has been awarded under the Increasing Capacity Framework, the terms of which require any prices specified in the NHS Payment Scheme to apply (subject to market forces factor (MFF) and any agreed volume discount) to services to which those specified prices apply.*
* *If a national pricing mechanism is used (see bullet above) or if any payments are to be made in advance of the Sub-Contractor delivering the Sub-Contract Services, this must be set out in this Schedule (e.g. if there are any payments in advance of services delivered reconciliation wording will need to be added).*
* *In agreeing the Price, the Parties should take into account (as appropriate) the rules set out in the NHS Payment Scheme.*
* *Include details of the information that the Head Providers will require from the Sub-Contractor with each invoice.*
* *The Head Providers need to ensure they receive all of the information they require from the Sub-Contractor in sufficient time to carry out any reconciliation under the Head Contracts.*
* *If there is more than one Commissioner for any one or more of the Head Contracts, the Parties will need to think about the provision of information in terms of providing separate invoices per Commissioner.*
* *Insert details of how the Price may vary from year to year. NB take into account any annual adjustments to reflect efficiency savings. You may want to link this to the pricing mechanism for adjustments under the Head Contracts.*

SCHEDULE 4 – QUALITY REQUIREMENTS

**A National Quality Requirements**

For the avoidance of doubt, the National Quality Requirements set out or referred to in the Head Contracts will apply in respect of this Sub-Contract, according to the applicable service category (set out in Part A of this Sub-Contract), except as expressly varied in this Schedule 4A.

Where a National Quality Requirement in the Head Contracts refer to submission of data via SUS, this will apply to this Sub-Contract irrespective of whether the Head Providers or Sub-Contractor submits the information via SUS.

*Guidance: To avoid confusion if relevant National Quality Requirements requiring submission of data via SUS apply to this Sub-Contract this Schedule should set out which party is responsible for such submission.*

**B. Local Quality Requirements**

The following Local Quality Requirements will apply to this Sub-Contract and to the provision of the Sub-Contract Services.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Quality Requirement | Threshold | Method of Measurement | Period over which the Requirement is to be achieved | Applicable Service Specification |
| Insert text and/or attach spreadsheet or documents in respect of one or more Sub-Contract Years or state Not Applicable |  |  |  |  |

SCHEDULE 5 – GOVERNANCE

**A. Documents Relied On**

Documents supplied by Sub-Contractor

|  |  |
| --- | --- |
| **Date** | **Document** |
| **Insert text or state Not Applicable** |  |
|  |  |
|  |  |
|  |  |

Documents supplied by Head Providers

|  |  |
| --- | --- |
| **Date** | **Document** |
| **Insert text or state Not Applicable** |  |
|  |  |
|  |  |
|  |  |

**B. Not Used**

**C. Head Providers’ Roles and Responsibilities**

| **Co-ordinating Head Provider/Head Provider** | **Role/Responsibility** |
| --- | --- |
| **Insert text locally** |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

SCHEDULE 6 – CONTRACT MANAGEMENT, REPORTING AND INFORMATION REQUIREMENTS

**A. Reporting Requirements**

*Guidance: This table should reflect the requirements of the Head Contracts as relevant to the Sub-Contract Services. Make sure that the timing for delivery of reports enables the Head Providers to comply with their obligations in respect of timings for the various reports set out in the Head Contracts. The reports the Head Providers will require from the Sub-Contractor will cover activity, finance, performance against quality requirements, duty of candour, complaints and Patient Safety Incidents. Please refer to the Head Contracts for details. Where there is more than one Commissioner as party to one or more Head Contracts, if the Sub-Contractor is required to provide any reports in relation to each Commissioner, then this must be specified. If the Sub-Contractor is to report centrally, i.e. to SUS, then this must be stated below. If different reporting applies to different Head Providers, the table below needs to make clear what is provided to whom.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report Required** | **Reporting Period** | **Format of Reporting** | **Timing and Method for delivery of Report** | **Application** |
| **Insert text or state Not Applicable** |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**B. Data Quality Improvement Plans**

*Guidance: In preparing the Sub-Contract the Head Providers should ensure consistency with any requirements in the Head Contracts to the extent that they relate to the Sub-Contract Services.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Data Quality Indicator** | **Data Quality Threshold** | **Method of Measurement** | **Milestone Date** |
| **Insert text or state Not Applicable** |  |  |  |

**C.. Service Development and Improvement Plans**

*Guidance: In preparing the Sub-Contract the Head Providers should ensure consistency with any requirements in the Head Contracts to the extent that they relate to the Sub-Contract Services.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Milestones** | **Timescales** | **Expected Benefit** |
| **Insert text or state Not Applicable** |  |  |  |

**D. Surveys**

*Guidance: In preparing the Sub-Contract the Head Providers should ensure consistency with any requirements in the Head Contracts to the extent that they relate to the Sub-Contract Services.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Survey** | **Frequency** | **Method of Reporting** | **Method of Publication** |
| **Insert text or state Not Applicable** |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**E. Sub-Contractor Data Processing Agreement**

*Guidance: This Schedule 6E applies only where the Sub-Contractor is appointed to act as a Data Processor or Sub-processor under this Sub-Contract. Where one or more of the Head Providers is acting as Data Controller in respect of the relevant data, it may appoint the Sub-Contractor to act as a Data Processor in relation to that data; where one or more of the Head Providers are appointed to act as a Data Processor by one or more Commissioners under the Head Contracts, it may appoint the Sub-Contractor to act as a Sub-processor under this Sub-Contract. Delete/populate this Schedule if and as applicable. Please note that this Schedule 6E has been drafted on the basis that the Co-ordinating Head Provider will be appointing the Sub-Contractor to act as a Data Processor or Sub-processor – this reflects the position in Schedule 6E of the NHS Standard Contract (in which it is the Co-ordinating Commissioner that appoints the Provider to act as a Data Processor). If this is not the case and one of the other Head Providers will be appointing the Sub-Contractor to act as a Data Processor or Sub-processor on its behalf, this Schedule 6E should be amended accordingly.*

