

Dorset Care Framework 2 – Market Engagement Events – Frequently Asked Questions

Q – What is a Lot?

A – A lot will have a clear descriptor and include entry requirements for each lot, it may be based on a specific cohort of people, who require services or types of service across all age groups, i.e. complex care or learning disabilities, and possibly then even further divided to Care Home provision or Care at Home for example.

Q - Will we have a list of the contracts that will be included in this framework?

A – All the information relating to the services included in the framework will be published on our e-tendering portal with the documents as part of the tender opportunity.

Q - Where you mention community safety services, what does this include?

A - Community Safety services will include Domestic Violence and Abuse.

Q - Will it also include sexual violence and abuse?

A – Yes, services that are commissioned by Community Safety in relation to DVA will go through the framework.

Q - Will provider rates apply to services that currently use block contract values such as housing related support contracts?

A - Where there is an intention to commission services for this area then yes.

Q - If there are set prices how will that work for innovative programmes that may not fit the mould?

A – We intend to support innovation as flexibly as possible so further competitions with flexible funding arrangements are likely to be used.

Q - If providers are not going to be ranked how will individual packages of care be awarded if more than one provider bids for it?

A - The packages of care will be awarded on a variety of criteria such as whether the provider can deliver all the care and when they can start. There will be quality questions that providers will need to respond to so we can ensure that all providers on the framework meet the standards expected.

Q - What kinds of services for children will be in this framework?

A – The aim of the service is to provide care and support at home for children and young people who are disabled, and opportunities for inclusion of children and young people with disabilities in their local community.

The Care and Support at Home and Community Support service shall be provided by trained care and support workers who can enable children and young people to experience a Short Break from their family, enjoy and experience activities which might otherwise be difficult for them to enjoy and promote independent living skills. This is to support young people coming into adulthood so there is a seamless transition.

Q - Will current providers be informed about how this framework will impact on their current contract?

A - The market engagement has commenced; current framework placements and arrangements continue but all new business will be off the new framework. Part of the aim is to encourage smaller providers to register so that they are able to bid for any innovative approaches to support people.

Q - If a provider rate is used - does this mean that it will be a rate per client/case?

A – Provider rates can be used for cost per hour – as is usual in packages of care for example. In non-care settings a ‘per person’ rate may also be used when a block contract is not the best vehicle.

Q - We are currently not on the framework - if we are successful when applying for a lot - where will complex care (70 hours and above) packages be posted to bid on?

A – Provision for all complex care packages regardless of number of hours will be sought via the complex care lot. Those providers who offer best value for money will be invited first to provide for the package.

Q - How are the families involved in the choice for individual packages?

A – The family and the cared for person would always be consulted.

Q – Will pricing be fixed?

A – Pricing schedules will be issued with individual lots.

Q – Are you planning to set rates, or will providers be able to quote?

A – Pricing schedules will be issued with individual lots.

Q – Do you have an approach to securing property for supported living schemes?

A - We are interested in securing new property for people with complex needs and have different approaches in securing the right accommodation.

Q - Is care within Extra Care schemes included?

A – Extra Care will be a separate Lot within the framework, so yes it will be included.

Q - Will there be a commitment to recognise the impact of staffing recruitment and low wages across the sector?

A – The Council is currently working with our providers and an independent company on a fair cost of care exercise, there has also been recent announcement from central government on a workforce grant. We will be looking at that and the conditions of the grant with a view to further support providers.

Q - Are you able to share a little more information about what sort of support you would be looking to have in place for young people transitioning to adulthood?

A – Our aim is to enable support that is needed to continue through to adulthood with continuity of provider.

Q – Is homelessness and rough sleeping included?

A – Yes – housing related support services – that currently encompass homelessness support – are included.

Q – We currently provide mainly through CHC for adults and children, processes for adults did change earlier in the year, will this new framework mean that all CHC funded packages (adult and children) will come through this process?

A - It is our aim that we secure provision through the framework.