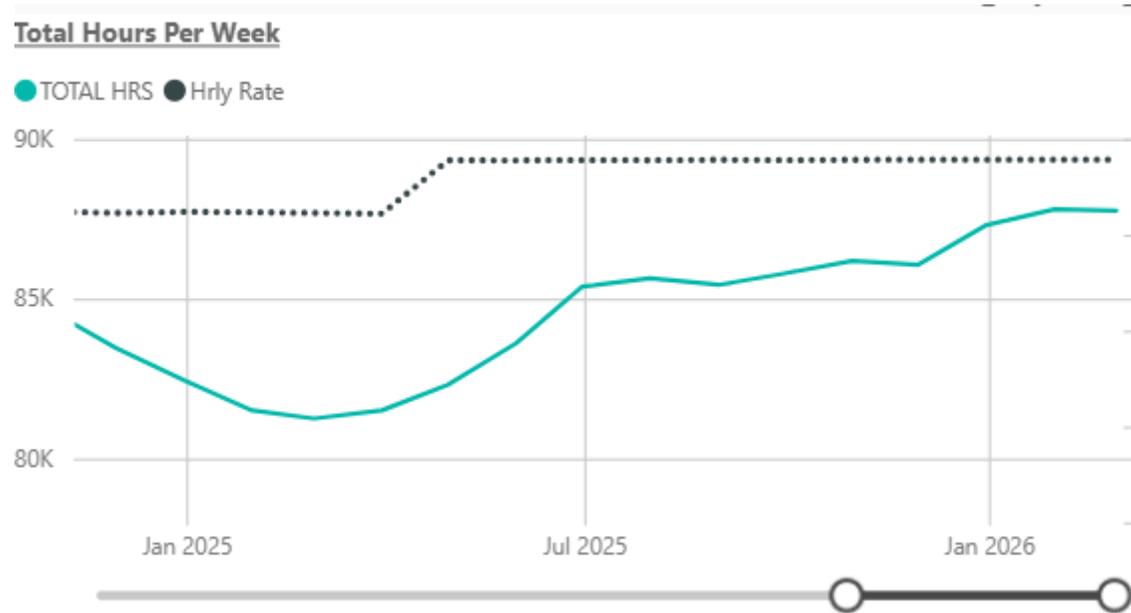




Homecare Forum

Wednesday 4th February 2026

Homecare Commissioned Hours

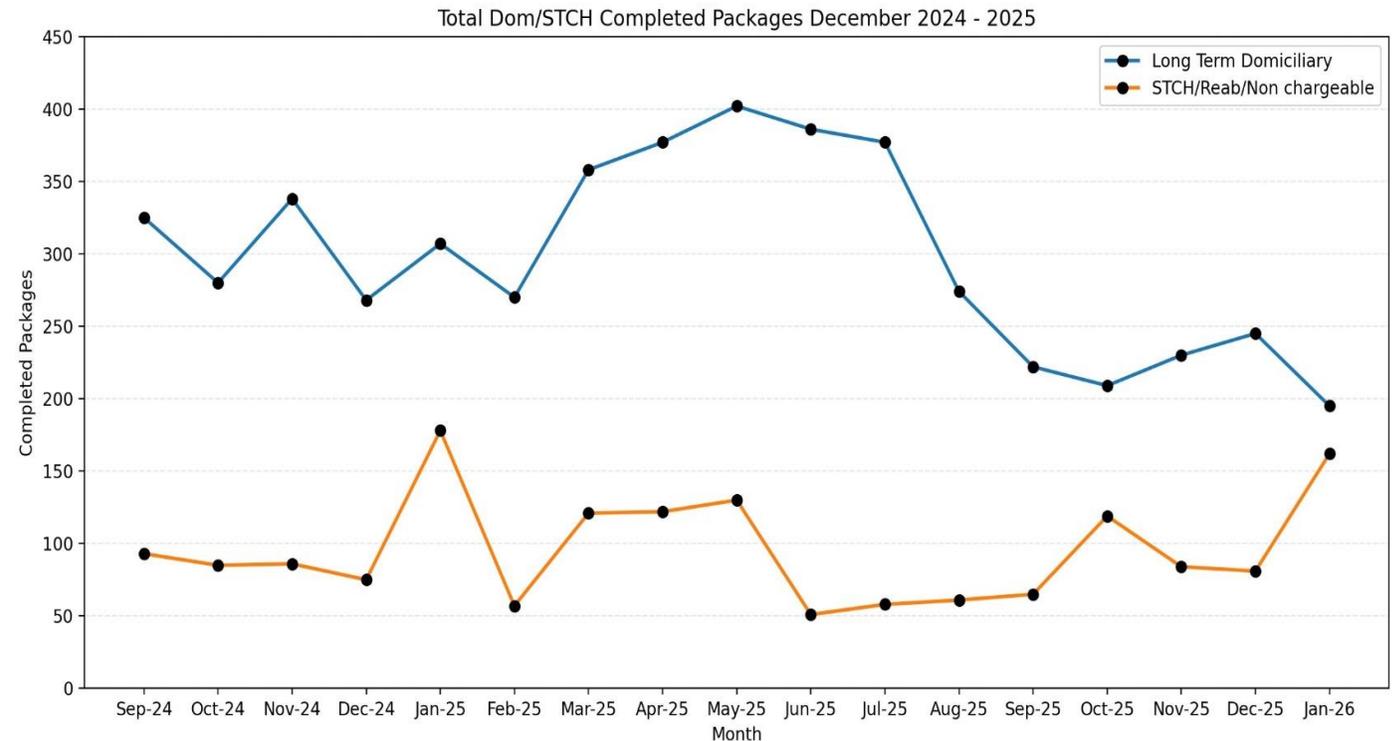


- 87,794 commissioned Homecare hours per week in January 2026.
- In comparison to this time last year the commissioned Homecare hours were 82,672.
- Increase of 6.2% so far this year.
- LCC has a weekly spend of just under £2.1m on Homecare.