1. **Scope**
   1. The Co-ordinating Head Provider appoints the Sub-Contractor as a [Data Processor/Sub-processor] to perform the Data Processing Services.
   2. When delivering the Data Processing Services, the Sub-Contractor must, in addition to its other obligations under this Sub-Contract, comply with the provisions of this Schedule 6E.
   3. This Schedule 6E applies for so long as the Sub-Contractor acts as a [Data Processor/Sub-processor] in connection with this Sub-Contract.
2. **Data Protection**
   1. The Parties acknowledge that for the purposes of Data Protection Legislation in relation to the Data Processing Services, [the Co-ordinating Head Provider is the Data Controller and the Sub-Contractor is the Data Processor] [the [Co-ordinating] Commissioner is the Data Controller, the Co-ordinating Head Provider is the Data Processor and the Sub-Contractor is the Sub-processor]. The Sub-Contractor must process the Processor Data only to the extent necessary to perform the Data Processing Services and only in accordance with written instructions set out in this Schedule 6E, including instructions regarding transfers of Personal Data outside the UK or to an international organisation unless such transfer is required by Law, in which case the Sub-Contractor must inform the Co-ordinating Head Provider [and the Co-ordinating Commissioner] of that requirement before processing takes place, unless this is prohibited by Law on the grounds of public interest.
   2. The Sub-Contractor must notify the Co-ordinating Head Provider [and the Co-ordinating Commissioner] immediately if it considers that carrying out any of the Co-ordinating Head Provider’s [and/or Co-Ordinating Commissioner’s] instructions would infringe Data Protection Legislation.
   3. The Sub-Contractor must provide all reasonable assistance to the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner], include:
      1. a systematic description of the envisaged processing operations and the purpose of the processing;
      2. an assessment of the necessity and proportionality of the processing operations in relation to the Data Processing Services;
      3. an assessment of the risks to the rights and freedoms of Data Subjects; and
      4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
   4. The Sub-Contractor must, in relation to any Personal Data processed in connection with its obligations under this Schedule 6E:
      1. process that Personal Data only in accordance with Annex A, unless the Sub-Contractor is required to do otherwise by Law. If it is so required the Sub-Contractor must promptly notify the Co-ordinating Head Provider [and the Co-ordinating Commissioner] before processing the Personal Data unless prohibited by Law;
      2. ensure that it has in place Protective Measures, which have been reviewed and approved by the Co-ordinating Head Provider as appropriate to protect against a Data Loss Event having taken account of the:
         1. nature, scope, context and purposes of processing the data to be protected;
         2. likelihood and level of harm that might result from a Data Loss Event;
         3. state of technological development; and
         4. cost of implementing any measures;
      3. ensure that:
         1. when delivering the Data Processing Services the Sub-Contractor’s Staff only process Personal Data in accordance with this Schedule 6E (and in particular Annex A);
         2. it takes all reasonable steps to ensure the reliability and integrity of any Sub-Contractor’s Staff who have access to the Personal Data and ensure that they:
            1. are aware of and comply with the Sub-Contractor’s duties under this paragraph;
            2. are subject to appropriate confidentiality undertakings with the Sub-Contractor and any [further] Sub-processor;
            3. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Co-ordinating Head Provider or as otherwise permitted by this Sub-Contract;
            4. have undergone adequate training in the use, care, protection and handling of Personal Data; and
            5. are aware of and trained in the policies and procedures identified in GC21.11 of the Head Contract.
      4. not transfer Personal Data outside of the UK unless the prior written consent of the Co-ordinating Head Provider [and the Co-ordinating Commissioner] has been obtained and the following conditions are fulfilled:
         1. the Co-ordinating Head Provider or the Sub-Contractor has provided appropriate safeguards in relation to the transfer as determined by the Co-ordinating Head Provider [and the Co-ordinating Commissioner];
         2. the Data Subject has enforceable rights and effective legal remedies;
         3. the Sub-Contractor complies with its obligations under Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Co-ordinating Head Provider and the Commissioners in meeting their obligations); and
         4. the Sub-Contractor complies with any reasonable instructions notified to it in advance by the Co-ordinating Head Provider with respect to the processing of the Personal Data;
      5. at the written direction of the Co-ordinating Head Provider, delete or return Personal Data (and any copies of it) to the Co-ordinating Head Provider [or the Co-ordinating Commissioner, as appropriate] on termination of the Data Processing Services and certify to the Co-ordinating Head Provider [and the Co-ordinating Commissioner] that it has done so within five Operational Days of any such instructions being issued, unless the Sub-Contractor is required by Law to retain the Personal Data;
      6. if the Sub-Contractor is required by any Law or Regulatory or Supervisory Body to retain any Processor Data that it would otherwise be required to destroy under this paragraph 2.4, notify the Co-ordinating Head Provider [and the Co-ordinating Commissioner] in writing of that retention giving details of the Processor Data that it must retain and the reasons for its retention; and
      7. co-operate fully with the Co-ordinating Head Provider [and the Co-ordinating Commissioner] during any handover arising from the cessation of any part of the Data Processing Services, and if the Co-ordinating Head Provider directs the Sub-Contractor to migrate Processor Data to the Co-ordinating Head Provider, or to a Commissioner or to a third party, provide all reasonable assistance with ensuring safe migration including ensuring the integrity of Processor Data and the nomination of a named point of contact for the Co-ordinating Head Provider [and the Co-ordinating Commissioner].
   5. Subject to paragraph 2.6, the Sub-Contractor must notify the Co-ordinating Head Provider [and the Co-ordinating Commissioner] immediately if, in relation any Personal Data processed in connection with its obligations under this Schedule 6E, it:
      1. receives a Data Subject Access Request (or purported Data Subject Access Request);
      2. receives a request to rectify, block or erase any Personal Data;
      3. receives any other request, complaint or communication relating to obligations under Data Protection Legislation owed by the Sub-Contractor, any Head Provider or any Commissioner;
      4. receives any communication from the Information Commissioner or any other Regulatory or Supervisory Body (including any communication concerned with the systems on which Personal Data is processed under this Schedule 6E);
      5. receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
      6. becomes aware of or reasonably suspects a Data Loss Event; or
      7. becomes aware of or reasonably suspects that it has in any way caused the Co-ordinating Head Provider, any other Head Provider, or any Commissioner to breach Data Protection Legislation.
   6. The Sub-Contractor’s obligation to notify under paragraph 2.5 includes the provision of further information to the Co-ordinating Head Provider [and the Co-ordinating Commissioner] in phases, as details become available.
   7. The Sub-Contractor must provide whatever co-operation the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] reasonably requires to remedy any issue notified to the Co-ordinating Head Provider [and the Co-ordinating Commissioner] under paragraphs 2.5 and 2.6 as soon as reasonably practicable.
   8. Taking into account the nature of the processing, the Sub-Contractor must provide the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] with full assistance in relation to either Party's (or any Commissioner’s) obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 2.5 (and insofar as possible within the timescales reasonably required by the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner]) including by promptly providing:
      1. the Co-ordinating Head Provider [and the Co-ordinating Commissioner] with full details and copies of the complaint, communication or request;
      2. such assistance as is reasonably requested by the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] to enable the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] to comply with a Data Subject Access Request within the relevant timescales set out in Data Protection Legislation;
      3. assistance as requested by the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] following any Data Loss Event;
      4. assistance as requested by the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] with respect to any request from the Information Commissioner’s Office, or any consultation by the Co-ordinating Head Provider [and/or the Co-ordinating Commissioner] with the Information Commissioner's Office.
   9. Without prejudice to the generality of GC15 *(Governance, Transaction Records and Audit),* the Sub-Contractor must allow for audits of its delivery of the Data Processing Services by the Co-ordinating Head Provider, the Co-ordinating Commissioner, or either’s designated auditor.
   10. For the avoidance of doubt the provisions of GC12 *(Assignment and Sub-contracting)* apply to the delivery of any Data Processing Services.
   11. Without prejudice to GC12 *(Assignment and Sub-contracting)*, before allowing any Sub-processor to process any Personal Data related to this Schedule 6E, the Sub-Contractor must:
       1. notify the Co-ordinating Head Provider [(and if the Co-ordinating Head Provider is a Data Processor regarding the Data Processing Services the relevant Data Controller)] in writing of the intended Sub-processor and processing;
       2. obtain the written consent of the Co-ordinating Head Provider (and if the Co-ordinating Head Provider is a Data Processor regarding the Data Processing Services the relevant Data Controller)];
       3. carry out appropriate due diligence of the Sub-processor and ensure this is documented;
       4. enter into a binding written agreement with the Sub-processor which, as far as practicable, includes equivalent terms to those set out in this Schedule 6E and in any event includes the requirements set out at GC21.16.3; and
       5. provide the Co-ordinating Head Provider [(and if the Co-ordinating Head Provider is a Data Processor regarding the Data Processing Services the relevant Data Controller)] with such information regarding the Sub-processor as the Co-ordinating Head Provider [(and if the Co-ordinating Head Provider is also a Data Processor regarding the Data Processing Services the relevant Data Controller)] may reasonably require.
   12. The Sub-Contractor must create and maintain a record of all categories of data processing activities carried out under this Schedule 6E, containing:
       1. the categories of processing carried out under this Schedule 6E;
       2. where applicable, transfers of Personal Data to a third country or an international organisation, including the identification of that third country or international organisation and, where relevant, the documentation of suitable safeguards;
       3. a general description of the Protective Measures taken to ensure the security and integrity of the Personal Data processed under this Schedule 6E; and
       4. a log recording the processing of the Processor Data by or on behalf of the Sub-Contractor comprising, as a minimum, details of the Processor Data concerned, how the Processor Data was processed, when the Processor Data was processed and the identity of any individual carrying out the processing.
   13. The Sub-Contractor warrants and undertakes that it will deliver the Data Processing Services in accordance with all Data Protection Legislation and this Sub-Contract and in particular that it has in place Protective Measures that are sufficient to ensure that the delivery of the Data Processing Services complies with Data Protection Legislation and ensures that the rights of Data Subjects are protected.
   14. The Sub-Contractor must comply at all times with those obligations set out at Article 32 of the UK GDPR and equivalent provisions implemented into Law by DPA 2018.
   15. The Sub-Contractor must assist the Head Providers and the Commissioners in ensuring compliance with the obligations set out at Article 32 to 36 of the UK GDPR and equivalent provisions implemented into Law, taking into account the nature of processing and the information available to the Sub-Contractor.
   16. The Sub-Contractor must take prompt and proper remedial action regarding any Data Loss Event.
   17. The Sub-Contractor must assist the Co-ordinating Head Provider, Head Providers and the Commissioners by taking appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the Head Providers’ and the Commissioners’ obligations to respond to requests for exercising rights granted to individuals by Data Protection Legislation.

