

Adults' Health and Care

Update for care providers



2 June 2023

Hampshire County Council Help to Live at Home Framework

Dear Provider

Firstly, I would like to thank all those that attended the recent local provider events which were run across Hampshire between the Hampshire Care Association (HCA) and the County Council. Local provider forums offer a fantastic opportunity to build links between providers working in an area, and between other professionals working within the system. These well attended events were also a great opportunity for the County Council to hear your views and concerns first hand, and to take stock of the issues you are raising.

At the events, you raised:

- Concerns around the competitiveness of the market as a result of an increase in providers working in Hampshire, an increase that is continuing.
- Continued challenges around recruitment and matching the right number of staff to the available work.
- Requests for more information on the market, particularly around average rates, and levels of work in each area
- Requests to continue engaging with you, and to make sure your priorities are understood and accounted for

Over the last year, the County Council has seen the amount of work going through the Help To Live At Home Framework increase by nearly 11% in Older Adults home care hours alone. This means that over 4,100 more hours are being delivered every week, compared to April 2022. Hampshire also pay a higher average rate than most other Local Authorities, and we have also seen the average rate paid go up by more than £1 an hour over that same period. In recent months however, we have seen average rates paid start to reduce slightly, as increased competition is resulting in those with slightly lower rates being able to win more business.

We have listened to the concerns you have raised, and today I wanted to update you on an initial range of measures we're looking to put in place to respond directly to these concerns and help ensure as many providers as possible have the ability to maintain both their competitiveness, and viability.

These range of measures are:

1. **The County Council will be temporarily closing the Help To Live At Home Framework to new entrants.** While formal notification will follow shortly via our InTend system, this is a temporary measure designed to help manage the flow of new providers trying to enter the market in Hampshire. This process will only close the framework to new entrances and is not permanent. There is no impact on providers already on the framework who will still be able to request a move into new zones, and the County Council will still be able to call off new work from the framework.
2. **We will be providing you with updated information,** by zone, including information on average prices and volumes of work.
3. **Through our Contract Relationship Managers, the County Council will be implementing a new contract monitoring process,** designed to cover the whole market, but which aims to both have greater oversight of higher risk providers, and on building strong strategic relationships with providers who hold a significant amount of work with the County Council.
4. **Undertake a continued engagement with the market,** in partnership with HCA, to continue to reflect on market pressures and identify areas for additional support, as outlined in our recently published Market Sustainability Plan.
5. **The County Council will look to shortly undertake a review into packages placed at rates which are significantly above local area averages,** designed to ensure we are getting the best value for both the individuals receiving care, for the County Council, and potentially releasing a higher volume of work into the market if changes in rates cannot be agreed.
6. **The County Council will also issue and number of clarifications to the business rules,** designed to help make PEP submissions, and other processes clearer to all providers. These will not represent a change in process, but should help to make existing processes easier to understand.

We hope to be able to make some further announcements soon, and we also hope to be able to continue to engage with you all, both individually and through local events and other routes, so that we can ensure your voice is being taken into account. I would like to take this opportunity to thank you all for the hard work you do, day in and day out, to support and care for the people of Hampshire.



Hampshire
County Council