

## Appendix 2 – current provision

Framework and off contract provision by provider, by lot, by district @ May 2024

2024/25 Provision via community support agencies																			
Framework Provider	Lot 1 Lifeskills & Independence (not S17)				Lot 2 community support/domiciliary care				Lot 3 sitting service				Lot 4 - complex care				Total CYP Supporting		
	North	South	East	West	North	South	East	West	North	South	East	West	North	South	East	West			
3 Angels																	0		
Action for Children	16																16		
Amazing Angels						1								1		1	3		
AMG Stone						3						2					5		
AMG Wolv							4				1						5		
AMG Burton									4							1	6		
Axion Social Care Ltd			1						2								3		
Bleep 360 care														1		1	2		
Care Avenue							1										1		
Care Perfect																	0		
CSK Support																	0		
Daniels Support Care						1					4						5		
Doves Care						3	4		4			1		1		2	15		
Eliezer Supported Living Services																	0		
Empathy View Healthcare						1											1		
EPIC Care Services			1					2									3		
Executive Health Ltd												1				1	2		
Freedom							1		12						2		5		
Haven Healthcare						2											2		
HBBA Care			1			2								3		1	7		
Healthcare 1st								2				2				1	1		
Lotus Care Services*				3				11								1	16		
Monarch Inc/Yanah												1					1		
Newcross																1	1		
Ocearns Care Services			2			2	2	1	1					1	2		2		
Passion 4 Care	0	0	0	0	0	0	0	0	0	0	0	0	0				0		
Progress Care			3														3		
Secure Healthcare			1						1								2		
Shiloh Healthcare																	0		
Severn																	0		
	16	8		4	0	15	12	22	26			1	5	0	7	5	9	11	141
Support by Lots	28 Lot 1				75 Lot 2				6 Lot 3				32 Lot 4				141		
Support by districts	38 Total North				26 Total South				40 total East				37 Total West						

Off Contract Provider	Lot 1 Lifeskills & Independence (not S17)				Lot 2 community support/domiciliary care				Lot 3 sitting service				Lot 4 - complex care				Total CYP Supporting	
	North	South	East	West	North	South	East	West	North	South	East	West	North	South	East	West		
Helping Angels						3								4			7	
Crossroads						6											6	
Advantage Healthcare														1			1	
Anchored Hopes																	1	
Axis								1									1	
Home2Home								4									4	
LSC Nursing																	1	
Prestige Nursing																1	1	
Verna Graham																	1	
	0	0	0	0	0	9	0	5	0	0	0	0	0	5	0	1	3	23
Support by Lots	0 Lot 1				14 Lot 2				0 Lot 3				9 Lot 4				23	
Support by districts	14 Total North				0 Total South				6 total East				3 Total West					

## Current Service Delivery

Since December 2022, commissioning reduced the waiting times for provision from avg 114 days to 2 days, however the lack of capacity on the framework meant considerable time was spent locating off contract provision. Families and the county council were also left exposed by utilising off contract providers that had not been subject to the tendering process. Often the off contract provision resulted in further agency changes for the families and the frequent change in carers was unsettling for the young people and families. In the event of urgent support, the county council was often at the mercy of high cost providers to support our most complex young people.

Provision offered lacked choice, was reactive and the carers were often not from the local area resulting in a lack of awareness, long travel times and lack of flexibility.

