

September 2025 Provider Update

Dear providers,

As the summer draws to a close and we start heading into autumn, Hampshire County Council wanted to write to you about how we will be continuing the work of the recent change to the Community Care and Support Hampshire (CCSH) contracts, and how we will be working with you to ensure the right quality of service is being delivered, at the right price, for the benefit of the people of Hampshire.

This message contains important information regarding:

- **An update on current work**
- **Upcoming contract monitoring arrangements**
- **Variations**
- **Take a Break**
- **Bidding for packages of care**

An update on current work

Since the launch of the CCSH contract on the 28th of April 2025, 11,048 hours of care have been awarded, through 1,204 provisions. We are receiving an average of 4.5 bids per package placed Brokerage InTend. The average hourly price that care has been awarded at since launch is £22.59.

When applying to work with the County Council, providers were able to set their own rates, and while the County Council has set an absolute floor below which we will not go, providers had freedom to set their own rates above that. All providers that were successful in being awarded a CCSH contract (and not all providers were), were also asked to demonstrate their ability to deliver a safe, quality service. While the due diligence onboarding checks form an important part in ensuring quality, the County Council understands that it is important to maintain that quality through the life of the contract.

Contract monitoring

Following a period of onboarding providers onto the new CCSH contract, the County Council will now commence contract and performance monitoring against this contract. This will also include packages still being delivered under the Care and Support at Home contract. As outlined in the Service Specification for both contracts, Key Performance Indicators (KPIs) will be monitored and reviewed on a quarterly basis.

How will we be doing this?

We want to find a way that ensures we are able to monitor the quality of providers, while keeping the workload on yourselves as low as we can. To that end, all providers will be sent an MS form every three months to complete. The form has been designed to be as quick and straightforward to complete as possible. It is important that you submit the form by the deadline that will be stipulated in the

covering email. Failure to comply with the requirement to complete the required KPI information could result in further action being taken by the County Council.

Submissions, alongside information held on the County Council's systems, will be used to start prioritising and booking contract monitoring meetings.

Submitting variations

Hampshire County Council would like to remind providers that it is a contractual requirement to submit Variations, confirming the actual hours delivered, on a weekly basis (Monday to Sunday) using the Provider Portal. Failure to submit Variations data could lead to payments being delayed or withheld. Please refer to the Business Rules in the contract for a reminder around the rounding rules, cancellations, frustrated call and missed calls.

In order to pay providers correctly and to ensure that the County Council's client billing reflects the actual hours delivered, it is important that submissions are accurate. From our experience we know it is unlikely that commissioned hours are consistently delivered all off the time; this is due to cancelled calls, hospital admission etc.

The contract relationship management team will be undertaking audits of providers submissions. If an audit is going to take place on your submission someone will be in touch to request copies of your care logs. Please ensure this information is up to date, so it can be submitted promptly when requested. Audits will generally involve spot check, but if discrepancies are identified a full audit may be undertaken.

Take a Break

The contract also includes the provision of 'Take a Break' respite services for Carers. Take a Break is paid depending on providers submitted Variations data, and will not be paid automatically based on commissioned hours. Take a Break provisions can be regular or for limited periods of time, to offer Carers a valuable respite provision. Take a Break hours can be banked for up to 6 weeks. If the hours are not used within a 6-week period they will expire. Only hours delivered should be recorded when submitting Variations. It is not permissible for providers to declare hours not delivered and make their own 'banking arrangements' with individuals.

The Take a Break service is set up to provide a carer break. The service must be delivered in accordance with this Service Specification ensuring you meet the Individual's assessed needs and contribute to achieving their (SMART) goals. Take a Break is **not** a sitting service, and the time must be used to enable and engage the Individual either in their own home or out in the community in a Strength Based way. The Take a Break service is required to provide care and support for the Individual with an assessed need, not the carer.

Bidding on packages of care

When bidding on packages of care using Brokerage InTend, please ensure that you have the correct CQC registration and appropriately trained staff for the type of care being sourced.

If you plan to provide specialist care to people with a learning disability or autistic people, they must comply with the CQC guidance for these services ([Services for autistic people and people with a learning disability - Care Quality Commission](#)). Providers must also be signed up to the appropriate concordats and charters (as outlined in the Service Specification) to demonstrate their ongoing commitment to providing high quality care and support.

If you bid on a package of care and then hand back because you do not have the required registration or appropriately trained staff, this may result in a failure of the KPI for handbacks. Please ensure you check the referral and PEN picture carefully, before submitting interest.

Thank you

Hampshire County Council would like to thank you for your ongoing hard work and the care and support you deliver to our vulnerable residents. We look forward to receiving your performance information over the coming months and working together with you to continue to deliver the best possible service.