

22 May 2020  
Our ref: 6057688

Thank you for your request received on 5 February 2020, for the following information:

- 1) Does London Borough of Barnet either directly, or sub-contract provision of Domiciliary Social Care (Home Care) to adults?
- 2) If the answer to question 1 is 'No', please provide the name of the Local Authority responsible for providing these services to citizens within your boundaries. There is no need to answer any further questions.
- 3) What is a reasonable estimate of:
  - a. The number of annual hours of Domiciliary Care provided/commissioned?
  - b. The annual expenditure of specific care provision, either directly or paid to contracted providers?
  - c. The average number of service users provided for within a 12 month period. (Looking specifically for the number at any one time, rather than the number of individuals, which are assumed to be higher due to churn)?
  - d. The average price paid per hour to external Domiciliary Care Providers for an easy to calculate period, for example 3 months would suffice.
- 4) If you contract out these services, very briefly describe how are these arranged. For example, a framework with many providers of equal status, a lead provider and tier 2 and 3 model, spot contracting etc. If there are fixed prices applied, please provide these, or an average.
- 5) With reference to the answer in question 4, please provide the names, and status (tier one, lead, spot etc) of each provider utilised within the current contract.
- 6) With reference to question 5, if you keep a record of their Care Quality Commission Inspection rating (Outstanding, Good, Requires Improvement, Inadequate), please include this.
- 7) If these arrangements referred to in question 4, have been established as part of a tender process and formal contract, when did these contracts start?
- 8) In reference to question 4, if these arrangements have a specific end date, then please provide that date, with explanation as to whether there are unilateral or multilateral extension clauses.
- 9) If you utilise commissioning strategy that has preferred providers, please give reliable estimates of the utilisation of those providers against their expectation, over the last 6 months. For example: Lead Providers Expectation 65%, Actual 62%, Second Tier Expectation 33%, Actual 15%, Spot purchasing Expectation 5%, Actual 23% etc. If you want to break this down by area or other method, then this is acceptable, but not necessary.
- 10) Do you anticipate launching a tender process to replace/generate arrangements to subcontract Domiciliary Care provision within the next 2 years, and if so, when?
- 11) Does your current contract utilise Electronic Call Monitoring in relation to billing and payments activity?
- 12) If the answer to question 11 is yes:
  - a. Is this a centralised purchased system, or do providers utilise their own, or a hybrid?
  - b. Does it apply to all providers, or a specific subset by size, contract status etc?
  - c. What is the mechanism utilised to determine payments to providers, for example, commissioned care, a banding system of rounding (with details), a per minute system? Please briefly explain if there is another system employed.
- 13) In relation to the answers in question 12, do you anticipate making changes to this approach either in the next tender process or foreseeable future? If so, can you provide a brief reason?
- 14) In relation to question 12, have you made changes to the approach in the last 24 months, and if so briefly, why?
- 15) How much do you reliably estimate that DTOC in relation to Social Care, reason 'E ' Awaiting a Home Care Package', cost London Borough of Barnet over the last 12 months.

We have processed this request under the Freedom of Information Act 2000.

## Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemption apply to some of the information requested. The remaining

information is not withheld and is below.

**1) Does London Borough of Barnet either directly, or sub-contract provision of Domiciliary Social Care (Home Care) to adults?**

We have a framework of contracted providers

**2) If the answer to question 1 is 'No', please provide the name of the Local Authority responsible for providing these services to citizens within your boundaries. There is no need to answer any further questions.**

**3) What is a reasonable estimate of: a. The number of annual hours of Domiciliary Care provided/commissioned?**

Approx. 971977.49 hours for 19/20

**b. The annual expenditure of specific care provision, either directly or paid to contracted providers?**

Absolute exemption Section 21 applies to Q3b. Data readily accessible via other means.

[https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/social-care-collections#short-and-long-term-support-salt-](https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/social-care-collections#short-and-long-term-support-salt-collections)

(part of SALT returns).

**c. The average number of service users provided for within a 12 month period. (Looking specifically for the number at any one time, rather than the number of individuals, which are assumed to be higher due to churn)?**

Approximately 16142 from April 2019-March 2020.

