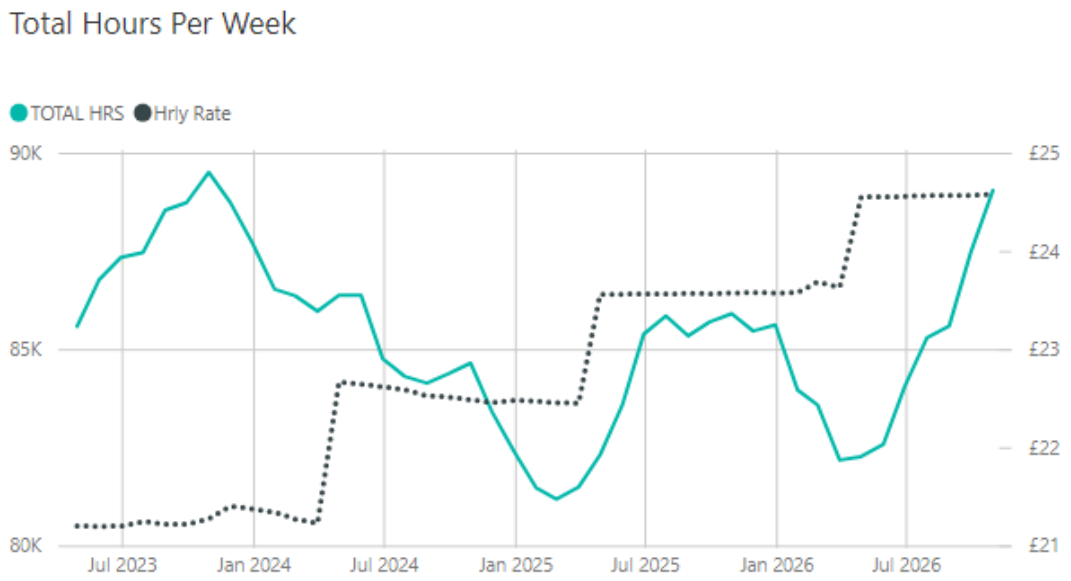
Homecare Forum

Wednesday 04th November 2026

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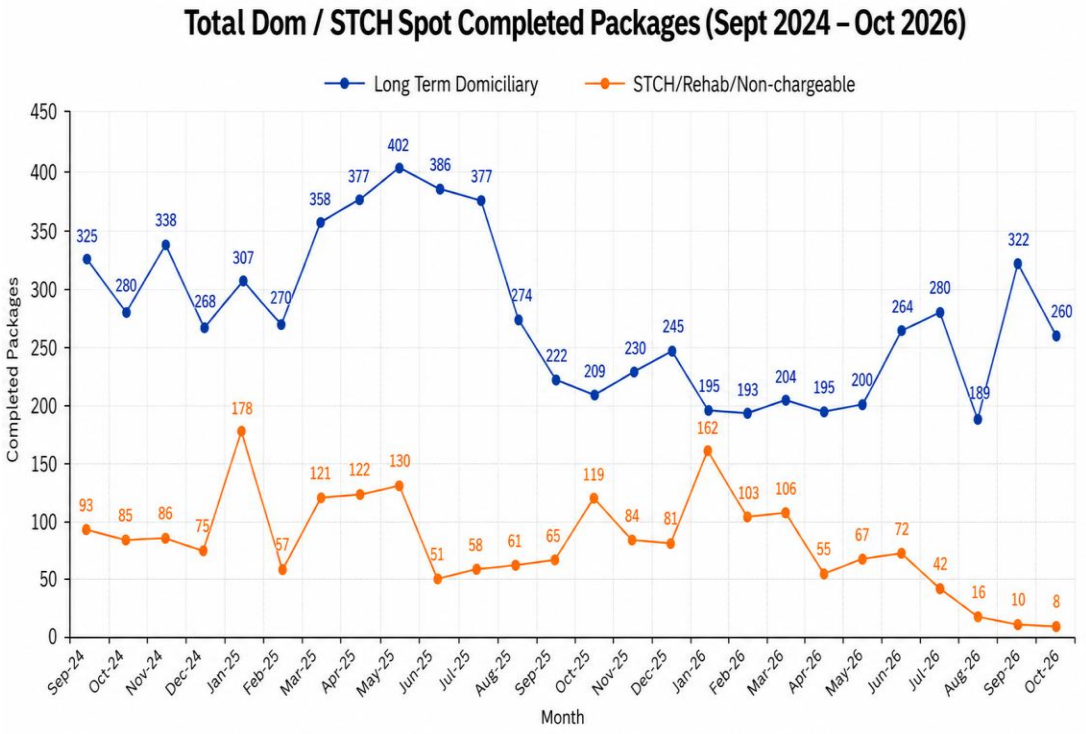
Homecare Commissioned Hours

- 89,035 commissioned Homecare hours per week as of 31/10/2026.
- In comparison to this time last year the commissioned Homecare hours were 85,898.
- Increase of 3.6%.
- LCC has a weekly spend of just under £2.2million on homecare packages.



