



REQUEST 17396

I am submitting this request under the Freedom of Information Act 2000. I would be grateful if you could provide the following information regarding domiciliary care, supported living, and complex care services within your local authority for the period: - **Financial years 2023 and 2024:**

1. Contact details (name, job title, email, and phone number) for managers or commissioning leads responsible for domiciliary care, supported living, and complex care services. If available, please also include contact details for managers linked to specific service user types, such as:
 - a) Children and young people.
 - b) Adults with physical or learning disabilities.
 - c) Mental health service users.
 - d) Substance misuse or addiction recovery.
 - e) Autism and ADHD.
 - f) Forensic or ex-offender support.
 - g) Complex care needs (e.g., ventilated patients, PEG feeding, spinal injuries).
 - h) Dementia care.
 - i) Palliative or end-of-life care.
 - j) Hospital discharge and reablement services.
2. An explanation of the process for becoming an approved provider of domiciliary care, supported living, or complex care services. Please include details of any frameworks or approved provider lists, selection criteria, renewal timelines, and whether you accept spot purchasing outside frameworks. If so, what percentage of contracts are awarded to spot providers and why?
3. Data on current and projected demand for each service user type above, including referrals made, unmet needs or shortages, geographic areas with high demand, and future forecasts (3–5 years).
4. Details on types of accommodation required (e.g., HMOs, single houses, apartment blocks, wheelchair-accessible homes) and any known shortages or waiting lists.
5. Financial information, including rates paid to providers for domiciliary care (hourly), supported living (weekly by care level), and complex care (e.g., waking nights or enhanced support). Please also include exempt accommodation rents (lowest and highest rates) and any rates currently under appeal or dispute.
6. List of providers on your framework for domiciliary care and supported living.
7. Copies or links to your Market Position Statement for Adult Social Care or other related reports, as well as any needs assessments, gap analyses, or planning reports for future services and commissioning strategies.

8. Details on the tendering process for securing contracts and any current or upcoming tenders for these services. Please also advise how providers can register to receive updates about tendering opportunities.
9. Data on out-of-borough placements, including the number of service users placed into your borough by other councils and placed outside your borough by your authority. Please also specify which services these placements required.

RESPONSE

1. Joanne Willmott, Assistant Director, joanne.willmott@wigan.gov.uk, 01942 489451
2. Due to the implementation of the '2023 Procurement Act', which is anticipated to be in place by February 2025 (date is subject to change), the Procurement Team have not yet released information on any future procurement or renewal of current frameworks, however these will be under the new regulations.

Current contract timelines:

- a. Homecare services for Adult Social Care Contracted till March 2027 (option to extend 2yrs)
- b. Supported Living services for Adults Contracted till Nov 2026 (option to extend 2yrs)

We have minimal reliance on spot contracts outside of our contracted provision.

3. We are unable to detail by type stated by the requester as we do not use these types, however, we have provided a breakdown using our own Primary Support Reasons.

Domiciliary Care by Primary Support Reason	
Learning Disability	87
Mental Health Support	214
Physical Support	1501
Sensory Support	53
Social Support	16
Support with memory and cognition	126

Supported Living by Primary Support Reason	
Learning Disability	376
Mental Health Support	153
Physical Support	56
Social Support	10
Support with memory and cognition	9

It is projected that our 65+ population will increase by 20% over the next 5 years.

Unmet needs or shortages are not recorded in a reportable way so we are unable to provide figures for this. Detail of future needs can be found in our Market Position Statement and Housing Prospectus, links included below.

4. Please refer to our Specialist and Supported Housing Prospectus [Housing Strategy and Housing Needs Assessment \(wigan.gov.uk\)](#)
5. The 24/25 framework hourly fee rates are £21.24 for domiciliary care, £20.10 for supported living wake support and £9.04 for supported living sleep support. These rates also cover more complex care where complexity of need is reflected in the volume of support hours. Rates for more bespoke specialist care are agreed with providers on an individual basis. Exempt rents £35.37-£400.
6. Ashwood Care Agency, Care Choice North West, Caring Connections, Cherish Uk Ltd, Elite, Excel Care Management, Harmony Home Care, Personal Care Services Ltd, Combined Care, Ella Uk, Right Care North West, Care Choice North West, CareTech Community Services (T/A Complete Care and Enablement Ltd), Cherish UK, PossAbilities C.I.C, Amore Social Care Limited, Bolton Cares (T/A Wigan Cares), Community Integrated Care, Creative Support, Imagine Act And Succeed (IAS), MacIntyre, Mediline, Mountbatton Care Ltd.
7. [Market Position Statement \(wigan.gov.uk\)](#)
8. Please see Q2. You will receive alerts if you register on the NW procurement portal [The Chest: North West Procurement Portal](#)
9. Currently we have 27 out of borough supported living placements. We are unable to report on placements placed in Borough from other Local Authorities.