

Appendix 4

2009 DOMICILIARY CARE CONTRACT & 2013 FRAMEOWORK AGREEMENT COMPARISON

Area	2009-2012 specification	2013-2017 specification
Local strategic links	n/a	Various commissioning strategies including Dementia, Learning disabilities and Mental Health
Regulation	Commission for Social Care Inspection (CSCI)	Care Quality Commission (CQC)
Number of providers	10 providers	16 providers
Reserve providers	None	Establishment of reserve framework to respond to increased service needs has resulted in 5 new providers.
Generic Contracts	6 block contracts of 800 hours per week; 1 block contract for sheltered schemes of 800 hours per week; 4 spot contracts with no guaranteed hours	Framework agreement with 15 providers (5 reserves), no guarantee of hours
Specialist contracts	For people with Acquired Brain Injury, complex disability, Multiple Sclerosis, Motor Neuron Disease, Stroke, Spinal Injuries, Epilepsy and any resulting challenging behaviours. 3 spot contracts with no guaranteed hours.	For people with Acquired Brain Injury. Framework Agreement with 1 provider (1 reserve), no guarantee of hours
Specialist contract	For People with Mental Health, Dementia and/or Complex Care needs. 1 block contract of 200 hours per week.	For People with Complex & Enduring Mental Health needs, A Dual Sensory Impairment and or Behavioural, Emotional & Social Difficulties Framework Agreement with 3 providers (3 reserves), no guarantee of hours
Disabled Children & Families contract	2 spot contracts with no guaranteed hours	Children & Families commissioning separately.
Specialist contract	Danbury Gardens – to be fulfilled by one provider 1 block contract for 720 hours. To include 24 hour on-call service and cover for lunchtimes. 1 spot contract with no guaranteed hours to provide for 38 individual support packages.	Danbury Gardens (1 reserve) 1 block contract for 720 hours. To include 24 hour on-call service and cover for lunchtimes. 1 spot contract with no guaranteed hours to provide for 38 individual support packages. Recommendation that at least 1 part time site manager (in fact TUPE resulted in 1 FTE + 3 Team Leaders) Under commissioning review October 2013 and due to report by end of 2014. Could lead to service remodelling.
Adult Social Care Outcomes Framework	-	List of outcomes to which the providers will be required to contribute: 1A; 1B; 1C; 1D; 1G; 1H;

(ASCOF)		2A; 2B; 2C; 3A; 3B; 3C; 3D; 4A; 4B
Area	2009-2012 specification	2013-2017 specification
Minimum staff requirements	Care Workers: NVQ 2 Managers: NVQ 4	Generic & Danbury Gardens: QCF level 2 Specialist contracts: QCF level 3 Manager/Director: qualification in social work, occupational therapy, nursing or management qualifications or equivalent experience.
Monitoring	Electronic Care Monitoring (ECM)	Electronic Care Monitoring (ECM) Quality Assessment Framework (QAF) Performance Standard Reports
Detailed reference to Employment issues	-	Recruitment; Matching Support Staff to Service Users; Respecting Service Users' Homes; Lone Working
Invoicing & Financial arrangements	-	Detailed appendices outlining how invoices should be laid out and submitted
Adult Social Care Outcomes Framework (ASCOF)	-	List of outcomes to which the providers will be required to contribute: 1A; 1B; 1C; 1D; 1G; 1H; 2A; 2B; 2C; 3A; 3B; 3C; 3D; 4A; 4B
Skills for Care	-	Requirement to be registered with Skills for Care National Minimum Data Set (NMDS-SC) and report annually
Commissioning of 15 minute calls	Permitted	End to commissioning of 15 minute calls in line with national guidance and in consultation with providers and stakeholders.
Commissioning Time Bands	These are the bands by which LCC pay providers, for example, a 30 minutes commissioned call may result in a carer only actually staying for 21 minutes and the council would pay for a 30 minute call, similarly if a carer stayed 39 minutes then a payment of 45 minutes would be made. Allowance of +/- 9 minutes	A performance analysis revealed that providers were consistently underproviding so this allowance was reduced to +/- 5 minutes
Schedule 8 – Safeguarding	Safeguarding policy referenced but not as separate schedule	Separate schedule relating to Safeguarding policy and stakeholders' obligations
Appendix 4 – Suspension of Services	n/a	Details the process under which a provider may be suspended from the framework agreement in terms of contract breaches, poor performance, etc
Area	2009-2012 specification	2013-2017 specification
Appendix 5 – Call off arrangements	n/a	Call-off process required under a framework agreement as each support package is individually

		tendered. Packages are awarded according to a provider being able to “match” a service user’s needs according to the time of the call, gender of the carer and the language spoken by the carer; ranking would decide when there was an instance of a provider “tie”
Appendix 6 – Continuous Improvement Targets	n/a	Requirement for provider to submit annual improvement report.
Appendix 10 – Sustainability Plan	n/a	Requirement to report how the provider adds social value and contributes to the sustainability agenda.