PROVISION OF A FRAMEWORK AGREEMENT FOR SUPPORT AT HOME – SPOT PROVIDERS

Provider Engagement Event
7th December 2017

Welcome and scene setting

Tim Parlow

Head of Service

Integrated Community Support Commissioning

Agenda

- Detail of current services

- Proposals for spot accreditation

- Detail on Framework process

- Group discussion, feedback, Q&A

Housekeeping

- Fire exits and alarms

- Toilets

- Mobile phones

- Transparency

Context

- Rising demographic of need: Over 85s, dementia, people with disabilities living longer, long term conditions

- Significant financial pressure

- Recruitment and retention of staff issues in various sectors

- People wanting choice and control

- Technology

Provision of a Framework Agreement for Support at Home – Spot Providers

Kirsty Hough

Commissioning Manager

Support at Home

Daisy Sanghera

Deputy Head of Service

Integrated Community Support Commissioning

What we already commission

- Commission approx 2 million hours of home care a year
- Supporting approx 4,500 adults living in Hertfordshire
- Flexi care is delivered in addition to this
- Ten District and Borough areas, plus two areas that cover the more rural parts of the county
- 4 Lead Providers, 38 active Spot Providers
- Current spot contracts expire December 2017, extensions have been issued until 2 July 2018.

Unmet Need

UNCOVERED SERVICE REQUESTS (TOTAL VOLUME)	Dec 2016 Total	June 2017 Total	Dec 2017 Total
North Herts Area 1	9	10	6
East Herts Area 1	10	10	20
East and North Herts Area 2	5	3	7
Stevenage	4	1	6
Broxbourne	3	1	4
WelHat	16	9	15
Dacorum Area 1	13	11	48
Dacorum Area 2	9	7	13
Hertsmere	31	37	28
St Albans	29	15	43
Three Rivers	12	7	22
Watford	17	17	10
East	47	34	58
West	111	103	164
TOTAL	158	137	222

The Next Model – Framework Agreement

- Go live 3 July 2018

- 3 year Framework Agreement, option to extend for 1 year

- Framework will only open in emergency situations

- Eastern Region Call-Off Contract

- All providers will need to apply – existing spot providers and those new to HCC

- If you are not on the Framework you will not receive any packages from HCC

- Direct Award to current spot providers who are successful in applying, at current rates

Framework - Stage 1 Requirements

- CQC registration for 1 year for the location to be used to deliver the contract or evidence of corporate experience if this is to be added as new location

- Delivering 75hrs care (minimum) – private and/or LA

- Hertfordshire Care Standard

- Compliant electronic monitoring system

- Insurance

- Ability to meet the contract requirements

The Hertfordshire Care Standard

- A sustainable wage
  - Attracts staff who can deliver a quality service
  - Payment for travel and training time
  - Worker choice of contract
- Values based recruitment practice
- Supports good quality mandatory training
- Career progression and training
- Care that meets the Council's expectation
  - a compassionate and kind work force, respecting the dignity of service users and people who are committed to working in partnership with carers to provide the best possible care.
- Resources to promote service user choice and control over their care.
- Working towards HCPA Silver Membership within 12 months

Insurance

Minimum Levels of cover:

- £10m Public Liability
- £10m for Employers Liability
- £5m for Professional Liability
- £10m for Medical Malpractice

Procurement approach

- One stage process through Intend

- Requirements will be mandatory and assessed as pass/fail

- One quality question to be scored re care groups/specialisms, providers will need to detail their experience and expertise

