

## Notes of Provider Meeting Post Tender Launch: Homecare

6th January 2017

Luttrell Room

County Hall

Taunton

	Question	Answer
1	If we are in Tier 1 do you expect us to pick up 80% of the business?	We require providers in tier 1 to bid for 80% of the total work available within the whole delivery area. Therefore, we expect each provider to bid positively for at least 80% of the business offered through the call off requests.
2	Please explain what 'night response' is	Users of the Service may have short-term or intermittent night time needs, particularly those leaving hospital. Night time care and support will support these Users of the Service to help them while they regain their independence and confidence as part of their care and support plan. We will commission night time support through the framework. We may require any duration between 1 hour and 5 hours and we will pay an hourly rate for each hour. Or see below
3	Please explain what the night service 6 – 9 hours is ?	Where we might require between 6 and 9 hours we will pay a night rate. This will be the same rate regardless of the number of hours booked up to 9 hours, but not less than 6 hours
4	How much is new business?	New business is outlined in Service Specification Appendix 8. Indicative homecare activity
5	KPIs – person centred care - use of male carers – putting us in a straight jacket if you hold us to 80% - concerned about expectations P 28 of call of specification	Reasonableness comes in - we will facilitate choice and control where reasonable and for specific cases but the use of male carers is welcomed.

6	What is the pricing over bank holidays?	The prices are flat rates – there will be no adjustment
7	Devon have awarded 2 contracts – One is working at £17.80 ish per hour and the other one at £16.00 plus is not – CHC pricing is working – you are closer to the failing contract.	We will not change the rates – we have benchmarked and researched. We have a fixed budget.
8	Precepts on Council Tax are being allowed to increase but the rates you are proposing could be static for the next 4 years	There is a provision in the contract for review. We will have conversations to agree the annual review. We will be consulting annually with market.
9	The NMW will increase to £9.00 by 2020	We have a clause in the contract that allows uplift.
10	With regard to the Live In rate – case law is currently awaited – It costs £647 - £665 to pay staff at moment	We have set the rate at the current live-in care rates we pay  If there is case law which requires us to review this the contract allows us to do this.
11	What would happen if you could not achieve this on published prices – have you thought what you will do?	Yes we have contingencies but we cannot discuss this during a tender process  It is entirely up to individual providers to choose whether to bid for the business at these rates
12	Will current clients stay on the current rate?	Current clients will stay with current providers. Any increase will depend on the fee setting process for 2017/18. Those providers who do not wish to work with these rates will be required to give notice to SCC. The work will be reallocated via the framework.
13	If we bid for a call off but don't win will it count against us in relation to the	No

	KPIs?	
14	If an existing package increases and stays with the current provider will any new hours be paid at the old rate?	Please refer to Question 12.
15	Is there any restriction on the number of Lots that can be awarded to one provider	No
16	There is no minimum price for Tier 2 – providers could bid at a price lower than the Tier 1 minimum?	Yes that is correct
17	Are you concerned about pick up in rural areas?	Yes and we are now – we will work with the market
18	Will we be told why we are not successful in winning individual call offs?	Yes we will provide feedback
19	Will the pricing for Lot 6 be same as for other lots?	The pricing for Lot 6 will be released when Lot 6 goes live
20	Lot 6 – reference paragraph 12.6 - do we need to employ nurses?	There are currently about 5 people who require Nurse Led Care. We do not require all providers in lot 6 to employ nurses. However, we will require one or two providers to provide Nurse Led Support.
21	Your referral approach allows 2 working days response time – we would want to respond quickly and will not want to hold a vacancy open for this amount of time?	We hope that this approach will allow providers to better plan, rather than requiring immediate reactions. Where we need an immediate response, we will show this on our request for homecare. 48 hours is an acceptable period of time and will allow for good planning and time for providers to respond. If all 8 bidders in the Tier 1 delivery area have submitted a response before the 48 hour deadline, we may choose to close the opportunity earlier in order to see the responses.

22	Is there a word limit for responses to the Quality Questions?	It is 5000 characters per question (includes letters and spaces) for Lots 4 – 6. Word counts for Lots 1 - 3 will be stated.
23	Referrals will be anonymised - what would happen if it turned out it is not possible to pick up as we have an issue with a particular individual.	We would discuss this with you regarding individual issues and where there is a legitimate reason we will either potentially place with the 2 <sup>nd</sup> bidder or a Tier 2 provider.
24	If we decide we don't want to be a Tier 1 provider anymore what mechanism is there to pull out?	There is a process in the contract for variation and termination
25	Children's services – what type of services are included?	We are looking at a broad range of homecare (domiciliary) provision for children and young people with learning disabilities, autistic spectrum disorders, challenging behaviours, long term medical conditions and multiple disabilities. We require high quality, personalised and value for money homecare services that are provided during the day and at night times that will include (please note this is not exhaustive) personal care, emergency care particularly where there may be a risk of a child or young person coming into the care system, short breaks for family carers, and nursing and health care. For further details please see the children's services Lot within the tender documentation.
26	What is 'Immediate response'?	This will be requested when care is required very quickly – immediate response to a call off is less than 2 days and will be specified on the homecare request.
27	So we won't be asked to go to say Exmoor at 2 hours' notice?	All referrals will go through the call off process
28	Do we have to provide the night service if we are in Tier 1?	Night time support requests are a very small proportion of the work. It will be commissioned in the same way as daytime support. We will expect up to 80% of night time support to be supported by Tier 1 providers within the delivery area

		which may not mean every provider in Tier 1 has to be able to offer night time support. We will monitor this rate and work with providers to address any take-up issues.
29	Travel and mileage – what if there is a change in legislation regarding payment for this?	There is provision within the contract to make changes if there is a change in legislation.
30	The new zones are larger areas potentially requiring more travel?	The zones are larger and we have allowed for a maximum of 8 providers per zone which will allow for a wide coverage including both urban and rural areas. We expect the zone will be made up of both larger and smaller providers that can operate across specific patches within a zone to ensure full coverage. Where this cannot be met in Tier 1, work will then be offered to Tier 2. We will monitor take up from Tier 1 which will enable us to pin point areas that are hard to deliver. This will allow us to further engage with the market to design workforce plans that target such areas. We will expect Tier 1 providers to work with us to pick up work within rural areas, and by attracting smaller providers to Tier 1 will help address these hard to reach areas, and not increase the requirement for more travel.
31	Will existing business be at same rate?	See Question 12
32	Direct Payment – will it be at same or different	Direct Payments are not part of this tender. The Direct Payment rates are set annually by the Council and will reflect the homecare rates. Direct Payment rate will not exceed the maximum homecare rates.
33	Do you have to be a Tier 1 or 2 provider to keep existing clients	No
34	What is your view on subcontracting?	This is set out in the tender documentation. Subcontracting is possible except for Lot 6 although consortium bids will be accepted for all Lots