

LWAH Zonal Providers

Oxfordshire County Council
County Hall
New Road
OX1 1ND

Karen Fuller, Corporate Director
Adult & Housing Services

Dear Provider

Re: Brokerage Placement Process

23 August 2023

Thank you for your ongoing interest and support in providing home care services into Oxfordshire. We are happy to confirm that we are currently commissioning 18% more hours of home care for individuals than at this time last year and hope to see this continue to grow as we promote independent living for as many people as possible.

Whilst it is encouraging to see the increase in capacity and competition to provide care and support for our service users, we do need to remind you that the framework does not guarantee any level of business other than for Strategic Providers in regard to reablement packages.

All call offs for new care packages are made following an objective and fair process as set out in the Framework Schedule 4 section 2.2 (see appendix 1). The Brokerage team apply this for all awards and record the information in the systems used. In joining the framework, you made a commitment to participate in this process on these terms.

Whilst the Council understands that providers are keen to win as much business as possible, it is not appropriate for providers to contact the Brokerage Team to question why any package has not been awarded to them. You can be assured that the allocation of packages is the result of the application of the correct process.

Owing to the volume of activity that the Brokerage Team is undertaking, the requests for information and querying of awards are disruptive and will, in no way, affect the outcome of the award of business.

We politely request that Providers refrain from contacting the team other, than is required in the normal undertaking of business, and have confidence that the Council is making every effort to ensure that business is being awarded fairly and in compliance with the framework terms.

We thank you again for your concerted efforts in meeting the care needs of Oxfordshire residents.

Yours Faithfully

Simon Walkden, MCIPS
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APPENDIX 1 Procedure for Award of a Call-Off Contract

2.2 Homecare (including Live-in Homecare)

2.2.1 All Zonal Partners within the respective Zone and the Strategic Partner appointed to the Zone will be offered the opportunity via the E-Brokerage system and the Zonal Partner or Strategic Partner able to commence the service at the earliest date and time will be awarded the Individual Care Package Call-Off Contract. Timescales for response to requests for Individual Care Packages will be provided via the system, dependent on the needs of the respective package.

If there is a tie-break on commencement time and dates, the Framework Provider who responded the quickest on the e-brokerage system will be awarded the Individual Care Package.

Where none of the Zonal Partners is able to accept the package, and there are Framework Providers on the Accredited Partner List (Lot 1C) the opportunity will be offered to the APL Partners on the same basis.

2.2.2 All Homecare packages that are not accepted by a Strategic Partner, Zonal Partner or APL Partner within their respective zone will then be offered to all Framework Providers on a 'countywide' basis and selection will be on the same basis as paragraph 2.2.1 above.

2.2.3 For Live-In Care, Framework Providers in the relevant Zone will be shortlisted based on their confirmation of their ability to deliver this type of requirement. An offer will be made to the short-listed Framework Providers and selection will be on the same basis as paragraph 2.2.1 above.