

## Consultation

### Providers

In summary Providers have told us they would the things they would like to see improved/changed in the next contracting round are mainly to meet the requirements of the Care Act, notably around employee terms and conditions. They are also supportive of a focus on outcomes, geographical model and electronic call monitoring.

Specific feedback was:

- Separating geographic areas
- Paid travel time
- Living wage
- Opportunities for smaller organisations
- Varied rates for services
- Outcome based
- Increased use of email
- Improved access through call centre
- Central point of invoicing
- Greater engagement with commissioners

### Assessment and Care Management Staff

Assessment and care management staff feedback mainly focused on the need to be able to secure service across the borough and improving the ease of back office functions. They also wanted to see improvements in the arrangements for Fast track packages.

- Ability to pick up packages from providers is vital- currently issues in arranging Fast Track packages
- Many providers now no longer have faxes: sharing of urgent data more protracted
- Provider flexibility in terms of service users with variable needs
- Need to consider total hours of care given per week and charge accordingly
- Improved IT to make it easier to give Rota's/ information to carer's and would allow for more accurate billing
- Coverage across whole borough – recently extreme difficulty getting service in some areas