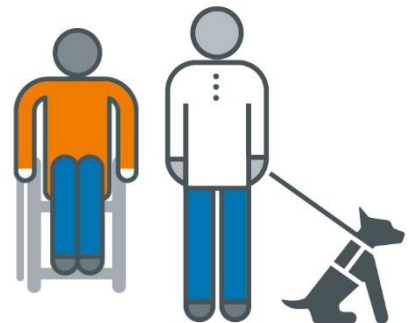


Adult Social Care Commissioning Overview Report



CITY OF LONDON CORPORATION

DEPARTMENT OF COMMUNITY AND
CHILDREN'S SERVICES

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1	21/6/2024	Head of Commissioning Commissioning Manager	First draft
2	1/8/2024	Head of Commissioning	Amendments following ASC Evidence Library review meeting feedback
3	11/9/2024	Head of Commissioning	Appendix 8

1. Introduction

1.1 This report provides a summary of Department of Community and Children's Services (DCCS) Adult Social Care (ASC) Commissioning and Quality Assurance (QA) arrangements. The report covers the full breadth of ASC commissioning, which includes homecare, the voluntary community sector (VCS), and placements (residential, nursing and supported living). It aims to summarise the commissioning workstream and provide evidence against the Care Quality Commissioning (CQC) inspection themes. Service data included within the report will be updated annually, in April of each year.

2. Executive Summary

2.1 There are 24 commissioned ASC services which span a range of provision, including Homecare, Direct Payments, Community Equipment, Technology Enabled Care Services and Early Intervention, and Preventative services.

2.2 These services have been commissioned in line with the City of London Corporation's Procurement Code, often structured on a cost/volume/call-off or ad-hoc arrangement, due to our low scale and size.

2.3 There are currently no block contract care arrangements due to the low volumes of demand and needs across groups within the Corporation's ASC population.

2.4 The approximate total annual cost of externally provided services summarised below:

- **Procured:** 16 services are secured via a procurement or Service Level Agreement.
- **Spot purchased:** There are currently 8 services which are spot-purchased or directly awarded, as the original annual contract value was less than £10,000. These services include legacy homecare packages of care, more complex levels of care and support or one-off activities.
- **Personal Care:** Six of the 24 ASC commissioned services deliver personal care. All are currently rated a 'Good' by the CQC.
- **Voluntary Community Sector:** Eight of the 24 commissioned ASC services are VCS provision delivered to supporting local communities, improved health, and achieve social inclusion.
- There are currently 47 active placements, broken down as follows:
 - **Type:** 18 Residential, five Nursing, 24 Supported Living.
 - **Location:** 19 are within North East London (NEL), 19 are placed in London (outside of NEL), 9 are placed outside of London.

- **Current CQC Ratings:** 17 homes are rated as 'Good', one home 'Requires Improvement', and one care home has had a change of management and is rated 'Not yet inspected'.

3. Background

- 3.1 The health and social care landscape has transformed over the past decade. With an ageing population and greater emphasis on choice, control and community-based support, the Corporation has worked to adapt its services to this changing social care market. This includes a greater focus on home care, specialist mental health provision and supported living that enables independent living. Where those with needs require extra care and support in their daily lives, care home placements within residential and nursing settings or more complex packages of care are commissioned.
- 3.2 The DCCS Commissioning Team lead on the key commissioning activities within the Department, including within ASC. The team manages all elements of the commissioning cycle, including the analysis, planning, implementing and reviewing of services. The team seeks to address quality assurance at each stage, with importance placed upon service user involvement and the coproduction.
- 3.3 The Commissioning Team is responsible for the completion and management of sourcing, commissioning timelines and maintaining the service's contracts register. The teams work extends to market shaping, sustainability and ensuring sufficiency of service provision. It seeks to secure effective services and cost efficiency for the Corporation and those who use and receive its services.
- 3.4 The team ensures legal, safeguarding and equalities are addressed within commissioned services, securing providers with the ability to meet the diverse needs of service. The team manages contract performance against Key Performance Indicators (KPI's) to deliver the service area aims and provide quality to service users.

