

APPENDIX TO MARKET POSITION STATEMENT

FEEDBACK FROM PROVIDERS

Feedback from Care Providers

A number of Provider Forums took place during December.

Care Connected is our relaunched Provider Forum and is segmented by market, with a specific forum for Care Homes, Homecare and one for Housing with Support/Care (Supported Living and Extra Care Housing providers).

The draft Market Position Statement and key messages for each market was shared at each of the forum meetings.

Feedback from Forums

- increased transparency needed from the Council about ways of working and who to contact when issues arise
- Working together and providers being involved in decision making rather than being done to, which is the current perception
- An increased understanding about how the council commissions care services
- Increasing fees so providers can adequately recruit and retain staff.
- There needs to be clear Pathways for people who need Supported Living accommodation
- The gaps in provision and trends/patterns of need are not communicated to us
- Voids (empty tenancies) impact on provider's business model and sustainability of service - there needs to be a better way of matching people's need to provision to avoid placements breaking down
- We welcome more focused provider engagement events in relation to specific market sectors

As a consequence of the feedback received we have:

- Sent out a special edition of our Provider Bulletin to all providers to identify their key staff contacts across Market Management
- Surveyed providers on cost pressures and held bespoke Care Connected Forums to discuss fee setting 24/25
- Learned lessons from fee setting process 23/24 and recommending changes to the approach including automatic inflationary uplifts
- Enhanced capacity in Contracts Management to support fee uplift processes
- Invested in a Place Based license for CareCubed which will be made available to providers as part of phase 4 roll out to support their requests for exceptional uplifts, new placement costs
- March provider forums will include presentations from relevant commissioners to outline key priorities
- Ensured providers are represented at all Partnership Boards

Further market engagement will take place routinely through Care Connected Forums every quarter to inform the annual refresh of the Market Position Statement