**d. The average price paid per hour to external Domiciliary Care Providers for an easy to calculate period, for example 3 months would suffice.**

Average £17 per hour.

**4) If you contract out these services, very briefly describe how are these arranged. For example, a framework with many providers of equal status, a lead provider and tier 2 and 3 model, spot contracting etc. If there are fixed prices applied, please provide these, or an average. Framework includes 6 Strategic providers, a list of approved providers.**

Framework includes 6 Strategic providers, a list of approved providers.

**5) With reference to the answer in question 4, please provide the names, and status (tier one, lead, spot etc) of each provider utilised within the current contract.**

See list below.

**6) With reference to question 5, if you keep a record of their Care Quality Commission Inspection rating (Outstanding, Good, Requires Improvement, Inadequate), please include this.**

Alina Homecare	Strategic
ANA Nursing Ltd	spot
Barnet Carers Centre	Approved
Bluebird Care	Supplementary Approved
BMF Social Care	Supplementary Approved
BMM Care	Spot
Capital Homecare (UK) Ltd	Supplementary Approved
Carewatch	Strategic
Dynamic People	Strategic
Focus Care Link	Approved
GGCCE & Alpha Care Specialists	Supplementary Approved

(Greek and Greek Cypriot Community of Enfield)	
Goldsmith Personnel	Approved
Hartwig Care	Strategic
Heritage Healthcare	Spot
Hertsmere Valley Care Services Limited	Supplementary Approved
inTouch Homecare (Service Scale Ltd trading as inTouch Homecare)	Supplementary Approved
Mayfair Homecare (aka Seva Care)	Supplementary Approved
Mercury Care Services Limited	Supplementary Approved
MiHomecare	Strategic
Oasis Care	Approved
Practical Care	Spot
Pristine recruitment Homecare	Supplementary Approved
Renaissance Personnel Limited	Supplementary Approved
Respect Care	Approved
Serve Soul Limited	Supplementary Approved
SureCare Barnet Ltd	Supplementary Approved
Surround Care (Seva Care Home Care Ltd T/A Surround Care Barnet)	Supplementary Approved
Thames Homecare	Approved
The Cedars Homecare	Supplementary Approved
The Link Care Nursing Agency Ltd	Supplementary Approved
Unicare (London) Ltd	Supplementary Approved
Westminster Homecare	Strategic

**7) If these arrangements referred to in question 4, have been established as part of a tender process and formal contract, when did these contracts start?**

01.08.2016- All strategic and approved

25.09.2018- Supplementary Approved

**8) In reference to question 4, if these arrangements have a specific end date, then please provide that date, with explanation as to whether there are unilateral or multilateral extension clauses.**

31.07.2020

**9) If you utilise commissioning strategy that has preferred providers, please give reliable estimates of the utilisation of those providers against their expectation, over the last 6 months. For example: Lead**

**Providers Expectation 65%, Actual 62%, Second Tier Expectation 33%, Actual 15%, Spot purchasing Expectation 5%, Actual 23% etc. If you want to break this down by area or other method, then this is acceptable, but not necessary.**

**10) Do you anticipate launching a tender process to replace/generate arrangements to subcontract Domiciliary Care provision within the next 2 years, and if so, when?**

Tender recently closed

**11) Does your current contract utilise Electronic Call Monitoring in relation to billing and payments activity?**

Yes

**12) If the answer to question 11 is yes:**

**a. Is this a centralised purchased system, or do providers utilise their own, or a hybrid?**

Council preferred system

**b. Does it apply to all providers, or a specific subset by size, contract status etc?**

**All contracted providers**

**c. What is the mechanism utilised to determine payments to providers, for example, commissioned care, a banding system of rounding (with details), a per minute system? Please briefly explain if there is another system employed.**

**Banding system**

**13) In relation to the answers in question 12, do you anticipate making changes to this approach either in the next tender process or foreseeable future? If so, can you provide a brief reason?**

**14) In relation to question 12, have you made changes to the approach in the last 24 months, and if so briefly, why?**

no

**15) How much do you reliably estimate that DTOC in relation to Social Care, reason 'E ' Awaiting a Home Care Package', cost London Borough of Barnet over the last 12 months.**

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/social-care-collections#short-and-long-term-support-salt->

#### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

#### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

#### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.