

Bolton Council Home and Community Based Support Tender Brief

INTRODUCTION AND OVERVIEW

The vision for Bolton council's Adult Social Care is: 'We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing the things that matter to us.'

The provision of care at home is an important element in the development of an integrated health and social care neighbourhood approach and this specification outlines a new approach to commissioning home care services within this context.

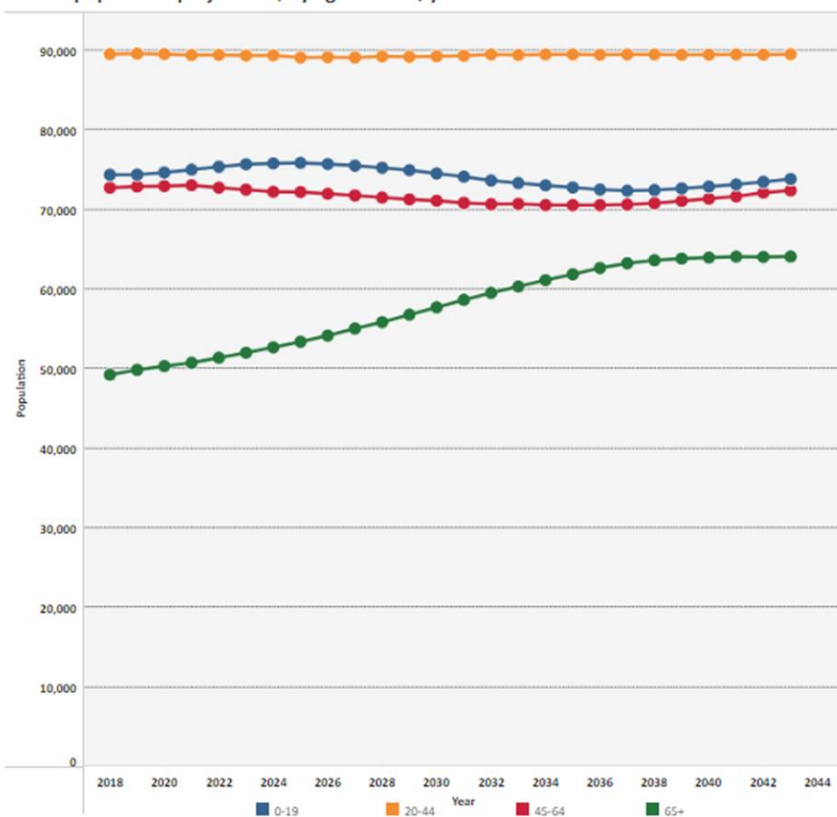
Bolton Council is committed to developing and improving Home and Community Based Support services within the Borough to ensure they are equipped to meet the changing and growing demand from the local population.

About Bolton

- Bolton's population currently stands at 299,000 ([mid 2022 population estimate](#))
- The borough has a higher proportion of [older people](#) (65 years plus) than Greater Manchester as a whole
- Around half of Bolton's residents are aged under 40
- There are many other variations between different parts of Bolton. [Neighbourhood](#) working can make sure we take these into account.

People in the UK are living longer and therefore the numbers requiring social care support will rise with this. It is essential that health and social care services respond effectively to the demand pressures from a growing and ageing population. In general, over the next 20 years Bolton will see a rise in the number of residents aged 65 and over; whilst other broad age groups are set to remain relatively stable, Bolton will see a growth in the number of people exceeding the current age of retirement.

Bolton population projections, by age bracket, years 2018 to 2043



More detailed information can be found on the Bolton JSNA web page: [Home – Bolton JSNA](#)

Neighbourhoods

The council is implementing a neighbourhood delivery model for its community Health and Social care service provision in Bolton. The model aims to integrate health and social care services within six neighbourhood teams across Bolton, with populations of approximately 55,000. The Neighbourhood Teams will work together on interventions with individuals and identified groups in order to prevent, reduce and delay the need for health and care services in the future, to meet the requirements of the Care Act 2014.

[Information for social care providers – Bolton Council](#)



Home and Community Based Support.

Bolton Council currently commissions home and community-based support services across two separate contracts. A Framework contract has been in place since 2016 and is due to end 30th November 2024. We also have a DPS (DYNAMIC PURCHASING SYSTEM) contract which has been in place since 2021 and reopened in 2023, this is due to end in November 2024.

Existing Framework and DPS Providers who are successful at gaining a place on the Framework and already have existing service users will continue with existing packages.