**Annex A**

**Data Processing Services**

**Processing, Personal Data and Data Subjects**

1. The Sub-Contractor must comply with any further written instructions with respect to [Sub-]processing by the Co-ordinating Head Provider.
2. Any such further instructions will be incorporated into this Annex.

| **Description** | **Details** |
| --- | --- |
| Subject matter of the [Sub-]processing | *[This should be a high level, short description of what the processing is about i.e. its subject matter]* |
| Duration of the [Sub-]processing | *[Clearly set out the duration of the processing including dates]* |
| Nature and purposes of the [Sub-]processing | *[Please be as specific as possible, but make sure that you cover all intended purposes. The nature of the processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc. The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]* |
| Type of Personal Data | *[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]* |
| Categories of Data Subject | *[Examples include: Staff (including volunteers, agents, and temporary workers), Head Providers / clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]* |
| Plan for return and destruction of the data once the [Sub-]processing is complete UNLESS requirement under law to preserve that type of data | *[Describe how long the data will be retained for, how it be returned or destroyed]* |

SCHEDULE 7 – EMPLOYEES

Part A – Head Providers’ Employees

**Insert list of Transferring Employees or state Not Applicable**

*Guidance: This list should only be of employees transferring from one or more of the Head Providers and not from any other provider.*

Part B – Pensions

|  |
| --- |
| **Insert text (template drafting available via** [**https://www.england.nhs.uk/nhs-standard-contract/**](https://www.england.nhs.uk/nhs-standard-contract/)) **or state Not Applicable**  *Guidance: The referenced template pensions drafting has not been designed specifically for a Sub-Contract. Users of this Sub-Contract are therefore recommended to take legal advice on whether any changes should be made to the template pensions drafting.* |

PART B: SUB-CONTRACT CONDITIONS

1. **Operation of this Sub-Contract**
   1. The Head Providers have entered into the Head Contracts with the Commissioner(s), and under this Sub-Contract agree with the Sub-Contractor that the Sub-Contractor will perform certain of the services under the Head Contracts on the Head Providers’ behalf. The rights and obligations of the Head Providers and the Sub-Contractor are set out in the Sub-Contract Particulars and Schedules and in the Service Conditions and General Conditions as amended or added to by these Sub-Contract Conditions.
2. **Interpretation**
   1. The Service Conditions and General Conditions in the Head Contracts are incorporated into and form part of this Sub-Contract, as modified by this Sub-Contract. Any reference to any Schedule or the Particulars in the Service Conditions or General Conditions will, for the purposes of this Sub-Contract, be interpreted as referring to the corresponding element of the Sub-Contract Particulars and Schedules.
   2. Except as provided expressly in these Sub-Contract Conditions, terms as defined in the Head Contracts will have the same meaning when used in this Sub-Contract.
   3. Definitions:

**Commissioners:** the commissioners which are party to one or more Head Contracts.

**General Conditions** and **Service Conditions**: the General Conditions and Service Conditions published by NHS England for the NHS Standard Contract (Full Length) 2023/24.

**Head Contracts**: the contracts between one or more Commissioners and one or more Head Providers in the form of the NHS Standard Contract (Full Length) 2023/24.

**Sub-Contract Services**: the services specified in Schedule 2A.

* 1. Except as provided expressly in this Sub-Contract, the rules of interpretation in the Head Contracts will apply to this Sub-Contract.
  2. For the purposes of this Sub-Contract, and unless the context otherwise requires, the following references in the Service Conditions and General Conditions will be interpreted as follows:

|  |  |
| --- | --- |
| **Term:** | **meaning for this Sub-Contract:** |
| "Commissioner", "relevant Commissioner", "Responsible Commissioner" | Head Provider(s) |
| “Co-ordinating Commissioner” | Co-ordinating Head Provider |
| "(this) agreement", "(this) Contract" or "Contract" | Sub-Contract |
| "Parties" | the Head Providers and the Sub-Contractor |
| "Provider" | Sub-Contractor |
| "Services" | Sub-Contract Services |
| "Sub-Contract", "Sub-Contractor", "Material Sub-Contract", "Material Sub-Contractor", etc. | Sub-Sub-Contract, Sub-Sub-Contractor, etc. |

