

Home Care Review

Appendix 3

No.	Recommendation	Link Officer	Anticipated Completion Date/ Completion Date	Evidence of Progress Presented to Committee on 13 December 2016	Assessment of progress Categories 1-4	Evidence of Progress Presented to Committee on 13 June 2017	Assessment of progress Categories 1-4
3	a) The Council work with commissioned providers to ensure that wherever possible zero hour contracts are not used, taking into account best HR practice, to ensure due consideration is being given to the use of minimum guaranteed hours contracts for staff;	Liz Hanley	October 2015	<p>All contracted home care and extra care providers have salaried office and management staff (with the exception of one small 'spot' provider). All the care workers are employed on zero hour contracts with the exception of staff working at Parkside Court extra care, who have contracted hours in the scheme.</p> <p>The most recent agreement for a new provider of home care (Five Lamps) included the agreement to use minimum hour contract (7 hours initially, rising to 12 as the volume of work grows).</p> <p>It is proposed that a similar model be applied to the new home care framework where providers are allocated "priority" referrals through a competitive tender. This will need to be reinforced through clear information sharing so that this can be monitored.</p>	2 – On Track	<p>New contract (due to be phased in from August 2017) includes explicit clauses to manage the use zero hours contracts.</p> <p>The specific terms used are included in Appendix 1 and reflect some of the findings from a commissioned study into the areas by the Welsh Assembly in 2016.</p>	1 – Fully Achieved

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	b) The Council consider providing a guaranteed minimum level of home care hours to providers, taking into account expected demand and activity levels, whilst ensuring service users are able to exercise their choice of provider.	Liz Hanley	October 2016	<p>In the May 2016 update, we highlighted that a more acute issue for providers is the location of the calls / hours (as opposed to the volume of calls) and the impact of the Working Time Directive. A report is going to Adult Care Management Team on options to re commission some of the calls differently that will make better use of assistive technology and ensure the contracts with home care providers are commercially viable and deliver value for money.</p> <p>The impact of this on providers' approach to zero hour contracts and job sustainability will be monitored.</p>	2 – On Track	<p>New contract (due to be phased in from August 2017) requires providers to bid for a specific geographical area for which they will become the primary provider.</p> <p>This assurance of locality will ensure:</p> <ul style="list-style-type: none"> <li>• Reduced travel and movement of carers; and</li> <li>• Greater guarantee of work within their area.</li> </ul> <p>The areas for general home care will be provided to the Committee.</p>	1 – Fully Achieved
7	The Council examine procurement options so that not all of the commissioned home care service is procured at the same time. This would mitigate risks by increasing: stability in local service provision, the scope to support other models / pilot approaches, and the opportunity to develop a greater range of providers in the Borough.	Liz Hanley	August 2015  October 2016	<p>The Home Care Framework will be broken down into specific geographical "lots" (blocks of existing clients in pre-defined localities across the borough) that will be commissioned in a phased approach from April 2017 – October 2017.</p>	2 – On Track	<p>The framework and mobilisation plan for the Care at Home framework 2017~22 will phase the procurement of key services by:</p> <ul style="list-style-type: none"> <li>• The main elements of home care (that must be re-commissioned by September 2017) will be phased from August 2017. This will allow providers and the Council to manage the</li> </ul>	1 – Fully Achieved

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						<p>mobilisation of the new service and reduce the impact on service users, carers and care professionals;</p> <ul style="list-style-type: none"> <li>• A number of other sheltered housing services will be “called off” (further competitive competition) in 2018 under this contract; and</li> <li>• Specialist home care will be commissioned on an individual basis where required. This allows the Council to go to the market with the best price to identify a competent provider.</li> </ul>	

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	b) emerging good practice examples of VCSE sector provision be reported to the Committee as part of the six-monthly monitoring process	Liz Hanley	October 2016	Progress on the work with Five Lamps has been reported in 8(a). Adult Social Care has been working closely with colleagues in Community Services to consider the potential of greater synergy and opportunities for assistive technology and development of Care Call as a regulated provider. A recent visit (04 November 2016) to Tunstall Healthcare Group ( <a href="http://www.tunstall.com/">http://www.tunstall.com/</a> ) to review some of the latest innovations is being considered and options will be identified to take forward in 2017.	2 – On Track	Five Lamps is recording “added value” from their home care contract and will be reporting the 6 month position in June 2017.  The Institute for Local Governance are also looking to commission a specific piece of research into the scheme. Details of the project have been provided and the Council is waiting to see what interest there is from Universities across the North East.	2 – On Track

- 1 – Fully Achieved
- 2 – On Track
- 3 – Slipped
- 4 – Not Achieved

**Appendix 1**

Contract clause for home care.

- 29.3 The Council's commitment to corporate social responsibility (CSR) extends to ensuring care workers are employed by the Provider on appropriate terms and conditions; and, specifically, zero hour contracts must not be used on a long term or permanent basis unless this can be justified. Under the terms of this contract, the Provider is expected to use appropriate employment contracts for its staff (including, but not limited to, part time permanent contract, Annualised hours, fixed term contract) as the norm for the majority of care workers under this contract.
- 29.4 The Provider must detail their approach to ethical staff contracts within an appropriate current and valid policy and actively monitor how this is being delivered. The Council would expect, where this monitoring (or monitoring set out in 29.5 below) identifies that no more than 50% or more care workers are on zero hour contracts, the Council is informed immediately and a rationale for this position presented with an set of appropriate actions.
- 29.5 The Provider will be expected to monitor and report to the Council the breakdown of staff and their current contractual arrangements.