4. Commissioned Services

- 4.1 The strategic approaches to commissioning and procurement are informed by the level of need across the ASC client group, the volume and forecasted cost and the market's capacity to deliver. Our commissioning and service requirements are reflective of the demand of the City of London's small residential population of just under 9,000. To strengthen our presence in the market many of our services are commissioned jointly in partnership with other Local Authorities, either through joint service delivery, or as part of collaborative consortiums.

4.2 The Commissioning Team's procurement activity is governed by the [Corporations Procurement Code](#) and Public Procurement Policy, resulting in many services undergoing a competitive procurement process. The majority of ASC services are procured either via the Operational Purchasing route (whole life costs <£100k) or the Strategic Purchasing route (whole life cost >£100k). For low value contracts, the Commissioning Team completes the procurement process in line with the team's procurement guide (appendix 5) and for those contracts over £100k the team works with the Corporation's Commercial Services team. The Department's Category Board provides oversight and governance of Strategic Purchasing activities.

4.3 **Spot Purchased Services:** Service areas have the autonomy to spot-purchase low value, one-off services under £10,000 in total value. This agile and flexible approach in relation to need and the market mitigates the risk of insufficiency. Examples of spot purchases include blitz-cleans, specialist care or support and transport services. Historically, sourcing has often not included oversight from the Commissioning Team, with the ASC completing QA, contracting and monitoring of spot purchased services. As part of the Department's Care Purchasing Cycle project, spot-purchased services will be managed and processed by the Commissioning Team, as detailed in the Action Plan in section 7.

4.4 There are currently 24 ASC services currently commissioned within the Corporation's Operational or Strategic Purchasing routes, covering a range of services including Homecare, Direct Payments, Carers Support, Advocacy, Telecare/ Technology Enabled Care and Community Equipment.

4.5 All services are logged on the DCCS Commissioning contracts register, which is summarised in the table below, with further information available in Appendix 1:

Contract Title	Supplier	Description	End date if extended
Adults Advocacy Service	POHwer The Advocacy Agency	Advocacy service	31/08/2026
City Equipment and Telecare Service	NRS Healthcare Ltd	Community and telecare equipment	31/03/2027
City Finance Services	Barrie Bookkeeping Ltd	Direct Payments, appointeeships and pre-paid cards	30/09/2025
Care Navigation Services	Age UK East London	Early intervention and prevention	31/03/2025

Community Support Activities and Interventions	Age UK East London	Early intervention and prevention	31/03/2025
Community support assessments	Age UK East London	Early intervention and prevention	31/03/2025
Carers Support Service	The Carers Centre Tower Hamlets	Early intervention and prevention	31/03/2025
Facilitation of the weekly Forget Me Not café	Forget Me Not Memory Café	Early intervention and prevention	31/03/2028
Provision of Ferret Renovator Software	Ferret Information Systems Ltd	Financial Software	31/03/2025
Dynamic Purchasing System (DPS) Contracting Authority Access Agreement (CAAA)	Independence Brokerage Services CIC (INCIC)	HIA/DFG works	01/09/2025
City Homecare Rapid Response Service	One Care	Homecare	31/03/2025
Reablement Service	One Care	Homecare	30/06/2025
Homecare	Hartwig Care Limited	Homecare	31/05/2027
Approved Mental Health Professional Service	East London Foundation Trust	Mental Health	28/02/2025
Out of Hours Service Adults and Mental Health	London Borough of Hackney	Provision of Out of hours Emergency Duty Team	31/10/2024
City Call Care Services in Community and Sheltered Housing	Camden Careline	Telecare call centre monitoring and responder service	31/03/2025
Spot Homecare	Explora Haven Training and Support services	Homecare (Retention of carer from previous incumbent)	Ongoing