* 1. The Schedules, as well as the Service Conditions and General Conditions (as amended) form part of this Sub-Contract and will have effect as if set out in full in the body of this Sub-Contract. Any reference to this Sub-Contract includes the Schedules.
  2. If there is any conflict or inconsistency between the sections of this Sub-Contract, that conflict or inconsistency will be resolved according to the following order of priority:
     1. the Sub-Contract Conditions
     2. the Sub-Contract Particulars and Schedules
     3. the Service Conditions and General Conditions
  3. The following definitions will apply in addition to, or instead of, the definitions in the Head Contracts:

|  |  |
| --- | --- |
| Actual Annual Value | for the relevant Sub-Contract Year the aggregate of all payments made to the Sub-Contractor under this Sub-Contract in respect of the Sub-Contract Services delivered in that Sub-Contract Year (excluding VAT and after any deductions, withholdings or set-off) |
| Actual Monthly Value | for the relevant month the aggregate of all payments made to the Sub-Contractor under this Sub-Contract in respect of the Sub-Contract Services delivered in that month (excluding VAT but before any deductions, withholdings or set-off) |
| Authorised Person | the Co-ordinating Head Provider, each Head Provider, and the Commissioners or their authorised representatives, any body or person concerned with the treatment or care of a Service User approved by a Commissioner and/or the Co-ordinating Head Provider and/or the relevant Head Provider and (for the purposes permitted by Law) any authorised representative of any Regulatory or Supervisory Body |
| Best Practice | has the meaning in the Head Contracts but will also apply to best practice developed by the Sub-Contractor, whether singly or jointly with the Head Providers and/or the Commissioners |
| Local Counter Fraud Specialist | the accredited local counter fraud specialist nominated by a Commissioner, the Head Providers or the Sub-Contractor (as appropriate) |
| Material Sub-Contract | has the same meaning as Sub-Sub-Contract |
| Material Sub-Contractor | has the same meaning as Sub-Sub-Contractor |
| National Quality Requirements | the national quality requirements set out in Annex A (National Quality Requirements) to the Service Conditions of the Head Contracts |
| Price | the price as set out in Schedule 3 |
| Prior Approval | the approval by a Commissioner of care or treatment, including diagnostics, to an individual Service User or a group of Service Users prior to referral or following initial assessment |
| Prior Approval Scheme | a scheme under which a Commissioner gives Prior Approval for treatments and services prior to referral or following initial assessment that may form part of the Sub-Contract Services required by the Service User following referral |
| Referral | the referral of any Service User to the Sub-Contractor which includes any referral initiated by or on behalf of a Commissioner, the Head Providers, any Staff or the Service User |
| Service User | a patient or service user for whom a Commissioner has statutory responsibility and who receives Sub-Contract Services under this Sub-Contract |
| Service Variation | a Variation proposed by the Co-ordinating Head Provider which relates to a Sub-Contract Service and reflects: (i) the assessment by a Commissioner or Head Providers of pathway needs, the availability of alternative providers and demand for any Sub-Contract Service; and/or (ii) the joint assessment of two or more of the Sub-Contractor, the Head Providers and the Commissioners of the quality and clinical viability of the relevant Sub-Contract Service and the Services Environment; and/or (iii) the likely impact of any transformational need and/or the reconfiguration of a care pathway that might affect the relevant Sub-Contract Services |
| Sub-Contract Service Specifications | each of the service specifications set out in Schedule 2 |
| Subsequent Service Transfer Date | the point in time, if any, at which services equivalent to the Sub-Contract Services (either in whole or in part) are first provided by one or more of the Head Providers, giving rise to a relevant transfer under TUPE and/or COSOP |
| Subsequent Transferring Employees | any employee, agent, consultant and/or contractor who immediately before the Subsequent Service Transfer Date is wholly or mainly engaged in the performance of services equivalent to Sub-Contract Services (either in whole or in part) which are to be undertaken by one or more of the Head Providers on and following the Subsequent Service Transfer Date |
| Sub-Sub-Contract | any sub-contract entered into by the Sub-Contractor or any Sub-Sub-Contractor of any level for the purpose of the performance of any obligation on the part of the Sub-Contractor under this Sub-Contract |
| Sub-Sub-Contractor | any sub-contractor, whether of the Sub-Contractor itself or at any further level of sub-contracting, under any Sub-Sub-Contract |
| Suspension Event | has the meaning set out in the Head Contracts and the following sub-clause (viii) will be inserted into the definition – “the relevant Commissioner suspending provision of the services under any of the Head Contracts and such suspension relates in whole or in part to the Sub-Contract Services” |
| **Transferring Employees** | those employees transferring from one or more of the Head Providers to the Sub-Contractor or any Sub-Sub-Contractor under TUPE and/or COSOP as listed in Schedule 7A entitled Head Providers’ Employees |

1. **Commencement and duration**
   1. This Sub-Contract comes into force on the Effective Date and will continue in force until the Expiry Date unless:
      1. it is terminated earlier in accordance with GC17;
      2. one or more of the Head Contracts is terminated for any reason, in which case this Sub-Contract will (unless the Parties agree otherwise in writing) terminate immediately and automatically, without further action being necessary by the Parties, and subject to all the rights of the Parties accrued up to the date of termination; or
      3. the Commissioner, in accordance with one or more of the Head Contracts, requires the removal of the Sub-Contractor, or the termination of this Sub-Contract or any Sub-Contract Service.

*Guidance: the Sub-Contract has been drafted on the basis that it will terminate automatically on termination of one of the Head Contracts or where one Commissioner requires the removal of the Sub-Contractor . If this is not to be the case, e.g. if the Sub-Contract should only terminate in part if one of the Head Contracts is terminated or one Commissioner but not all requires the removal of the Sub-Contractor, or if there should simply be a right to terminate on the termination of one of the Head Contracts or one Commissioner but not all requires the removal of the Sub-Contractor (rather than termination happening automatically), this clause should be amended to reflect the agreed position.*

* 1. Delivery of the Sub-Contract Services will begin on the Service Commencement Date (unless the Co-ordinating Head Provider notifies a different date to accord with service delivery under one or more of the Head Contracts, or the Parties agree otherwise).

1. **Co-operation**
   1. The Sub-Contractor must co-operate with the Head Providers and (where the Co-ordinating Head Provider requests) directly with a Commissioner in order to ensure effective delivery of the Sub-Contract Services. Where the Sub-Contractor informs the relevant Head Provider of issues which require action under the relevant Head Contract or under any related sub-contract, the relevant Head Provider must endeavour to resolve those issues with the relevant Commissioner or with the relevant sub-contractor.
   2. The Sub-Contractor must deliver the Sub-Contract Services and perform its obligations under this Sub-Contract in such a manner as to ensure the Head Providers are able to comply with their obligations under the Head Contracts insofar as those obligations relate to, depend on or may be affected by the Sub-Contract Services, including compliance by the Sub-Contractor with any positive or negative obligation.
2. **Payment**
   1. The Price will be calculated in accordance with Schedule 3.
   2. Unless otherwise stated in Schedule 3, the Price:
      1. will be payable with effect from the Service Commencement Date;
      2. will remain fixed during the Sub-Contract Term; and
      3. is the entire price payable by the Head Providers to the Sub-Contractor in respect of the Sub-Contract Services and includes, without limitation, any royalties, licence fees, supplies, all consumables and equipment used by the Sub-Contractor, travel costs, accommodation expenses and the cost of Staff.
   3. Unless stated otherwise in Schedule 3, the Sub-Contractor must invoice each of the Head Providers, within 10 days of the end of each month, the Price in respect of the Sub-Contract Services provided in the preceding month. Each invoice must contain and be accompanied by such information and be addressed to such individual as each of the Head Providers may inform the Sub-Contractor from time to time.