The council now seeks to commission a new and Home and Community based support service. This will focus on delivering individual outcomes for the residents of Bolton. Our intention is following award of the contract to continue incremental improvements during the term of the contract which will further embed Home First approaches, helping people to remain in their own homes within the community for as long as possible.

The new framework agreement comprises of two separate lots, (detailed below) with Lead Providers and Framework Providers. The Lead Providers are expected to accept 70 percent of allocated packages of care for their area of work on their designated weeks, and Framework Providers can apply for the remaining packages.

The tender process requires all providers to apply to become Framework Providers, then there is a further set of questions for any provider who wishes to apply for Lead Provider status. (See invitation to Tender document for more details)

Overview of the two service user groups Lots

Lot 1 focuses on supporting more people who require personal care and support, with these areas of need:

- a physical disability
- organic mental health issues not requiring specific mental health provision, including dementia, anxiety, and depression
- sensory impairment
- acquired brain injury

Lot 1 allocation of packages will align with Bolton's new model of six Neighbourhoods. We are seeking two lead providers per Neighbourhood, a total of 12 lead providers. Framework providers in Lot 1 will deliver services borough wide.

Lot 2 focuses on supporting those who require community support and these specific cohorts of need:

- a functional mental illness
- learning disabilities
- neurodiversity

Lot 2 allocation of packages will operate on a boroughwide basis with two lead providers working alternative weeks. We will change to payment for packages of care to be commissioned time with an increased emphasis on service users' outcomes.

During the term of the contract, we will work with providers to further develop their relationship building to meet individual outcomes around wellbeing and independence. Framework providers in Lot 2 will deliver services borough wide.

Key Performance Indicators (KPI)

- There will be renewed emphasis on KPI monitoring across the duration of the contract, the KPI levels will be reviewed as part of the annual fee setting process. There will be up to three KPI's linked to enhanced payments. KPI 1 - Manual overrides of ECM (Electronic Call Monitoring) to be set to a tolerance of 15% (moving to 5% over the duration of the contract).
- KPI 2 - Support Worker Quality, monitoring form.
- One further KPI to be developed for both Lots.

(See Appendix 5 of service specification for more details)

New Neighbourhood by number of current care hours and Population.

Neighbourhood Areas	Total Average Number of current Service Users	Total Actual number of current delivered hours per week per neighbourhood	Total Population
North	255	2287	47200
Central North	259	2096	47100
Central South	284	2435	51600
South	302	2752	51000
East	296	2312	41100

West	346	3010	57900
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HOME CARE COMMISSIONING

1744 people receiving home and community based support as at 30-Sep-23

1498 receiving just home support

238 receiving just community based support

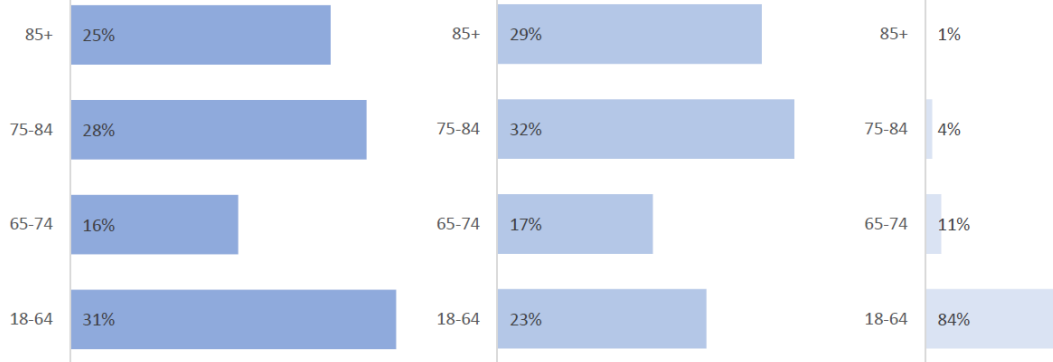
8 receiving both

People receiving support by age

Home and community based support (Total 1744)

Home support (Total 1506)

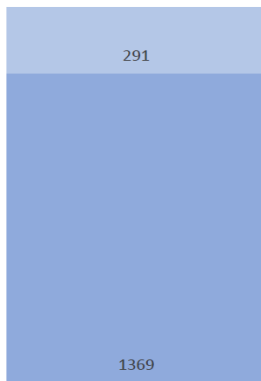
Community based support (Total 246)



People receiving home and community based support by ethnicity

Excludes people where ethnicity is unknown (81) or refused (3)

■ White British ■ Other



Breakdown of Other