Spot Homecare	Goldsmith Personnel	Homecare - Specialist Mental Health	Ongoing
Spot Homecare	Resource for Autism	Homecare - Specialist Autism	Ongoing
Spot Homecare	City Care Agency	Homecare - Out of borough	Ongoing
Spot Homecare	Langdon	Homecare - Specialist LD Support	Ongoing
Spot Employment Support	Surrey Choices	Specialist LD Employment Support	Ongoing
Spot Homecare	Southwark Disablement Association Care Agency	Homecare - Specialist LD Out of borough	Ongoing
Spot Homecare and Support	Outward Housing	Homecare - Complex Needs	Ongoing

4.6 Voluntary & Community Sector (VCS): The ASC Strategy 2024-28 recognises the importance and contribution of the VCS and the services it provides in supporting active, engaged and healthy communities, enabling people to live independently and prevent the need for greater intervention. 10 out of the 24 commissioned ASC services are delivered by VCS provision supporting individuals directly or wider local communities, improved health, achieve social inclusion. They are as follows:

Contract Title	Supplier	Description	Service Locality
Care Navigation Services	Age UK East London	Early intervention and prevention	City of London
Community Support Activities and Interventions	Age UK East London	Early intervention and prevention	City of London
Community support assessments	Age UK East London	Early intervention and prevention	City of London
Carers Support Service	The Carers Centre Tower Hamlets	Early intervention and prevention	City of London
Facilitation of the weekly Forget Me Not café	Forget Me Not Memory Café	Early intervention and prevention	City of London
Adults Advocacy Service	POHwer The Advocacy Agency	Advocacy service	City of London and

			Out of borough
Specialist Homecare and support	Resource for Autism	Homecare - Specialist Autism	Out of borough
Specialist Homecare and support	Southwark Disablement Association Care Agency	Homecare - Specialist LD Out of borough	Out of borough
Specialist Homecare and support	Outward Housing	Homecare and Support - Complex Needs	City of London and Out of borough
Specialist Homecare and support	Langdon	Homecare - Specialist LD Support	Out of borough