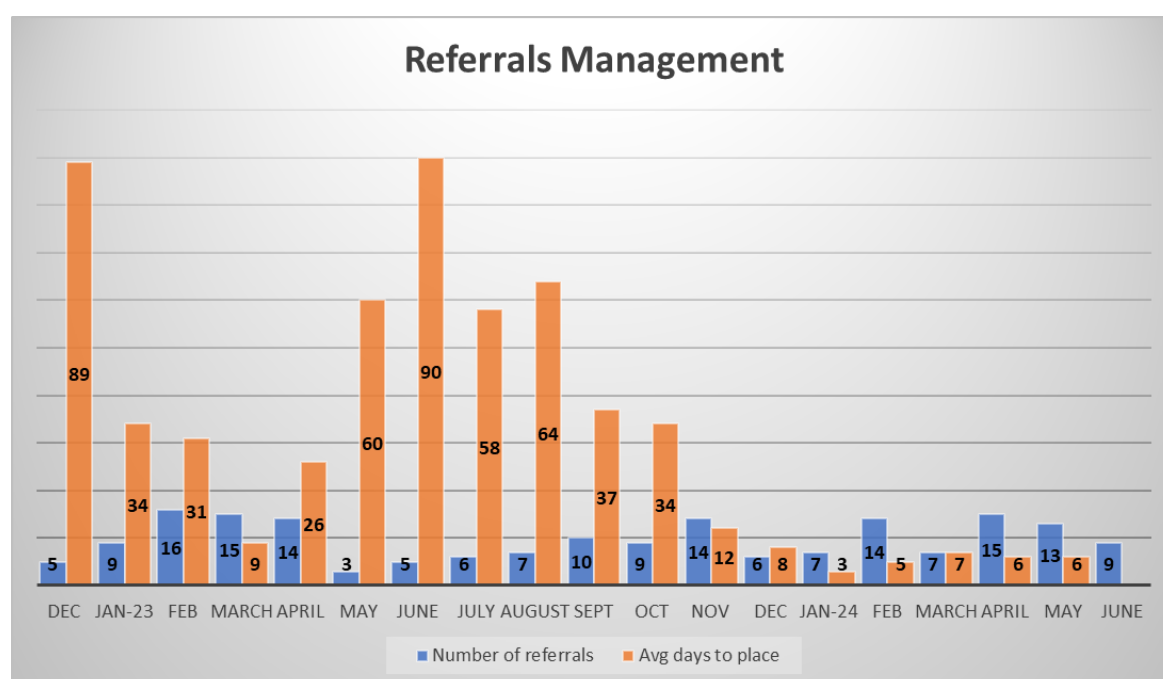
Commissioning removed several non operational tasks from social workers and brought the monitoring and quality assurance back under commissioning, enabling oversight of provision and referrals.

In March 2023 the decision was made to reopen the framework in increase capacity of providers across all districts and lots. All off contract providers were approached to register on proactis.

## Demand

The increase in demand led to a review of the process to secure provision. The process meant that families were often waiting up to 3 months for support following an assessment and decision to award at the Disability Resource Panel. Previously social workers had to complete the referral to framework providers, who are contracted to respond within 3 working days. However, the reality was the responses were taking up to 12 weeks and often required following up due to lack of response or further information required. This put pressure on operational staff.

Chart 1 – Referrals for community support provision (Lots 2,3,4)

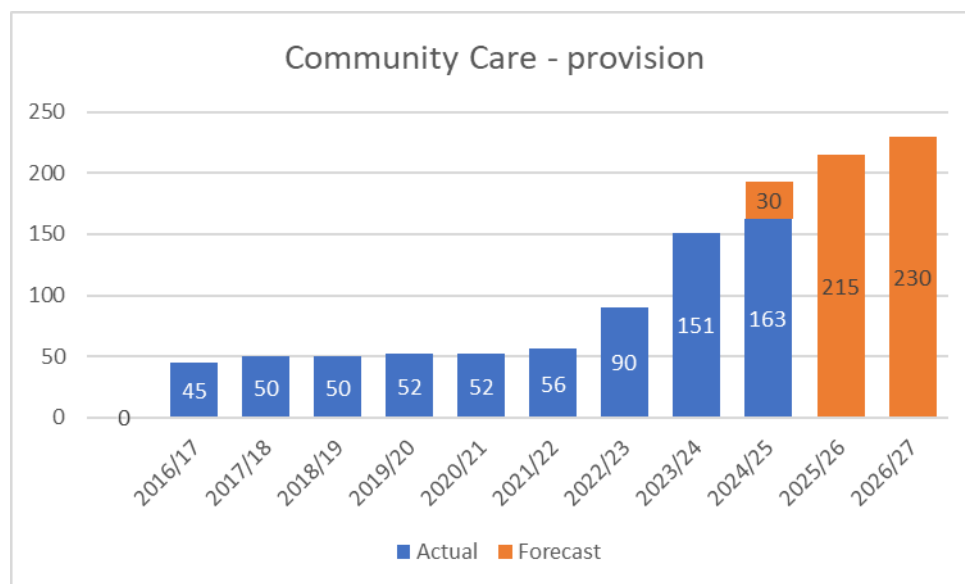


The impact of focusing on the tender evaluations during summer 2023 are reflected in referral times. With the new providers in place in November the referral times were significantly reduced

The table below shows demand for home care/community support (lots 2,3,4) over the last 4 years, and the capacity we could reasonably expect to plan for over the lifetime of this proposal. In 2020-21 56 CYP were in receipt of home care and community support packages. This compares to 90 in 2022-23 an increase of 61%. A total of 130 was forecast for 2023/4 and 151 actual support packages were in place an increase of 68% year on year.

With 163 CYP already receiving support in 2024/5 an additional 30 support packages are forecast for the remainder of the year (above natural migration). This does not reflect any increase due to improved awareness and utilisation of earlier interventions in place of removing the child from the family.

