

An award winning service

In March 2014, Medway Council's Category Management Team won the GO Highly Commended Award for Innovation or Initiative in the Non Health and Non Health Related Organisations category. We won the award for our £12 million Homecare contract where we were able to save £2.0 million while still maintaining a high quality service.



The homecare service was also short listed for a CIPS award in August 2014 in the Best Public Procurement Project Category.



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Case Study: Homecare

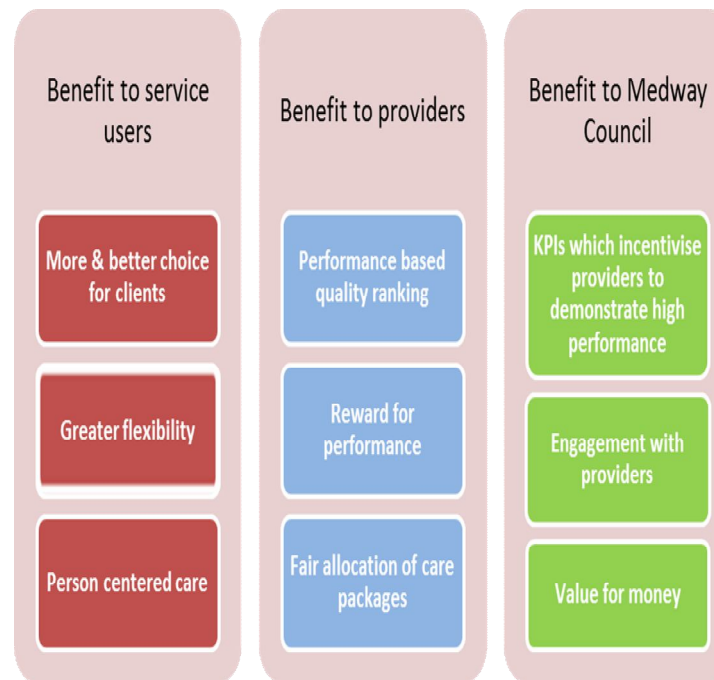


The Brief

In 2010/11 Medway Council spent £12.8 million on homecare services across 16 providers. Providers were based geographically at varying prices which limited service user choice and did not incentivise providers to improve quality levels of service.

Category Management worked closely with the Adult services department to re-design homecare services to:

- Improve the quality of the service
- Promote continuous improvement on the part of providers
- Provide opportunity for local providers on a level playing field
- Identify savings through more consistent pricing
- Increased service user choice

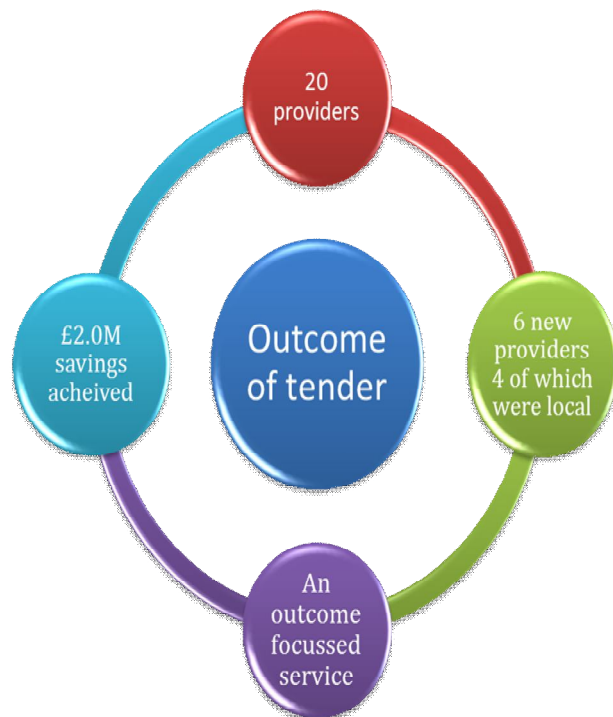


Mobilisation

- Existing providers, who were successful unto the framework retained their care packages but at the new prices from 1st December 2012.
- A placement team and related processes were established to make referrals of new care packages.
- A set of KPIs were defined to be monitored 6 monthly.
- Sharing lessons learnt with providers to further improve quality

Savings

The homecare framework has delivered £2million savings since its establishment in December 2012. Annual expenditure continues to fall with a forecast of £8.8 for 2014/15 as shown in the chart.



Our approach

Short term

- In year negotiation with current providers delivered £600,000 in-year savings.
- Contracts were extended for 9 months to allow the Council to undertake the procurement of the Homecare framework.

Long term

- We researched what other local authorities were doing
- We identified through the use of KPIs, a ranking system of providers as Gold, Silver and Bronze .
- We met with providers to discuss new ways of working.
- Established a framework based on 70% quality and 30% price .
- We removed the requirement for a bond.
- Implemented a pricing envelope building in price flexibility and competition in the market.

Homecare annual expenditure (£million)

