

Request

1. Regarding commissioned care services (IE care delivered by a third party provider), does the council ask providers to use an ECM (Electronic Call Monitoring) tool? Is this one system for all providers, or a mixture of different systems please?
2. How does the council collect data (For payment, KPI management or otherwise) from providers of commissioned care services?
3. How does the council currently pay for care services? Are providers paid based on what they actually deliver, commissioned data, block payments etc? What happens if a provider delivers more or less care than the council have commissioned?
4. Is an electronic portal used for providers to submit data/information on delivery of care services?
5. Please confirm contact details for:
 - The responsible officer of commissioned care
 - The person(s) responsible for management of care providers
 - The head/lead of the finance team processing invoices for your care providers

Response

1. Providers are expected to use ECMs. This is a mixture of systems.
2. Providers complete regular KPI surveys, weekly, monthly and quarterly via Microsoft Forms. Payments are via spreadsheet and invoices.
3. Paid on actuals. We have a 30% tolerance on over or under delivery.
4. No
5. Joanne Willmott, Director of Social Care and Transformation
01942 489451
j.willmott@wigan.gov.uk