*Guidance: these payment terms are on the basis that each of the Head Providers will be invoiced separately for the relevant Sub-Contract Services provided to them. If this is not to be the case, i.e. invoices are to be issued to the Co-ordinating Head Provider only, these terms should be amended accordingly.*

* 1. Each of the Head Providers must pay each undisputed invoice received by them in accordance with this section within 30 days of receipt of such invoice.
  2. To avoid any doubt, the Sub-Contractor will be entitled to be paid for Sub-Contract Services delivered during the continuance of:
     1. any Incident or Emergency, except as otherwise provided or agreed under SC30 (Emergency Preparedness, Resilience and Response) or this Sub-Contract; and
     2. any Event of Force Majeure, except as otherwise provided or agreed under GC28 (Force Majeure).
  3. Not used.
  4. Where the words “Commissioner” and/or “Responsible Commissioner” are used in the Never Events Policy Framework they will be interpreted for the purposes of this Sub-Contract as Commissioner and/or Responsible Commissioner and not Head Providers.
  5. Where applicable, the Sub-Contractor must administer all statutory benefits to which the Service User is entitled and, within a maximum of 24 Operational Days following receipt of an appropriate invoice, the Head Providers must reimburse the Sub-Contractor any statutory benefits correctly administered.
  6. The Sub-Contractor must administer and collect all statutory charges which the Service User is liable to pay and which may lawfully be made in relation to the provision of the Sub-Contract Services, and must account to whoever the Head Providers reasonably direct in respect of those charges.
  7. The Parties acknowledge the requirements and intent of the Overseas Visitor Charging Regulations and Overseas Visitor Charging Guidance, and accordingly:
     1. the Sub-Contractor must comply with all applicable Law and Guidance (including the Overseas Visitor Charging Regulations and the Overseas Visitor Charging Guidance) in relation to the identification of and collection of charges from Chargeable Overseas Visitors, including the reporting of unpaid NHS debts in respect of the Sub-Contract Services provided to Chargeable Overseas Visitors to the Department of Health and Social Care;
     2. the Sub-Contractor must take all reasonable steps to:
        1. identify each Chargeable Overseas Visitor; and
        2. recover charges from each Chargeable Overseas Visitor or other person liable to pay charges in respect of that Chargeable Overseas Visitor under the Overseas Visitor Charging Regulations;
     3. the Sub-Contractor must make full use of existing mechanisms designed to increase the rates of recovery of the cost of the Sub-Contract Services provided to overseas visitors insured by another state, including the overseas visitors treatment portal; and
     4. the relevant Head Providers must pay the Sub-Contractor, in accordance with all applicable Law and Guidance (including Overseas Visitor Charging Regulations and Overseas Visitor Charging Guidance), the appropriate sum for all Sub-Contract Services delivered by the Sub-Contractor to any overseas visitor in respect of whom its Commissioner is the responsible commissioner under its Head Contract and which have been reported through the overseas visitors treatment portal.
  8. In its performance of this Sub-Contract the Sub-Contractor must not provide or offer to a Service User any clinical or medical services for which any charges would be payable by the Service User except in accordance with this Sub-Contract, the Law and/or Guidance.
  9. The Sub-Contractor must administer and pay all Patient Pocket Money to which a Service User is entitled to that Service User in accordance with Good Practice and the local arrangements that are in place and the Head Providers must reimburse the Sub-Contractor within 24 Operational Days following receipt of an appropriate invoice any Patient Pocket Money correctly administered and paid to the Service User.
  10. Payment is exclusive of any applicable VAT for which the Head Providers will be additionally liable to pay the Sub-Contractor upon receipt of a valid tax invoice at the prevailing rate in force from time to time.
  11. If a Party contests all or any part of any payment calculated in accordance with this Sub-Contract, the contesting Party must:
      1. within 5 Operational Days of receipt by that Party of an invoice in accordance with this Sub-Contract, notify the other Party, setting out in reasonable detail the reasons for contesting that account or invoice (as applicable), and in particular identifying which elements are contested and which are not contested; and
      2. any uncontested amount must be paid in accordance with this Sub-Contract by the Party from whom it is due; and
      3. if the matter has not been resolved within 20 Operational Days of the date of notification referred to in paragraph 5.14.1 above, the contesting Party must refer the matter to Dispute Resolution;

and following the resolution of any Dispute referred to Dispute Resolution in accordance with this paragraph, insofar as any amount will be agreed or determined to be payable, the Sub-Contractor must immediately issue an invoice or credit note (as appropriate) for such amount. The Sub-Contractor must make any payment due to the Head Providers immediately together with interest calculated in accordance with this paragraph. For the purposes of this paragraph, the date the amount was due will be the date it would have been due had the amount not been disputed.

* 1. Subject to any express provision of this Sub-Contract to the contrary (including without limitation the Withholding and Retention of Payment Provisions), each Party will be entitled, in addition to any other right or remedy, to receive interest at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998 on any payment not made from the day after the date on which payment was due up to and including the date of payment.
  2. Whenever any sum is due from one Party to another as a consequence of Dispute Resolution or otherwise, the Party due to be paid that sum may deduct it from any amount that it is due to pay the other, provided that it has given 5 Operational Days’ notice of its intention to do so.
  3. The Parties must comply with Law and Guidance (including Who Pays? Guidance and Invoice Validation Guidance) in respect of the use of data in the preparation and validation of invoices.

1. **Alterations to Service Conditions and General Conditions for the purposes of this Sub-Contract**
   1. The following provisions are deleted:

**Service Conditions (SC):** 4.8; 4.9; 4.10; 6.2; 6.3; 6.4; 6.4A; 6.8.2; 6.13; 7.4A2; 7.4B2; 7.4C2; 7.4D2; 17.4; 17.5; 17.6; ; 29.3.1; 29.3.2; 29.26; 36; 38; and Annex B;

**General Conditions (GC):** 1.1; 1.2; 3; 12.2-12.5; 12.10; 13.2; 13.11; 14.4.1; 14.5; 14.8; 15.8.3; 15.8.6; 15.13; 17.6; 17.9; and 21.9

and any cross-references to those provisions are also deleted.

* 1. In the following provisions, references to the "Commissioner", “Commissioners” or “Co-ordinating Commissioner” (as applicable):
     1. will continue to refer to the relevant Commissioner:

**Service Conditions (SC):** 5.1; 6.14; 13.9; 23.2; 24.3; 28.6; and 30.4

**General Conditions (GC):** 21.13

* + 1. will refer to the Commissioner and the Provider:

**Service Conditions (SC):** 3.13.4;3.19

**General Conditions (GC):** 21.18; 22.4; 23.3

and any reference in those provisions to a request or notice being given by a Commissioner will be deemed to apply where such a request or notice is given directly, or is passed on, to the Sub-Contractor by the Co-ordinating Head Provider.