- Financial Assessment – turnover, financial accounts, business plan

Additional Information

- Affiliations eg franchise arrangements
- Key personnel, office staff structure, number of active employed care workers, any other support
- Branch monitoring visit prior to call off
  - Policies & Procedures
  - Recruitment practices
  - Training & development
  - Care planning & risk assessments
  - Business Continuity Plan
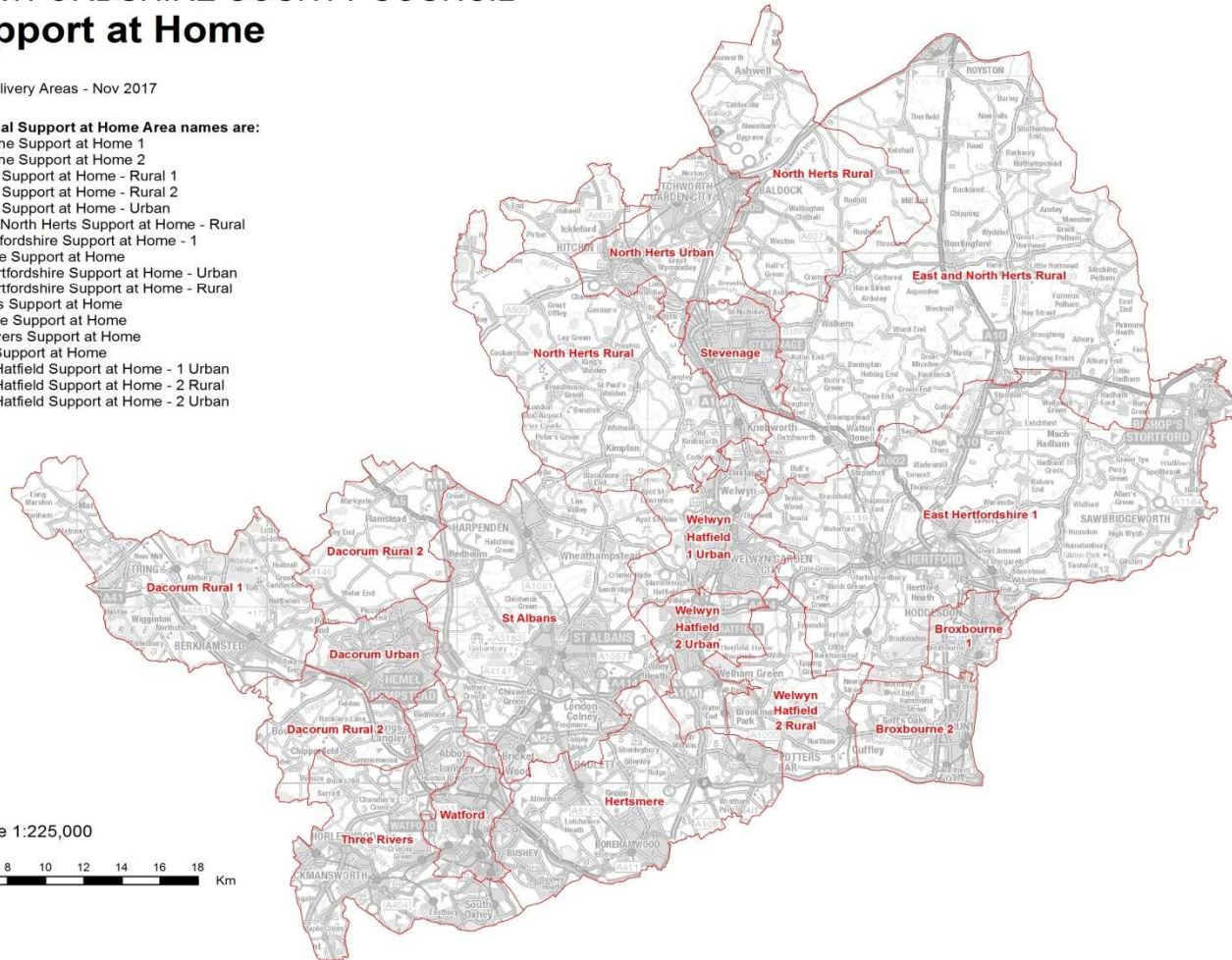 - Electronic Monitoring System