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Homecare Referrals to Care Navigation



- Long Term Homecare 2026/27 year to 30/06/2026:
  - 1928 referrals
  - 1623 commissioned (and awaiting start)
  - 88 being sourced
  - 219 cancelled
- Short Term Care at Home 2026/27 year to 30/06/2026:
  - 334 referrals
  - 293 commissioned
  - 1 being sourced
  - 40 cancelled
- 85% reduction in Short Term Care at Home (SPOT) referrals from Jan 2026 to June 2026
- There have been a concerted effort to improve flow and reduce STC@H SPOT commissions – and this has obviously had the desired impact.

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Key Data – averages (In Lancashire)

- 7824 people supported on PDPS –across 132 active contracts (108 providers) – 85,881 hours
  - 78 people supported off pdps – across 22 providers – 934 hours
  - 1064 (?) people supported on legacy contracts – across 9 providers – 51 hours
- Average of 11.5 hours per person PDPS (cross County)
  - 11.8 hours Central
  - 10.9 hours East
  - 10.6 hours North
- Average of 8.8 days for homecare service starts (from community)
- Average of 3.0 days for STC@H starts (from hospital discharge)
- Only 4 providers utilising travel CPLI

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Service Staffing Updates - Transformation

- Clare Mattinson – Head of Service – Commissioning – Market Management
- Karen Thompson – (Interim) Strategic Lead – Market Management
- Neil Harrison – (Interim) Senior Commissioning Manager – Care at Home (to commence 23/11/2026
- Kate Coleman and Donna Aspey – Commissioning and Contract Managers
  - Donna – Community Equipment
  - Kate – PDPS (and others advocacy/carers/direct payments/days services)
- 4 x Commissioning and Contract Officers (Romana Afzal, Susan Gleave, Natalia Barzczowska, Iain Archibald (covering Annalise Pennington)
- 6 x Commissioning and Contract Support Officers (Beth Wharton, Charley Perry, Andrew Richards, Lorna Batt, Emma Bedford, Aeilya Bilal (although being temporarily seconded to another area of the service)

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Sourcing/Package allocation/KPI Data

- Weekly response rates continue to be used to support package allocation
- This is embedded but we continue to monitor its effectiveness, and any data discrepancies
- Monthly response rates continue to be sent to providers for information
  - Summary of PDPS wide response rates (last 3 calendar months):
    - 64% providers at 95% and above
    - 82.5% providers at 90% and above

- Proposal to introduce contact time as next KPI – suggestion to await visits module
- A process for quality assurance calls has been drafted to validate that care offered on e-brokerage is what is delivered. Plan to transfer this to Brokerage as part of their own Quality Assurance.

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Package Acceptance and Reward % Rates (last 3 calendar months)

- Acceptance Rates – vary widely across all providers. This is not a KPI.
  - Average rate of accepted packages is 39%
  - 10 providers (8%) accept 90% plus of the packages offered
  - 27 providers (21%) accept 10% or less of the packages offered
  - Removing the above 37 providers, average becomes 44%

- Award Rates
  - 2 lots of figures available – based on packages offered/packages accepted
  - Large variation
  - The numbers are important to understand and put the percentages into context

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Package Acceptance and Reward % Rates (last 3 calendar months)



Microsoft Excel Worksheet

- Award Rates (from package acceptances)
  - Average award rate is 15%
  - 12 providers (9.5%) have not been awarded any packages
  - 51 providers (40%) have been awarded between 10 and 30% of packages they have accepted

- Award Rates (from packages offered)
  - Average award rate is 4%
  - 22 providers (17.5%) have not been awarded any packages
  - Removing those above, average award rate is 5%

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Trusted Review Update

- Wave 1 commenced (9 providers). 6 providers fully onboarded and with support services now issuing Trusted Reviews.
- About to start inviting Wave 2 Providers.
- Service level now established and in place with all backdated CPLi's added.
- Onboarding steps:
  - Provider invite
  - Confirmation of staff, roles and qualifications
  - Training to be completed – video
  - Confirmation of individuals receiving support and identified as suitable for Trusted Review
  - Setting up Trusted Review Delegation Tray
  - Submit to Support Services for delegations to commence
- Any Enquiries to contractmgmt.care@lancashire.gov.uk / marketmanagement@lancashire.gov.uk (pending)
- Current Lead – Karen Thompson / Kate Coleman

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Visits Module Update

- Actuals submission vis the upload of ECMS data
- Pilot at the beginning of the year
- Roll out across PDPS providers Wave 1 and Wave 2 ongoing.
- UAT Testing – 5 providers
- Supplier Software Development – 13 providers
- Initial Contact – 1 provider
- Wave 3 invites pending.
- Current timescales suggest 3-4 payment cycles of the work required (including testing before first live submission)
- Any Enquiries to contractmgmt.care@lancashire.gov.uk / marketmanagement@lancashire.gov.uk (pending)
- Current Lead – Karen Thompson / Kate Coleman

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Other Work

- Cost Assurance
- Market Management/Sustainability
- 45 minute visits – your views please
- Recommissioning Carers Assessment and Support Service
- Recommissioning Direct Payments
- Extra Care – some contracts due to end 2028 – need to consider what the recommission will look like in relation to the model
- SU Assessment and commissioned care assessment leaflet (with Quality Team for progression)

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