

Help to live at home service provider consultation results

FINAL DRAFT
Strategic Intelligence

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Results

There were a total of 17 responses to the questionnaire. Please note that because of the numbers of responses were very small, percentages have not been provided.

Section 1: Company and contact details

Q1. Please briefly outline your business interest in this consultation.

	Number of respondents	
	Yes	No
1a. Does your organisation currently deliver home care services funded by Herefordshire Council	6	10
1b. Does your organisation currently provide home care services in Herefordshire that are not funded by Herefordshire Council (i.e. direct funders)	9	7
1c. Does your organisation currently provide homecare services outside of Herefordshire	10	5

If you have answered "No" to questions 1a-1c, and the provision of home care represents a development for your organisation, please outline your business interest in this consultation:

There were nine comments made, please see appendix A for full list.

Section 2: Services and service delivery options

2a. Which approach do you think is more appropriate?

	Number of respondents
Zoning	12
All county	5

Please explain why and what benefits and problems do you foresee?

There were 17 comments made, please see appendix A for full list.

2b. How should home care services for people with complex needs be addressed within the proposed models?

	Number of respondents	
	Yes	No
Incorporated in each zone	5	8
Given a separate county wide structure	11	1
Given a separate two zone structure e.g. North and South	8	4

2c. Should people requiring more than 28 hours (+28) per week of home care be included in the same structure as those with complex needs?

	Number of respondents
Yes	11
No	6

Would this change your responses to 2b above?

	Number of respondents
Yes	1
No	15

If yes, how?

There were four comments made, please see appendix A for full list.

2d. Incentivise payments if all packages within the zone are picked up and not handed back by the lead provider or providers?

	Number of respondents
Yes	11
No	5

2e. Based on the current Herefordshire Council homecare hourly rates (£14.76-£15.76) what would be the incentivised rate?

	Number of respondents
Annual payment up to £10,000 per provider	5
Up to an annual payment of 2.5%	6

2f. Please provide additional comments or ideas with regards to incentivisation.

There were 16 comments made, please see appendix A for full list.

2g. How can the council support providers in maximising the utilisation of community services and resources?

There were 15 comments made, please see appendix A for full list.

Section 3: Zone options

Option A - Six zones county-wide

3a. Do you consider the potential number of weekly hours commercially viable (sufficient) in this area?

Zone	Number of hours	Is this sufficient for		
		One provider	Two providers	Three providers
Zone 1	1900	3	5	3
Zone 2	1500	5	3	3
Zone 3	2980	2	3	6
Zone 4	2100	3	3	5
Zone 5	2240	3	3	5
Zone 6	1830	3	5	3

Do you consider the proposed combination of urban and rural areas commercially viable (sufficient)?

Zone	Number of respondents	
	Yes	No
Zone 1	7	4
Zone 2	7	4
Zone 3	8	3
Zone 4	8	3
Zone 5	9	2
Zone 6	8	3

Option B - Four zones county-wide

3b. Do you consider the potential number of weekly hours commercially viable (sufficient) in this area?

Zone	Number of hours	Is this sufficient for		
		One provider	Two providers	Three providers
Zone W	4140	1	4	7
Zone X	2100	3	4	5
Zone Y	1830	3	5	4
Zone Z	4470	1	4	7

Do you consider the proposed combination of urban and rural areas commercially viable (sufficient)?

Zone	Number of respondents	
	Yes	No
Zone W	9	3
Zone X	8	4
Zone Y	8	4
Zone Z	9	3

Option C - Urban Hereford & three rural zones

3c. Do you consider the number of potential weekly hours commercially viable (sufficient) in this area?

Zone	Number of hours	Is this sufficient for		
		One provider	Two providers	Three providers
Zone A	2680	2	5	5
Zone B	1690	5	3	4
Zone C	2900	2	4	6
Zone D	5280	1	2	9

Do you consider the proposed combination of urban and rural areas commercially viable (sufficient)?

Zone	Number of respondents	
	Yes	No
Zone A	9	2
Zone B	8	3
Zone C	6	5
Zone D	10	2

Zone options

3d. Please rank the options in order of preference (1=your most preferred option, 2=your next preferred option and 3=your least preferred option)

Option	Number of respondents		
	1=most preferred	2=next preferred	3=least preferred
Option A	6	3	4
Option B	2	4	7
Option C	3	5	5

3e. Please comment on the rationale for your preferences above

There were 11 comments made, please see appendix A for full list.

3f. If a zoning model is adopted, what would your preference be?

	Number of respondents
One lead provider per zone with a framework of providers to support	3
2 lead providers per zone	2
3 lead providers per zone	3
1 lead provider and 2 secondary providers per zone	2
Other	5

Other, please outline your proposal

There were seven comments made, please see appendix A for full list.

3g. Can you confirm:

The minimum guaranteed number of hours per week a business requires to be viable in a zonal area

There were 11 comments made, please see appendix A for full list.

The maximum distance to travel

There were 10 comments made, please see appendix A for full list.

3h. If you were the lead provider in each zone how would you guarantee to support all packages within the zonal area e.g. sub-contracting, consortium bid?

There were 11 comments made, please see appendix A for full list.

Section 4: Quality and performance

4a. Please comment on how you think this can be delivered for better service user outcomes?

There were 15 comments made, please see appendix A for full list.

4b. What support will you need from the council to deliver this approach?

There were 14 comments made, please see appendix A for full list.

4c. Are there other approaches to improving quality?

	Number of respondents
Yes	12
No	0

If yes, please specify

There were 12 comments made, please see appendix A for full list.

4d. What is the most effective way to measure and improve outcomes?

There were 15 comments made, please see appendix A for full list.

4e. The adoption of a small number of lead providers could lead to staff Transfer of Undertakings (Protection of Employments) (TUPE) transfer or sub-contract work.

What would your preference be if you were successful in becoming the lead provider in a zone?

	Number of respondents
TUPE all eligible staff from unsuccessful organisations in the zone into your organisation.	4
Operate a sub contract agreement with all unsuccessful providers	3
Offer a mixture of sub contract and TUPE according to the wishes of the unsuccessful organisations	3

4f. What would your preference be if your organisation was unsuccessful becoming a lead provider?

	Number of respondents
TUPE all eligible staff from unsuccessful organisations in the zone into the lead organisation	0
Operate a sub contract agreement with the lead provider	6
Have the choice to offer a either sub contract or TUPE of all your staff in the particular zone	3