Chart 2 – Community Care, Provision in place



Source: ACTUALS Tracker 2024, Base 140 CYP (framework only ) 163 (all providers) May 2024

The number of children requiring support has risen steadily over this period. Some of this growth is due to the improvements in medical interventions and health support which are enabling some CYP with highly complex, life-limiting conditions to live longer than they would have done even a few years ago. This is reflected in the increase in Lot 4 provision.

Since the framework was established in April 2018 the increased demand has been managed whilst achieving efficiencies (largely due to the reduction/elimination of out-of-contract spot purchase arrangements).

This provision plays an extremely important part in helping reduce or prevent unplanned entry to care for CYP in receipt of support, by helping families sustain their own caring responsibilities. It is recognised that early help and support is vital to help families stay together and the cost of this type of care is very much more effective than residential care for example. The average cost per CYP for this care in 2022-23 is £10,690 per annum, which should be observed in the context of typical care costs of £3-4,000 per week (or more) for children’s residential care.

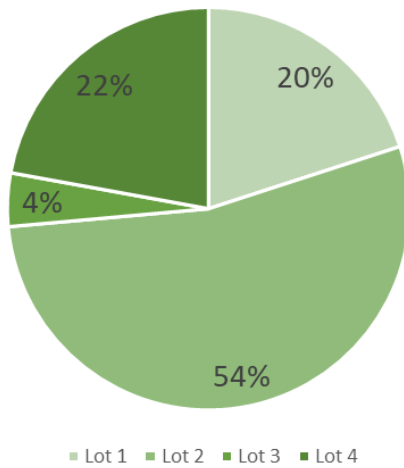
Forecasted provision reflects a 28% increase year on year for 2024-25 and the growth curve will not be as steep over the next two years based on utilising other early support services in C&F.

## Current Provision

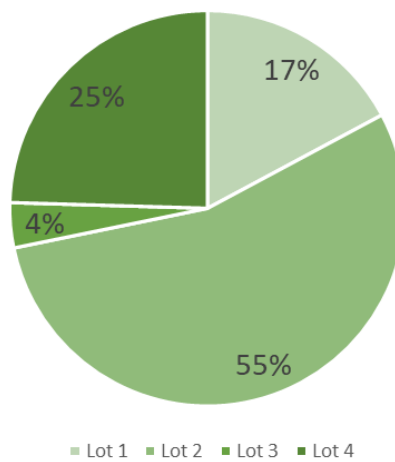
The majority of support is via Lot 2 accounting for over half of all provision with little variation across districts. However, CDS North is more reliant on off contract provision, driven by Lot 4 (complex care) and a lack of capacity in this rural area. CDS South has less community support provision than the other three CDS districts. This may be due to higher Direct Payment support which is possibly due to a previous lack of agency support in the Cannock/Lichfield area. The growing increase in referrals from this district (higher than other districts) since more capacity was introduced supports this theory. See Appendix 1 for lower level data relating to lots and districts.

[Chart 3 Framework support by lots comparing framework only providers v all providers](#)

Framework Provider split by lots



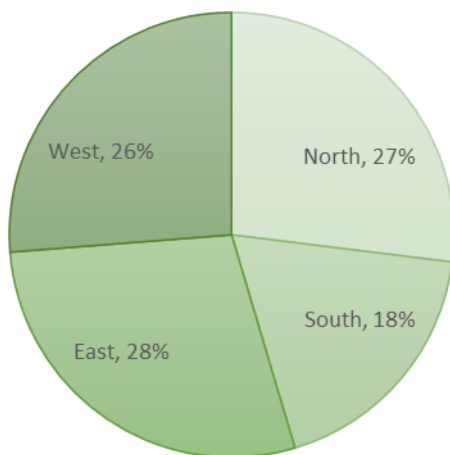
All providers split by lots



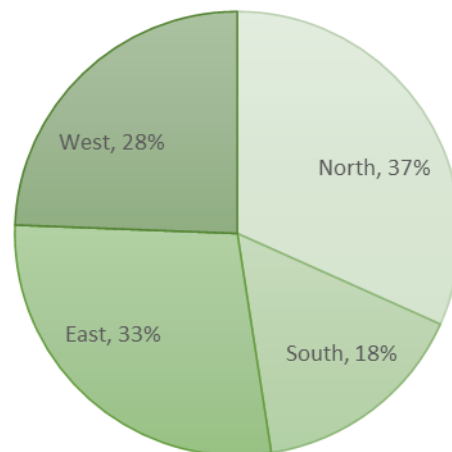
Source: ACTUALS Tracker 2024, Base 140 CYP (framework only ) 163 (all providers) May 2024

[Chart 4 Framework support by districts comparing framework only providers v all providers](#)

Framework Provider split by districts



All providers split by districts



Source: ACTUALS Tracker 2024, Base 140 CYP (framework only ) 163 (all providers) May 2024