

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

1) *Does Nottinghamshire County Council either directly, or sub-contract provision of Domiciliary Social Care (Home Care) to adults?*

Yes

2) *If the answer to question 1 is "No", please provide the name of the Local Authority responsible for providing these services to citizens within your boundaries.*

N/A

3) *What is a reasonable estimate of:*

a. *The number of annual hours of Domiciliary Care provided/commissioned?*

Approximately 21,500 per week commissioned hours

b. *The annual expenditure of specific care provision, either directly or paid to contracted providers?*

Approximately £18.45m pa

c. *The average number of service users provided for within a 12 month period?*

Approximately 1800 at any one time over the past 12 months

d. *The average price paid per hour to external Domiciliary Care Providers.*

An average of £17.25 per hour as at February 2020

4) *If you contract out these services, very briefly describe how are these arranged.*

The County is divided into 6 geographical areas, 5 areas have a Lead Provider, supported by a number of Additional Providers. One area has only Additional Providers. Lead Providers are required to pick up 75% of all referrals made and Additional Providers are required to offer on at least 25% of remaining referrals. 'Individual and Bespoke' packages of care may be offered to a wider pool of providers via the Council's Dynamic Purchasing System.

5) *With reference to the answer in question 4, please provide the names, and status (tier one, lead, spot etc) of each provider utilised within the current contract.*

Lead and Additional Providers are set out below:

Lead Providers:

Fosse Healthcare Ltd (x2)

Direct Health

London Care Ltd (Comfort Call)

The Human Support Group Ltd

Additional Providers:

Leda Homecare Ltd

Gemini Exclusive Care

Fosse Healthcare

Caremark UK Ltd (Broxtowe and Erewash)

London Care Ltd (Comfort Call)

Direct Health

Caremark UK Ltd (Mansfield)

Bhandal Homecare

Agincare Group Ltd

Westminster Homecare Ltd

Absolute Care Ltd

6) *With reference to question 5, if you keep a record of their Care Quality Commission Inspection rating (Outstanding, Good, Requires Improvement, Inadequate), please include this.*

The Council does not routinely keep a record of CQC ratings for each service but does have regard to these at point of Contract award and or individual service audits or reviews.

7) *If these arrangements referred to in question 4, have been established as part of a tender process and formal contract, when did these contracts start?*

1st July 2018

8) *In reference to question 4, if these arrangements have a specific end date, then please provide that date, with explanation as to whether there are unilateral or multilateral extension clauses.*

Contracts are in place for 5 years, with the option to extend for a further 5 years

9) *If you utilise commissioning strategy that has preferred providers, please give reliable estimates of the utilisation of those providers against their expectation, over the last 6 months. Between Lead and Additional Providers, the expectation is that 100% of referrals are accepted. Combined Lead and Additional Provider performance is monitored by geographical area (Lots).*

The past 6 months is set out below, figures given are percentages:

% Lot	2 weekly				Recording moved to 4 weekly			
	July/Aug		Aug/Sept		Sept/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Lot 1	100	80	89	90	91	78	68	65
Lot 2	100	88	90	100	100	95	100	95
Lot 3	54	33	50	62	17	13	24	13
Lot 4	67	42	77	79	78	71	48	32
Lot 5	100	100	100	100	94	90	88	89
Lot 6	25	8	20	50	42	23	32	19

The Council's Dynamic Purchasing System is used to supplement performance in areas where this is below 100%.

10) *Do you anticipate launching a tender process to replace/generate arrangements to subcontract Domiciliary Care provision within the next 2 years, and if so, when?*

No

11) *Does your current contract utilise Electronic Call Monitoring in relation to billing and payments activity?*

No

12) *If the answer to question 11 is yes:*

a. *Is this a centralised purchased system, or do providers utilise their own, or a hybrid?*

b. *Does it apply to all providers, or a specific subset by size, contract status etc?*

c. *What is the mechanism utilised to determine payments to providers?*

N/A

13) *In relation to the answers in question 12, do you anticipate making changes to this approach either in the next tender process or foreseeable future? If so, can you provide a brief reason?*

No

14) *In relation to question 12, have you made changes to the approach in the last 24 months, and if so briefly, why?*

The Council previously used an Electronic Call Monitoring System but has moved to payment on commissioned hours, with any under delivery of less than 90% reclaimed.

15) *How much do you reliably estimate that DTOC in relation to Social Care, reason "E – Awaiting a Home Care Package", cost Nottinghamshire County Council over the last 12 months.*

Estimated cost is not available, however, the County Council performs in the top 5 authorities against DTOC Social Care reason 'E'.

16) *If you have an outstanding list of care hours that are waiting to be started under the arrangements referred to in question 4, then please provide either an average, or month by month detail, of the number of hours outstanding (sometimes referred to as pending). If these are collected and grouped by reason, then please provide the breakdown of reasons.* Information on outstanding care hours is not available.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk.

Yours sincerely

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