County Split

HERTFORDSHIRE COUNTY COUNCIL
Support at Home

Delivery Areas - Nov 2017

The formal Support at Home Area names are:
Broxbourne Support at Home 1
Broxbourne Support at Home 2
Dacorum Support at Home - Rural 1
Dacorum Support at Home - Rural 2
Dacorum Support at Home - Urban
East and North Herts Support at Home - Rural
East Hertfordshire Support at Home - 1
Hertsmere Support at Home
North Hertfordshire Support at Home - Urban
North Hertfordshire Support at Home - Rural
St. Albans Support at Home
Stevenage Support at Home
Three Rivers Support at Home
Watford Support at Home
Welwyn Hatfield Support at Home - 1 Urban
Welwyn Hatfield Support at Home - 2 Rural
Welwyn Hatfield Support at Home - 2 Urban

Scale 1:225,000

0 2 4 6 8 10 12 14 16 18
Km

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Map created by Corporate GIS Team. Contact GIS@Hertfordshire.gov.uk
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Call Off Options

	Older People	Physical Disability	18 - 25 SEND	Dementia	End of Life	Substance Misuse	Sensory Impairment	Learning Disabilities	Mental Health	Live in Care	Rapid Response	Carer Support
Lot 1 - East and North Herts												
Lot 2 - East Herts												
Lot 3 - North Herts Urban												
Lot 4 - North Herts Rural												
Lot 5 - St Albans												
Lot 6 - Hertsmere												
Lot 7 - Dacorum Urban												
Lot 8 - Dacorum Rural 1												
Lot 9 - Dacorum Rural 2												
Lot 10 - Watford												
Lot 11 - Stevenage												
Lot 12 - Broxbourne 1												
Lot 13 - Broxbourne 2												
Lot 14 - Welwyn & Hatfield 1												
Lot 15 - Welwyn & Hatfield 2 Urban												
Lot 16 - Welwyn & Hatfield 2 Rural												
Lot 17 - Three Rivers												

Rapid Response

- Response within 1 hour of request

- Start time within 4 hours

- Absorbed into mainstream service within 2 weeks of start date

Price

- Providers to submit a schedule of rates for mainstream support in the care groups and specialisms, bearing in mind geographic challenges.

- We will provide an hourly rate calculator

- Providers need to then calculate how this hourly rate is split across the week

	Weekday	Evening	Weekend	Bank Holidays
% of week	45%	26%	27%	2%

Price Bandings

Call Duration	Minutes Paid	% of rate paid (no greater than)
0:00-20:59	15	40%
21:00-35:59	30	60%
36:00-50:59	45	80%
51:00-60:00	60	100%
60+	Pro rata of hrly rate	Pro rata of hrly rate

- Rates for specialist care packages to be agreed on case by case basis, demonstrating need for specialist training, enhanced pay rates.

The Call Off

- Suitability Criteria

    - 1 – Geographical Area

    - 2 – Service User group/specialism

    - 3 – Start Date

    - 4 – Price

    - 5 – Service User Choice

- Providers will not be called off until a satisfactory monitoring visit has been completed

Key Procurement Dates

- Publish contract notice and Invitation to Tender issued: Jan/Feb 2018

- Evaluation: March 2018

- Contract Award: March 2018

- Service goes live: 3 July 2018

- 3 month mobilisation

- **Group discussion**
- **Feedback**
- **Q&A**

E-Tendering portal (In-Tend) www.supplyhertfordshire.uk

Things to Consider

- Ensure you fully understand the Council's requirements. Use the clarification period to ask questions if in any doubt

- Have someone else review your proposal before you submit it for evaluation (to make sure it makes sense to them)

- Ensure you allow plenty of time to upload your proposal – avoid last minute submissions

Next Steps

- Development of procurement documents
- Ensure you are registered with Intend/Supply Hertfordshire
- ITT in Jan/Feb 2018

What We Will Circulate

- Slides
- Hertfordshire Care Standard
- Electronic Monitoring Specification
- Write-up / summary of Q&A
- Feedback Form

thank you

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