

## **Appendix 2 - Other Local Authority (OLA) Findings**

### **Bedford Borough Council (BBC)**

BBC explained they have separate arrangements for Home & Community Support for adults & children. The adults' contract, is a standard homecare framework. For children/young people, BBC previously had a Lot on the previous adult's framework contract but there were few; many of which went out of business. BBC chose to re-tender a 'lead provider' arrangement with an attached Lot for an approved provider list to pick up demand that the lead provider could not manage.

BBC have experienced a few issues with this due to the lead provider being bought out by a parent company as soon as the contract went live as this resulted in issues in retention. As this arrangement comes to an end in March 2023, BBC are reviewing whether to extend and considering other approaches.

Hertfordshire County Council (HCC) have faced similar challenges with regarding to the sourcing of Home Care support for children & young people with disabilities, in terms of increasing demand, limited market, perception of specialism and the difficulties in sourcing support for children & young people living in more rural areas. After analysing the geographical demand of Home Care within Hertfordshire to ensure viability, the Zoning Model was implemented. This has been in place within Hertfordshire for Home Care for children & young people for 2.5 yrs. Whilst the intention was for lead providers within 4 geographical areas across Hertfordshire to take up 90% of the business within each area, spot purchasing via a Home Care framework is still being relied upon. Despite the innovative approach, providers remain reticent to pick up Home Care packages that may be less economically viable; despite being encouraged to incorporate these within an Inclusive Rate. As 1 of the 4 lead providers has left the market within Hertfordshire, HCC are reviewing options to ascertain whether or not to go out to tender for a provider for that geographical zone. In parallel to this, HCC are considering the implementation of an inhouse service; to balance out capacity and demand, and bring an aspect of flexibility.

HCC have recently (September 2022) distributed a survey regarding Local Authority approaches to Home Care for children & young people. This was sent to all CCRAAG Local Authority Officers Children's Cross Regional Arrangement Group (CCRAAG) members nationally. Whilst HCC have shared the completed replies with Children's Commissioning within PCC/CCC, there were a limited number of responses.

Kent County Council also experienced challenges with lead providers in the respective geographical zones not picking up packages, despite the arrangements. Whereas Northamptonshire County Council issues with the Zoning Model related to the geographical distribution of demand and providers not being attracted to more rural areas.

Research undertaken suggests that statistical neighbours to both Cambridgeshire County Council and Peterborough City Council take a number of different approaches to the provision of Home Care for children & young people. Gloucestershire County Council operates a shared Home Care Framework for children/young people and adults whereas Plymouth City Council, Wiltshire Council have Home Care Frameworks specific to children &

young people; the latter with a focus on ensuring smooth transition into adulthood. Milton Keynes also operates a Home Care framework specific to children & young people.