

Request:

- 1) Which electronic system do the council use to issue contracts/framework/spot/dps agreements to approved third party social care providers?

- 2) Does this system focus on the service user/citizens needs or the providers ability to accept the package?

- 3) Do you commission care on behalf of the NHS?

- 4) Do the council use computer software to issue/broker/assign service user packages to providers?

- 5) What system(s) are used to issue service user packages to approved providers, (Excel or similar, Email, Word) ?

Response:

We have provided the below response in the following format:

- a) Response for Supported Living Services
 - b) Response for Residential and Nursing Care services
 - c) Response for Home Care
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- 1)
 - a) Wigan Council advertise contractual opportunities on the e-sender known as: www.the-chest.org.uk
 - b) All residential and nursing placements are made on a spot placement basis; this is performed outside of any specific electronic system.
 - c) Wigan Council advertise contractual opportunities on the e-sender known as: www.the-chest.org.uk

 - 2)
 - a) All commissioning is based on people's needs assessment and support plan.
 - b) Not applicable for residential and nursing placements.
 - c) The specifications of the services / goods advertised via 'The Chest' focus on the service user/citizens' needs. 'The Chest' website is a means to communicate public sector opportunities to a wide audience. Please sign up to the portal to receive alerts to future opportunities.

 - 3)
 - a) Yes
 - b) No, not for residential and nursing services.
 - c) Yes, for some home care packages.

 - 4)
 - a) No
 - b) Not applicable for residential and nursing services.
 - c) No

 - 5)
 - a) Encrypted email
 - b) Support Plans coupled with a Letter of Intent to inform residential and nursing places are sent via secure email outside of any specific purchased system.
 - c) Support plan is sent via Email.

- 6) How do you providers confirm delivery of the care packages for payment?
- 6)
- a) Providers are sent a remittance advise on a four-weekly cycle, Providers are required to sign and return the remittance as confirmation of services delivered for the costs outlined. The process affords provider the opportunity to reflect back any variances to packages of care delivered.
 - b) Residential and Nursing services are sent a remittance advise on a four-weekly cycle, Providers are required to sign and return the remittance as confirmation of services delivered for the costs outlined. The process affords provider the opportunity to reflect back any variances to packages of care delivered.
 - c) Via an Excel Spreadsheet for homecare
- 7) How many brokers/people are employed to distribute and assign care packages to the contracted providers?
- 7)
- a) This is a task performed by the placing professional (Social Workers, Social Care Officers) and not a specific brokerage team.
 - b) For residential and Nursing packages this is a task performed by the placing professional (Social Workers, Social Care Officers) and not a specific brokerage team
 - c) Each SCW will commission directly with the provider for Homecare.
- 8) In the last 12m how many care providers have been awarded new care packages, by:
- 8)
- a) Residential Care - Between 01/07/2022 and 05/07/2023 836 long term residential and nursing placements were made in both in and out of borough services.
 - b) Domiciliary Care - Wigan have 8 Homecare providers assigned to zones in the borough.
 - c) Supported Living providers – 12.
 - d) Other
- a) Residential Care
 - b) Domiciliary Care
 - c) Supported Living providers
 - d) Other