**CONSULTATION - APPENDIX 1**

**Background Information**

**Development of the Service Model**

In developing the new model of Service for the tender we ran consultation workshops in partnership with Age UK and Healthwatch to ascertain the views of Service Users and their families. The exercise identified that Service Users and their families want:

* Support Workers with a genuine caring attitude who want to be in that profession;
* A consistent set of Support Workers who get to know and respect the Service User’s abilities as well as the areas where they need help;
* Support Workers who turn up on time, no missed visits and time bands that are adhered to;
* Support Workers to be allocated enough time to complete the tasks and to stay for the full allotted time, and
* Improved communication at all levels.

We consulted with current Providers and they indicated that:

* One hourly rate for Bolton and for Providers to compete on quality;
* A set price that is high enough to allow them to remain profitable;
* Don’t want visits less than 15 minutes, because it is unprofitable, difficult to rota and is unpopular with staff;
* The certainty of business provided by a longer contract would mean that they would be more willing to invest more in their workforce.

We have ensured that the new model takes into account Care Act Guidance, NICE Guidance and current best practice.

Our commissioning intentions for the future Home Support and/or Community Based Support Service were detailed in a report presented to our Executive Cabinet Member on 17th August 2015, outlining our recommendations regarding future contractual arrangements.

The full report entitled **Home Care Commissioning Intentions and Tendering Process** is available to read on the Council’s website via:[Link to Report 17th August 2015](http://www.democracy.bolton.gov.uk/CMIS5/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=vxnG6Yh5VGe8DlvC%2fvxqBMPyR%2bGmGoZDMli0YIa9KqOdvVwnZLr%2fUQ%3d%3d&rUzwRPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlg%3d%3d=hFflUdN3100%3d&kCx1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFflUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctNJFf55vVA%3d&FgPlIEJYlotS%2bYGoBi5olA%3d%3d=NHdURQburHA%3d&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3d&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3d)

The principle objectives of the new model of Service will be to:

* Ensure that there is an increased focus upon the quality of the Service delivered to Service Users;
* Address the issues raised nationally in relation to the Services;
* Pay a fair price for the Service, which reflects the costs incurred by Providers, but within the context of the financial pressures faced by the Authority.

**The Service Model**

There are 2 LOTs to be advertised which are referenced in this document as Service User Group One and Service User Group Two, and are described below:

The following is an overview of the two Service User Groups:

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| **SERVICE USER GROUP ONE** |
| Adults with support needs aged 18 and over, whose primary need includes:* Some degree of physical disability
* and / or organic mental health issues (including dementia),
* and / or sensory impairment,
* and / or acquired brain injury.
 |
| * Commissioned using the task and time model, i.e. where a specific task is carried out in a defined period of time, and delivered within time bandings.
* Minimum visit duration of 15 minutes.
* Work is divided between three zones, North, South and West.
* A maximum of 20 Framework Providers will be appointed, inclusive of up to two Main Providers for each of the three zones, making a total of six Main Providers.
* Each Main Provider will act as the Main Provider on alternate weeks for the acceptance of new referrals.
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|  |
| **SERVICE USER GROUP TWO** |
| Adults with support needs 18 and over, whose primary need includes :* A functional mental illness,
* and/or learning disabilities
* and/or autism,
* and / or Asperger’s syndrome.
 |
| * Commissioned, where possibly, by outcomes rather than task and time specific.
* Minimum visit duration of 15 minutes.
* The Provider will operate borough-wide as this is a smaller group.
* A maximum of 10 Framework Providers will be appointed, inclusive of up to two Main Providers.
* Each Main Provider will act as the Main Provider on alternate weeks for the acceptance of new referrals.
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**Current Activity as at 31st January 2016:**

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| **SERVICE USER GROUP ONE** |
| Service Users | 1288 |
| Commissioned hours | 10463.45 |
| Commissioned visits | 21491 |
| Average visits per client per week | 16 |
| Average length per visit | 30 minutes |

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| --- |
| **SERVICE USER GROUP TWO** |
| Service Users | 244 |
| Commissioned hours | 1494.41 |
| Commissioned visits | 1217 |
| Average visits per client per week | 1.2 |
| Average length per visit | 1 hour 12 minutes |

**Quality**

The Provider must have and use an Electronic Call Monitoring System (ECM) with reports being submitted on a weekly basis (Monday to Sunday). The ECM will be used to measure KPIs detailed in Appendix 2.

A Provider Activity Return will be issued by the Authority and must be completed and submitted by the Provider on a 4 weekly basis, aligned with the Payment period. This document contains information about staffing and Service Users and the information will be corroborated by the weekly ECM submissions. The Provider Activity Return will be used to measure KPI 4, as detailed in Appendix 2.

In order to achieve the outcomes that are important to the Service User and to increase the focus on the quality of Services delivered we have identified a set of Key Performance Indicators (KPIs), with clear thresholds to be achieved by all our Providers.

* LOT 1 Service User Group One: The Authority shall use 4 KPIs to measure specific elements of the Provider’s delivery of the Services:
	+ KPI 1 – Manual Overrides
	+ KPI 2 – Visit times
	+ KPI 3 – Support Worker Consistency
	+ KPI 4 – Support Worker Quality
* LOT 2 Service User Group Two: The Authority shall use 2 KPIs to measure specific elements of the Provider’s delivery of the Services:
	+ KPI 3 – Support Worker Consistency
	+ KPI 4 – Support Worker Quality
* The Authority also reserves the right to implement two further KPI’s (KPI 5 and KPI 6) for LOT 2 Service User Group Two at any time after the date of the first anniversary of the Commencement Date of the Agreement.

See Consultation - Appendix 2 for further details.

**Hourly Rate**

The Authority has developed a Standard Hourly Rate with a minimum visit time of 15 minutes, which will be paid for delivered Services, and if a Provider meets the KPI thresholds the provider will be eligible for an Enhanced Hourly Rate.

See Consultation - Appendix 3 for further details.

**The Agreement Period**

The initial term of the Framework Agreement will be **4 years,** and the Council shall at its sole discretion extend the Contract Period for a further term of **2 years**.