* 1. The following provisions will be amended as set out or described below:

**Service Conditions:**

|  |  |
| --- | --- |
| Service Standards (SC3) | The provisions of SC3.2A or SC3.2B (as applicable) will also apply to this Sub-Contract if failure by the Sub-Contractor to comply with SC3.1 is directly attributable to, or caused by, an act or omission of a Commissioner. |
| Co-operation (SC4) | SC4.8 will not apply to the Sub-Contract but the Sub-Contractor acknowledges the Head Providers’ obligations under SC4.8 of the Head Contracts and will provide all reasonable assistance to the Head Providers to comply with this provision. |
| Choice and Referral (SC6) | * 1. The Sub-Contractor must provide all information as required by the Head Providers regarding relevant Sub-Contract Services and appointment slots in such manner to enable the Head Providers to comply with its obligations under SC6.2 and SC6.3.   The Sub-Contractor acknowledges the provisions of SC6.8.2 of the Head Contracts and will not by any act or omission cause the Head Providers to be in breach of it. |
| Personalised Care (SC10) | The Sub-Contractor must co-operate with requests relating to Education, Health and Care Needs Assessments under SC10.7 whether that request is made directly of the Sub-Contractor or indirectly via the Head Providers. |
| Information Requirements (SC28) | Where there is more than one Commissioner, the Sub-Contractor will provide information in such a way that each dataset that it provides under this Sub-Contract contains the ODS code and/or other appropriate identifiers for each relevant Commissioner.  Information to be provided by the Sub-Contractor under SC28 and Schedule 6A (Reporting Requirements) must be provided to the Head Providers in aggregated form or disaggregated form as the Head Providers may direct.  Any obligations to report to SUS are outside the terms of this Sub-Contract unless expressly stated otherwise in this Sub-Contract. |
| Managing Activity and Referrals (SC29) | The Sub-Contractor must adhere to any Referral and treatment protocols that may be agreed between any one or more Head Providers and any one or more Commissioners and which are relevant to the Sub-Contract Services and notified to the Sub-Contractor.  If the Sub-Contractor requests Prior Approval in accordance with a Prior Approval Scheme and the relevant Head Provider or Commissioner, as appropriate, fails to respond within the time period specified in the Prior Approval Scheme then Prior Approval will be deemed to have been given. |
| Emergency Preparedness, Resilience and Response (SC30) | SC30.5.2 and SC30.8.1 will not apply if a Commissioner exercises its rights to insist that one or more of the Head Providers suspend the Sub-Contract Services. |
| Duty of Candour (SC35) | Notwithstanding any other provision of this Sub-Contract, if an incident requiring reporting or a Notifiable Safety Incident occurs, the Sub-Contractor must inform the Head Providers within 3 Operational Days of the occurrence or immediately if a death or serious injury results and must keep the Head Providers up to date with all developments and subsequent actions the Sub-Contractor takes and must take all reasonable actions as directed by the Co-ordinating Head Provider. |
| Local Quality Requirements (SC37) | In agreeing the Local Quality Requirements before the start of each Sub-Contract Year the Parties will ensure that they reflect variations to the Head Contracts as relevant to the Sub-Contract Services.  The text in brackets at the end of SC37.3 will be deemed deleted for the purposes of this Sub-Contract. |

