

---

Our Reference:

18 September, 2019

Dear Service Provider

As part of the development of the proposals for the recommissioning of Care and Support at Home, we are exploring the payment structure options and the potential impact of these options. To help us to refine the proposed approach and understand the market perspective on the various options please answer the following questions about some hypothetical scenarios.

Please be assured, this is not part of a procurement or competitive exercise for business, and does not represent any commitment by you or your organisation to adhere to the responses provided at any future tender process. There is also no guarantee the Council will select any or all of the options in any future procurement.

Please note that further information about the proposals (including details of level 1 and 2) are available at the following link.

<https://www.contractsfinder.service.gov.uk/Notice/865bc3c6-7b71-4384-9982-484813a09159>

Also at the link is a wider survey which asks for your views on the wider proposals. Please do take the opportunity to respond to the full survey in addition to the questions presented below.

Many thanks

Juliette Garrett  
(Senior Commissioning Manager)

**QUESTION 1) Please consider the following scenarios:**

**Option A)** The Council pay the Service Provider 12 weeks at the customer's initially identified indicative budget, and this is not adjusted (during this 12 week period) to account for actual delivery during that time (unless the service ceases).

The Service Provider therefore receives an assurance of receiving payment for the whole indicative budget for the 12 week period regardless of the hours actually provided in that time (as long as the service meets the assessed needs of the customer, and the service provided is as agreed with the customer to meet those needs.)

During this period the Service Provider is asked to provide a 'right-sizing' function (i.e. to work with the customer flexibly to focus on their abilities and strengths, consider their wider networks, the potential for benefit of other services such as technology and equipment and support them during the first few months of their service to identify what support they need on an ongoing basis after they have settled into the service). At the end of the 12 week period, the budget is reviewed, the ongoing service confirmed and the Service Provider is paid for the actual amount of hours of service provided, which will then follow thereafter.

**Option B)** The provider receives payment for the actual hours of service provided throughout the customer's time supported.

**Please indicate by putting a cross in the box, the option which your organisation would prefer to deliver against:**

Option A ☐

Option B ☐

**For whichever option you indicated is your preference, please confirm in the text box below what benefits this option would bring for your organisation, for the Council and for the customer.**

**Please indicate by putting a cross in the box, the option which your organisation would charge a lower hourly rate for:**

Option A ☐

Option B ☐

**If you have any further comments on these options, including how the different options impact on your rate/specific examples, please note them below:**

**Do you have any other ideas for alternative options or preferences for payment for services? Please include in your answer the benefits you believe your ideas have to your organisation, to the council and to the customer.**

**QUESTION 2) Please consider the following scenarios**

A level 2 area, which currently has 30 customers and 300 hours of service provided.

**If the Council offered guaranteed payment of a minimum number of hours per week for this area, would you be able to offer a lower rate compared to if no guarantee was offered? Please indicate yes, no, or dependent on level by putting a cross in the relevant box.**

Yes ☐

**If you answered yes, what might this reduction equate to?**

No ☐

**If you answered no, please explain why you would not be able to offer a lower rate for a guaranteed minimum number of hours per week in this example**

Dependent on level of minimum number of hours ☐

**If the answer is dependent on the level of minimum number of hours, please confirm based on the scenario above, what the minimum number of hours per week would be that your organisation would require to offer a lower rate and provide a sustainable continuous service.**

**What other benefits are there from the Council offering a minimum level of guarantee, for your organisation, for the Council and for the customer/s? For example, this could include (but is not limited to) lower rates per hour, delay need for residential or nursing care (including how you would do this) terms and conditions of staff etc)**

**Do you have any further ideas regarding minimum levels of business, or what your organisation could offer for a contract with a minimum level of guaranteed business?**

**QUESTION 3) Please consider the following scenarios:**

**Option A)** A level 1 area, which currently has 100 customers and 1000 hours of service provided. The Council pay on a spot purchase basis for services provided to new customers referred only. No guaranteed minimum hours payment. The service provider receives all referrals in this area before offering these wider, and is contractually bound to accept 90% of referrals.

**Option B)** A level 1 area, which currently has 100 customers and 1000 hours of service provided. The Council pay on a spot purchase basis for services provided to new customers referred only. No guaranteed minimum hours. The service provider receives all referrals in this area before offering these wider, and is contractually bound to accept 75% of referrals.

**Option C)** A level 1 area, which currently has 100 customers and 1000 hours of service provided. The Council commits to guaranteed payment of a minimum of 500 hours per week after the first 500 hours referred. The service provider receives all referrals in this area before offering these wider and is contractually bound to accept 90% of referrals.

**Option D)** A level 1 area, which currently has 100 customers and 1000 hours of service provided. The Council commits to a guaranteed payment of a minimum of 500 hours per week after the first 500 hours referred. The service provider received all referrals in this area before offering these wider and is contractually bound to accept 75% of referrals.

**Please indicate what your order of preference would be (with 1 being the most preferred and 4 being the least preferred). Please click on the drop down menu to select option.**

**Option A**

**Option B**

**Option C**

**Option D**

**Please indicate in order which your organisation would charge the highest and the lowest for (with 1 being the highest rate and 4 being the lowest rate). Please click on the drop down menu to select option.**

**Option A**

**Option B**

**Option C**

**Option D**

**In respect of options C and D which include an example of a minimum number of guaranteed hours per week, please confirm what your organisation could offer as a level 1 provider in these scenarios. For example, this could include (but is not limited to) lower rates per hour, delay need for residential or nursing care (including how you would do this) terms and conditions of staff etc)**

--

**If you have any comments on these options, including how the different options impact on your rate/specific examples, or the reason for which cost would be higher, please note them below:**

**QUESTION 4) Please consider the following scenarios:**

**Option A** – your organisation secures a place as a level 1 provider in an urban area with significant volumes of expected demand (currently 100 customers and 1000 hours per week of service) All referrals are directed to your organisation first and you are contracted to accept 90% of referrals.

**Option B** – your organisation hold a place as a reserve (DPS) provider in the same area. You will receive referrals if the lead provider is unable to deliver. Volumes are not guaranteed, referrals for new work will be limited but there are no targets in terms of expectations for accepting referrals.

**Please indicate by putting a cross in the box, the option which your organisation would charge a lower rate for:**

Option a ☐

Option b ☐

**If you secured a place as per option A, which includes significant volumes of referrals, please confirm what your organisation could offer as a level 1 provider. For example, this could include (but is not limited to) lower rates per hour, guarantee to support people for longer in their own home (including how you would do this) different terms and conditions for staff etc.)**

**If you have any comments on these options, including how the different options impact on your rate/specific examples, or the reason for which cost would be higher, please note them below:**

**QUESTION 5: Version 6 of The UKHCA's report 'A Minimum Price for Homecare' identifies the minimum price for care from April 2019 as £18.93. Please comment on your thoughts on the cost of providing care in West Sussex.**

.

Thank you for your assistance.