

Market Position Statement

Independent Living Support Service (Home Care)

May 2024

Overview

Home Care is one of the main care and support options provided to meet Care Act eligible needs - to enable residents to maintain their independence and quality of life in their own home.

The Adults, Health and Communities Directorate currently purchase packages of care and support from Providers appointed to the Independent Living Support Service (ILSS) Framework Agreement, which was established in 2021 and runs to the 12.07.2025.

There are 24 Providers appointed to the Agreement: ten 'Leads', eight aligned to the eight Neighbourhood areas and two specialist aligned to the north and south of the borough; and 14 Approved Providers who work across the whole borough.

The Agreement is the Directorate's largest contract, both in terms of spend (approx. **£28m** per annum) and number of residents (approx. 2,000 at any one time receiving a collective **29,000 hours** of care and support per week).

When procuring, the Council stipulated that all Lead Providers had to have a CQC rating of 'Good' or 'Outstanding', an office based in the borough and adhere to the CQC Fundamental Standards and the UNISON Ethical Care Charter. Care Workers have been paid London Living Wage since August 2019.

The Council has a set hourly rate: currently £22.22, which is uplifted annually.

The Council is re-modelling the Service and will be procuring a new arrangement at the end of the calendar year. Formal market engagement will take place from September 2024 onwards.

Demand

- Over the last decade, the Council has aimed to support its residents to stay safely and independently in their own home for as long as possible. This (coupled with population growth) has seen an increase in the number of residents receiving Domiciliary Care.

| Financial Year | Number of Residents | Number of Hours |
|----------------|---------------------|-----------------|
| 2021/2022 | 905 | 3,335 |
| 2022/2023 | 1,030 | 3,819 |
| 2023/2024 | 1,106 | 4,198 |

- Providers are commissioned to deliver a range of different care and support services, largely comprising Personal Care (ILSS Package Type Analysis (01.01.2023 - 31.12.2023)):

| Package Type | No. Packages | % of Overall Packages | Spend |
|-------------------------------|--------------|-----------------------|-------------|
| Personal Care ¹ | 1,080 | 53% | £22,220,172 |
| Daily Activities ² | 346 | 17% | £1,281,072 |
| Community Access ³ | 326 | 16% | £2,329,652 |

- For many years the Council has supported around 10% of its population through Long Term Care, compared to the England average of around 5%. We are developing strategies to reduce this trend over the next three years: largely through the expansion of our Reablement offer and Trusted Assessor function.

Supply

- 98% of our Home Care services are commissioned via the Framework Agreement, and we have sufficient (and in some cases) excess supply to meet our current demand.
- 21/24 Providers are CQC registered 'Good'. 12 / 24 Providers are based in Newham; and 75% of Care Workers are Newham residents (the majority of which are women of ethnic minority heritage);
- In 2023 (calendar year), 1,286 Newham residents started receiving a Home Care service. 1,117 new packages totalling 19,360 hours were commissioned from Lead Providers, and 169 new packages totalling 7,683 hours were commissioned from Approved Providers.
- 67% of services were commissioned for adult residents aged 65+, of which 60% were female, and 40% male. The highest proportion of residents receiving a service (24%) were 'White: British' followed by Asian: Indian (13%) and Asian: Bangladeshi (11%).

The Future: Overview

The 2025+ model will:

- retain the patch-based model, but reduce the Leads from ten to eight; and reduce the number of Approved Providers from 15 to six (also making these patch-based);
- have two 'all age' Lots / Providers ('specialist') - enabling residents to receive a consistent Service from child to adulthood. This will also enable the Adults, Health and Communities Directorate to achieve a more consistent strengths based approach and embed the Trusted Assessor model for under 18 Care Packages;
- have a Reablement Lot / Provider - allowing for a Reablement specific specification and KPIs. The Reablement Provider will not be allowed to also be a Provider of Long Term Care;
- have a Domestic Support Lot / Provider with a lower hourly rate. This will enable residents to have their Domestic Support be delivered by professional Cleaners. It is envisioned over time that Operations will support residents with domestic support as an eligible need to apply for Attendance Allowance or the equivalent to pay for this support - directing them to Check-a-Trader or Provider appointed to this new Lot;
- see the rebranding and formalising of the Trusted Assessor function and activities (inc: a refresh of the gain share arrangement to ensure financial benefits filter down to the Trusted Assessors themselves).