**General Conditions:**

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| --- | --- |
| Staff (GC5) | Any indemnity given to the Head Providers by the Sub-Contractor pursuant to GC5.14, GC5.15 and GC5.17 of the Head Contracts (as incorporated into this Sub-Contract) will also apply in favour of the relevant Commissioner and the Sub-Contractor will be deemed to have provided an indemnity in identical terms to the relevant Commissioner.  The following paragraphs 1 to 5 will only apply where any employees of one or more of the Head Providers transfer to the Sub-Contractor or a Sub-Sub-Contractor under TUPE on or before the Service Commencement Date:   1. The Transferring Employees will transfer to the Sub-Contractor or any Sub-Sub-Contractor under TUPE and/or COSOP on the Service Commencement Date and paragraphs 2 to 5 will apply. 2. The relevant Head Provider will on or before the Service Commencement Date:    * 1. discharge all financial obligations owing to the Transferring Employees in respect of the period on or before the Service Commencement Date;      2. procure that any loans or advances made by that Head Provider to the Transferring Employees before the Service Commencement Date are repaid to it;      3. account to the proper authority for all PAYE tax deductions, pensions contributions and national insurance contributions payable in respect of the Transferring Employees in the period before the Service Commencement Date; and      4. pay the Sub-Contractor the amount which would be payable to each of the Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Service Commencement Date. 3. The relevant Head Provider will comply with its obligations under TUPE and/or COSOP in relation to the Transferring Employees by operation of TUPE and/or COSOP and will ensure a smooth transfer of the Transferring Employees to the Sub-Contractor or Sub-Sub-Contractor. 4. The relevant Head Provider will indemnify and keep indemnified the Sub-Contractor in relation to any Losses arising out of or in connection with any claim which arises as a result of any act or omission of that Head Provider in relation to the Transferring Employees or relevant Head Provider employees transferring to the Sub-Contractor under paragraph 5 prior to the Service Commencement Date, save for where such act or omission results from complying with the instructions of the Sub-Contractor or Sub-Sub-Contractor and save for where the Sub-Contractor or Sub-Sub-Contractor fail to comply with its obligations under regulation 13 of TUPE. 5. If any person who is an employee of the relevant Head Provider who is not a Transferring Employee claims or it is determined that their contract of employment has been transferred from that Head Provider to the Sub-Contractor or Sub-Sub-Contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, the Sub-Contractor or Sub-Sub-Contractor must employ that person in accordance with its obligations and duties under TUPE and will be responsible for all liabilities arising in respect of any such person from the Service Commencement Date unless that Head Provider offers employment to such person and the offer is accepted.   Paragraphs 6 to 10 will only apply where any employees of the Sub-Contractor or a Sub-Sub-Contractor transfer to one or more of the Head Providers on or immediately following the expiry or earlier termination of this Sub-Contract in whole or in part.   1. The Subsequent Transferring Employees will transfer to the relevant Head Provider under TUPE and/or COSOP on the Subsequent Service Transfer Date and paragraphs 7 to 10 will apply. 2. The Sub-Contractor will or will procure that a Sub-Sub-Contractor will on or before the Subsequent Service Transfer Date:    * 1. discharge all financial obligations owing to the Subsequent Transferring Employees in respect of the period on or before the Subsequent Service Transfer Date;      2. procure that any loans or advances made by the Sub-Contractor or a Sub-Sub-Contractor to the Subsequent Transferring Employees on or before the Subsequent Service Transfer Date are repaid to it;      3. account to the proper authority for all PAYE tax deductions, pensions contributions and national insurance contributions payable in respect of the Subsequent Transferring Employees in the period before the Subsequent Service Transfer Date; and      4. pay the relevant Head Provider the amount which would be payable to each of the Subsequent Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Subsequent Service Transfer Date. 3. The Sub-Contractor will or will procure that a Sub-Sub-Contractor will comply with their respective obligations under TUPE and COSOP in relation to the Subsequent Transferring Employees and will ensure a smooth transfer of the Subsequent Transferring Employees to the relevant Head Provider. 4. The Sub-Contractor will or will procure that a Sub-Sub-Contractor will indemnify and keep indemnified the relevant Head Provider in relation to any Losses arising out of or in connection with any claim which arises as a result of any act or omission of the Sub-Contractor or Sub-Sub-Contractor in relation to the Subsequent Transferring Employees prior to the Subsequent Service Transfer Date save for where such act or omission results from complying with the instructions of that Head Provider and save for where that Head Provider fails to comply with its obligations under regulation 13 of TUPE. 5. The Sub-Contractor will or will procure that a Sub-Sub-Contractor will indemnify and keep indemnified the relevant Head Provider in relation to any person who is an employee of the Sub-Contractor or Sub-Sub-Contractor who is not a Subsequent Transferring Employee is found to or it is alleged to transfer to that Head Provider under TUPE and/or COSOP. |
| Assignment and Sub-Contracting (GC12) | The approval of any sub-sub-contracting arrangements will be subject to:   1. the approval of the Commissioners; and 2. the approval by the Co-ordinating Head Provider of the terms of the Sub-Sub-Contract, which must be consistent with the terms of this Sub-Contract. The Sub-Contractor confirms and agrees with the Head Providers that under the terms of any Sub-Sub-Contract, the Sub-Contractor must carry out its respective obligations, and will impose such obligations on the Sub-Sub-Contractor, in order to ensure that the Head Providers can meet all their obligations under the Head Contracts to the extent they relate to the Sub-Contract Services including, without limitation, those under GC24.   Otherwise than as part of a statutory reorganisation where one or more of the Head Providers is a public body, or as part of an intra-group reorganisation where one or more of the Head Providers is part of a group of companies, the Head Providers may not transfer or assign all or any of their rights or obligations under this Sub-Contract except with the prior written approval of the Sub-Contractor unless this Sub-Contract expressly states otherwise. |
| Variations (GC13) | The Sub-Contractor acknowledges that the Head Contracts cannot be varied except in accordance with GC13. The Sub-Contractor agrees that:   1. it will not seek to vary any element of this Sub-Contract where the corresponding provision in one or more of the Head Contracts cannot be varied unless the variation is essential to the delivery of the Sub-Contract Services; 2. in proposing a Variation or responding to a Variation proposal, it must have regard to the Head Providers’ position under the Head Contracts; 3. should any variation be proposed under one or more of the Head Contracts and that variation impacts on the Sub-Contracted Service, the Sub-Contractor must:    * 1. provide the Head Providers with all information the Head Providers reasonably require within the timescales requested by the Head Providers to enable Head Providers to respond to any variation proposed by a Commissioner; and      2. use all reasonable endeavours to ensure the Head Providers are able to fulfil its obligations under GC13 of the Head Contracts to the extent any proposed variation relates to the Sub-Contract Services.   If a proposed Variation would or might have the effect of changing the Price, the Head Providers and the Sub-Contractor must seek to agree that change in accordance with the principles underpinning the price agreed as at the Effective Date.  The provisions of GC13.12 of the Head Contracts will also apply to this Sub-Contract if a proposed Variation could have a cost implication for a Commissioner. |
| Dispute Resolution (GC14) | If any Dispute arises under this Sub-Contract and the same or a similar Dispute arises under one or more of the Head Contracts, and/or if a Dispute arises under one or more of the Head Contracts and that Dispute relates in any way to this Sub-Contract, the Sub-Contractor or the Sub-Contract Services:   1. the Sub-Contractor must, if requested by the relevant Head Provider, negotiate with both the relevant Commissioner and that Head Provider and enter into mediation and/or expert determination with both the relevant Commissioner and that Head Provider; 2. the Sub-Contractor must provide any assistance reasonably required by that Head Provider in pursuance of a resolution of that Dispute or those Disputes; and 3. the Sub-Contractor agrees to be bound by the resolution agreed or determined under the relevant Head Contract to the extent that it relates in any way to this Sub-Contract, the Sub-Contractor or the Sub-Contract Services. |
| Suspension (GC16) | Where the Sub-Contractor is required to deliver to the Head Providers all materials, papers, documents and operating manuals owned by the Head Providers this will be deemed to include any materials, papers, documents and operating manuals owned by a Commissioner and provided to the Sub-Contractor in respect of the Sub-Contract Services. |
| Termination (GC17) | 1. The Sub-Contractor may terminate this Sub-Contract with immediate effect by written notice to the Co-ordinating Head Provider:    1. subject to any express provision of this Sub-Contract to the contrary if, at any time, the aggregate undisputed amount due to the Sub-Contractor from one or more of the Head Providers exceeds the equivalent of 3 times the average monthly income to the Sub-Contractor under this Sub-Contract and full payment is not made within 20 Operational Days (or 40 Operational Days if the reason for non-payment is due to the failure of the relevant Commissioner to pay the relevant Head Provider under the relevant Head Contract) of receipt of written notice from the Sub-Contractor referring to this paragraph and requiring payment to be made; or    2. if one or more of the Head Providers is in persistent material breach of any of its obligations under this Sub-Contract so as to have a material and adverse effect on the ability of the Sub-Contractor to provide the Sub-Contract Services, and the relevant Head Provider fails to remedy that breach within 40 Operational Days of that Head Provider’s receipt of the Sub-Contractor’s written notice identifying the breach; or    3. if one or more of the Head Providers breaches the terms of GC12 in relation to the transfer or assignment of its rights or obligations under this Sub-Contract; or    4. if any warranty given by one or more of the Head Providers under GC25.2, as it applies to this Sub-Contract, is found to be materially untrue or misleading.   *Guidance: the Sub-Contract has been drafted on the basis that the Sub-Contractor may terminate automatically on the occurrence of any of the above circumstances in relation to one or more than one Head Providers or Head Contracts. If this is not to be the case, i.e. if the Sub-Contractor should only have the right to terminate in part on the occurrence of any of the above circumstances in relation to one Head Provider or Head Contract, this clause should be amended to reflect the agreed position.*   1. In addition to the rights of the Co-ordinating Head Provider under GC17 (as incorporated into this Sub-Contract) the Co-ordinating Head Provider may terminate this Sub-Contract or any affected Sub-Contracted Service, with immediate effect, by written notice to the Sub-Contractor if:    1. one or more of the Head Contracts terminates in whole or part for any reason whatsoever; or    2. one or more of the Head Contracts expires and is not renewed for any reason whatsoever; or    3. a Commissioner directs one or more of the Head Providers to remove or replace the Sub-Contractor or terminate this Sub-Contract or any affected Sub-Contracted Service in accordance with the Commissioner’s rights under the Head Contracts.   *Guidance: the Sub-Contract has been drafted on the basis that it will terminate automatically on termination of one of the Head Contracts. If this is not to be the case, i.e. if the Sub-Contract should only terminate in part if one of the Head Contracts is terminated, or if there should simply be a right to terminate on the termination of one of the Head Contracts (rather than termination happening automatically), this clause should be amended to reflect the agreed position.* |
| Consequence of Expiry or Termination (GC18) | The provisions of GC18.2 of the Head Contracts will also apply to this Sub-Contract if a Commissioner procures any terminated Sub-Contract Services from an alternative provider and the cost of doing so (to the extent reasonable) exceeds the amount that would have been payable by that Commissioner to the relevant Head Providers for providing or procuring the provision of the same Sub-Contract Services.  Where the Sub-Contractor is required to return to the Head Providers materials, papers, documents and operating manuals owned by the Head Providers this will be deemed to include any materials, papers, documents and operating manuals owned by a Commissioner and provided to the Sub-Contractor in respect of the Sub-Contract Services. |
| Confidential Information of the Parties (GC20) | Notwithstanding GC20, the Head Provider will be entitled to disclose information in its possession that relates to this Sub-Contract (including the Price) or its subject matter, or any negotiations relating to it or the Sub-Contractor, to the Commissioner or other third party as may be required under the Head Contract, to NHS England or to any ICB of which the Head Provider is a partner (to the extent reasonably required for the activities of the ICB and ensuring that such members are subject to similar confidentiality obligations as described in GC20). The Sub-Contractor acknowledges the further rights of disclosure that the Commissioner or other third party has in relation to such information under the Head Contract. |
| Patient Confidentiality, Data Protection, Freedom of Information and Transparency (GC21) | The provisions of GC21.13 of the Head Contracts will also apply to this Sub-Contract if such information is required by the Commissioner.  The Sub-Contractor acknowledges that the Head Providers may be, and each Commissioner is, subject to the requirement of the FOIA. The Sub-Contractor must assist and co-operate with the Head Providers to enable them to comply with its disclosure obligations under FOIA, if any, and to meet its obligations to a Commissioner under GC21.18 of the Head Contracts.  GC21.18 to GC21.22 will only apply to this Sub-Contract if any of the Head Providers or the Sub-Contractor is a public body. |
| Intellectual Property (GC22) | The licence of Sub-Contractor Deliverables granted by the Sub-Contractor under GC22.2 will apply in favour of the Commissioners for the purposes set out in GC22.2, and to the Head Providers for the purposes of receiving the Sub-Contract Services and performing their obligations under the Head Contracts.  GC22.3.2 will not apply to this Sub-Contract, notwithstanding that the Sub-Contractor may apply to NHS England's NHS Identity team for permission to use the NHS Identity where it does not otherwise have permission to use the NHS Identity. |
| Third Party Rights (GC29) | Notwithstanding the provisions of GC29.1 of the Head Contracts, a Commissioner will be entitled to enforce or enjoy the benefit of this Sub-Contract to the extent applicable to that Commissioner and, for the avoidance of doubt, any third party rights of a Commissioner will include all rights granted under the Head Contracts to the Commissioner to the extent they are relevant to the Sub-Contract Services.  Should one or more of the Head Contracts be suspended for any reason and the relevant Commissioner determines, at its absolute discretion, that the Sub-Contractor should continue to provide the Sub-Contract Services, the Commissioner will be entitled to step into the role of the relevant Head Provider under this Sub-Contract until such time as the suspension of the relevant Head Contract ceases, that Head Contract is terminated, or the Commissioner requests the suspension of the Sub-Contract Services.  Should one or more of the Head Contracts be terminated for any reason and the relevant Commissioner wishes to enter into a contract directly with the Sub-Contractor, the Sub-Contractor must use all reasonable endeavours to enter into such contract with the Commissioner on terms substantially the same as the terms set out in this Sub-Contract promptly following termination of the relevant Head Contract. |