Homecare Referrals to Care Navigation

- 195 new long-term Homecare packages commissioned in January 2026.
- 162 new Short-Term Care at Home packages commissioned in January 2026.



Types of Packages Issued to Homecare Providers

Service Level	Total Packages
Homecare – Single Carer	637
Homecare – Two Carer	74
Homecare – Variable Carer	5
Short Term Care at Home – Single Carer	219
Short Term Care at Home – Two Carer	80
Short Breaks – Homecare – Rolling	2
Homecare – Single Carer with Short Breaks – Homecare – Rolling	6
Total	1024

- Data taken over the past three months (November & December 2025 & January 2026).
- Total packages of care issued by care navigation over this time is 1024.





Contract Management Update

Karen Thompson

Sourcing and Brokerage Update

- Ward cleanse has now been completed – the updated register of all providers and their allocated wards is now updated on our internet (v28):
 - <https://www.lancashire.gov.uk/business/tenders-and-procurement/tenders/living-well-at-home-pdps/>
- Future ward amendments being considered to agree how we can manage
- Active market management from LCC is required to agree ward removals and additions
- Care Navigation now comes under the hierarchy of Joe Cragg (Policy, Information and Commissioning Senior Manager)



KPI Response Rates and Testing

- Q4 KPI data for Provider Response Rate has been shared with all providers individually
- Some providers have expressed a concern that the data is incorrect
- Cross referring carried out between LCC data and provider data with 5 providers
- Findings shared with individual providers
- Generic findings regarding the discrepancies in information was shared yesterday
 - The data provider sees and LCC sees are different
 - 'Status' and 'Placement Response' are the key differences
 - Providers only see 'Placement Response' when the package of care has been responded to but the package of care is still open. They don't see this historically.
- I am confident in the data of LCC and the response rates shared are accurate
- Working with LCC systems to ensure we can have your placement response information available to providers (whether direct on the e-brokerage, or via an automated report)
- January Response Data to be sent to individual providers over the next week



Key Findings – Provider and LCC Data



20260202 (1248) K Thompson E-brokerage KPI discrepancies..msg

In the providers information, the 'Status' does not reflect 'Placement Response'. It reflects the status of the package of care.

A status of 'Declined' seems to mean, the provider rejected the package, but the package was then not awarded to anyone (presumably because it was no longer needed – for whatever reason).

A status of 'Not Awarded' seems to mean irrelevant of whether there was a response submitted or not, the provider was not awarded the package of care.

A status of 'Awarded' mean the provider was awarded that package of care.

A status of 'Expired Without Response' – I'm not entirely sure exactly what that reflects, but it has something to do with a package not being awarded to anyone – possibly ended/pulled back before the deadline.

It is the Placement Response that shows whether the provider responded to the package of care or not.

'Offer Made' – the provider offered to accept the package of care

'Unable to Accept' – the provider rejected the package of care

'No response sent' – means the provider did not respond.



KPI Response Rates and introduction to allocation of packages of care

- Looking to introduce utilising the KPI Response Rates information into how we allocate packages of care during
- Kate Coleman and Rebecca Yates will be working on this and how it can be incorporated into the sourcing process – via shortlisting
- Consideration to how often the response rate data is refreshed – which means providers will have the opportunity to improve their response rates and it be recognised more than quarterly
- Intention to share with working group for comment/input
- Intention to implement in the next month or so

- Longer term intention to introduce other KPI performance into allocation
- To explore opportunities to include market share considerations into allocation
- To explore opportunities to introduce a decision matrix to support care navigation in their package allocation





Homecare Trusted Reviews

Overview of pilot and next steps
Feb 2026

Current Position Jan 2026

- Phase one and phase two ran from August to mid Dec. Nine providers were involved.
- 191 reviews completed
- 143 no change, 14 reductions, 18 increases (all under 3.5 hours per week). 8 reviews returned for reassessment from ASC where people needed over 3.5 hours increases and 8 returned for mental capacity reasons
- Learning – need to link LCC reviews in with provider reviews so we are not asking providers to do anything outside of their own schedules
- Outcomes/benefits – people know provider staff and are more at ease with the review process, decisions made quicker, closer partnership working with ASC. Frees up social care staff to focus on frontline work
- Feedback from providers - completion of LCC review form took them on average 30 minutes to complete because they copied and pasted from their own review documents. Takes ASC up to 4 hours, including travel time



Conclusion and next steps

- Providers can complete reviews in a timelier, person centred and strength-based way
- Operational process in place for delegation of review forms to providers via the LCC portal and ready to roll out
- Need to consider impact on provider resources and LCC resources and remuneration for providers
- Need to liaise with Lancashire Homecare providers for further roll out
- Need to consider roll out to supported living and residential care