* 1. The following timescales are amended as set out below in order to allow for related actions under the Head Contracts:

| **Provision** | **Timescale in the Service Conditions or General Conditions** | **Amended timescale for this Sub-Contract** |
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| SC7.4C | 20 Operational Days (for notice that the Sub-Contractor will stop providing a Sub-Contracted Service to a Service User) | 16 Operational Days |
| SC24.6 | 5 Operational Days (timescale in which the Sub-Contractor must allow access to its property, premises, information and Staff following a request for access) | 4 Operational Days |
| SC25.1 | 5 Operational days (for the Co-ordinating Head Provider to provide copies of procedures and protocols implemented)  5 Operational Days (for the Sub-Contractor to provide copies of procedures and protocols implemented) | 6 Operational Days  4 Operational Days |
| SC28.11 | 6 months (for Co-ordinating Head Provider to make change to practice)  6 months (for Sub-Contractor to make change to practice) | 32 weeks  20 weeks |
| SC28.18.2 and SC28.19 | 5 Operational Days (Sub-Contractor to rectify any Information Breaches) | 4 Operational Days |
| SC28.20 | 10 Operational days (Head Providers to pay withheld sums to the Sub-Contractor) | 12 Operational Days |
| SC29.24 | 1 month notice (for the Co-ordinating Head Provider to replace or change the Prior Approval Scheme) | 3 weeks |
| SC30.2 | 5 Operational Days (Sub-Contractor to notify Co-ordinating Head Provider of the activation of its Incident Response Plan etc.) | 4 Operational days |
| SC32.6 | 10 Operational Days (for Sub-Contractor to provide evidence that it is addressing safeguarding concerns) | 8 Operational Days |
| GC5.15 | 20 Operational Days (Sub-Contractor to provide information in accordance with Regulation 11(2) of TUPE) | 16 Operational Days |
| GC11.4 | 5 Operational Days (Sub-Contractor proof of Indemnity Arrangements) | 4 Operational Days |
| GC11.8 | 3 months prior to expiry of, or 10 Operational Days following notice to terminate, this Sub-Contractor (Sub-Contractor evidence of continuing Indemnity Arrangements) | 14 weeks / 8 Operational Days |
| GC12.13 | 5 Operational Days (for the removal of Sub-Sub-Contractors) | 4 Operational Days |
| GC13.8 | 10 Operational Days (for the Co-ordinating Head Provider to respond to a draft Variation Agreement)  10 Operational Days (for the Sub-Contractor to respond to a draft Variation Agreement) | 12 Operational Days  8 Operational Days |
| GC13.10 | 10 Operational Days (for the Co-ordinating Head Provider to serve written notice)  10 Operational Days (for the Sub-Contractor to serve written notice) | 12 Operational Days  8 Operational Days |
| GC13.14 | 3 months' notice or 6 months' notice (for termination) | 10 weeks or 20 weeks |
| GC15.4 | 10 Operational Days (for the Sub-Contractor to send results of audit etc.) | 8 Operational Days |
| GC17.8 | 3 months' notice (for termination) | 10 weeks |
| GC17.10.8 | 20 Operational Days (for the Sub-Contractor to remedy a change in control breach) | 16 Operational Days |
| GC17.10.9 | 30 Operational Days (timeframe for consideration by Co-ordinating Head Provider of Change in Control Notification) | 36 Operational Days |
| GC17.10.12 | 40 Operational Days (to remedy breach) | 32 Operational Days |
| GC21.18.3 | 2 Operational Days (to provide a copy of the response) | 1 Operational Day |
| GC21.18.4 | 2 Operational Days (to transfer a request) | 1 Operational Day |
| GC21.18.6 | 5 Operational Days (to provide information) | 4 Operational Days |
| GC24.6 | 20 Operational Days (for information relating to Change in Control) | 16 Operational Days |
| GC28.3 | 5 Operational Days (to serve a more detailed notice) | 4 Operational Days |

**SERVICE CONDITIONS**

[*refer to the NHS Standard Contract 2023/24 (Full Length) Service Conditions*]

**GENERAL CONDITIONS**

[*refer to the NHS Standard Contract 2023/24 (Full Length) General Conditions*]

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