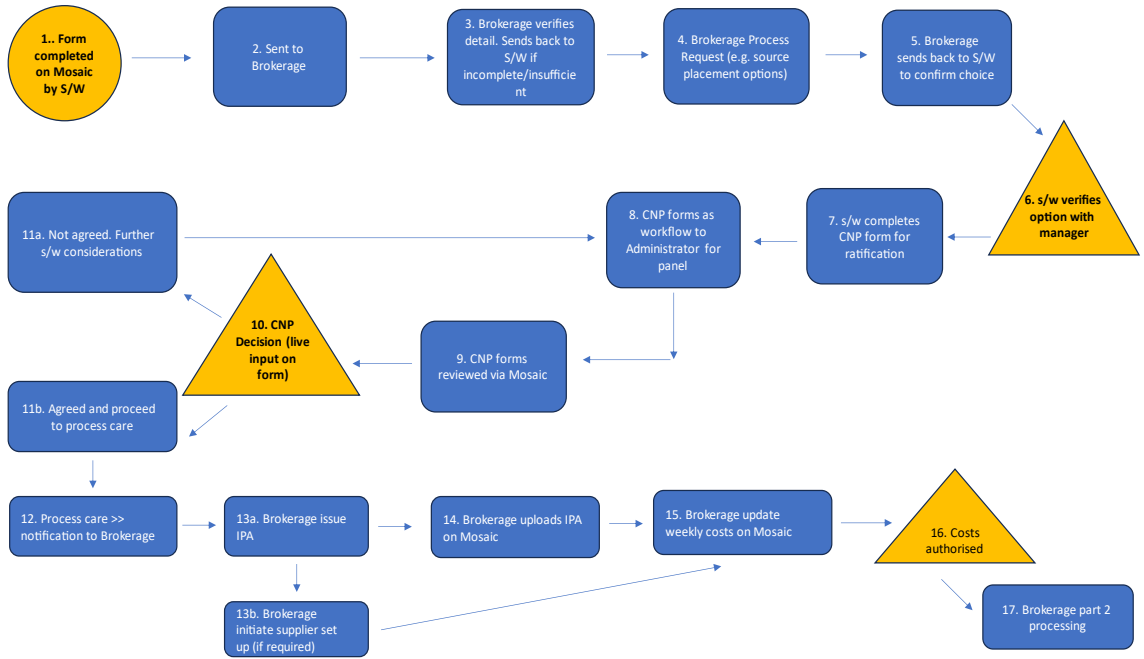
5. Placements

5.1 The Corporation's Market Sustainability Plan in Appendix 3 details the City's approach to commissioning residential, nursing and supported living placements. Sufficiency and sustainability in the market is ensured, despite it broadly being shaped by demand and supply factors beyond our direct influence.

5.2 There is no provision within the City for care home or supported living, therefore, all placements are made 'out of borough'. Not being reliant on any single residential or nursing home care provider ensures that there is no single point of failure.

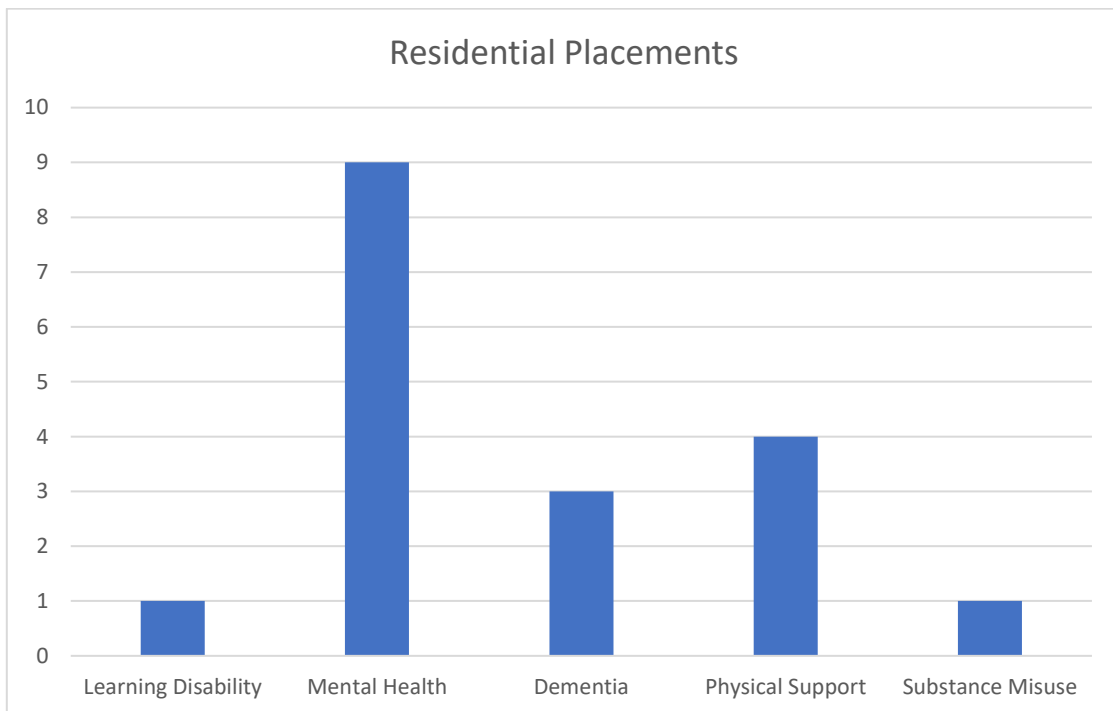
5.3 The location of placements are determined following consultation with service users and their families. As placement needs are lower than many other Local Authorities, placements are commissioned on a spot-purchase basis. Searches are made via NHS Capacity Tracker and CQC Care Home search facility, to confirm availability. Further due diligence is undertaken through the review of CQC ratings, with placements only being made in homes with ratings of Good or above, other than in exceptional circumstances where homes rated 'Requires Improvement' may be considered.

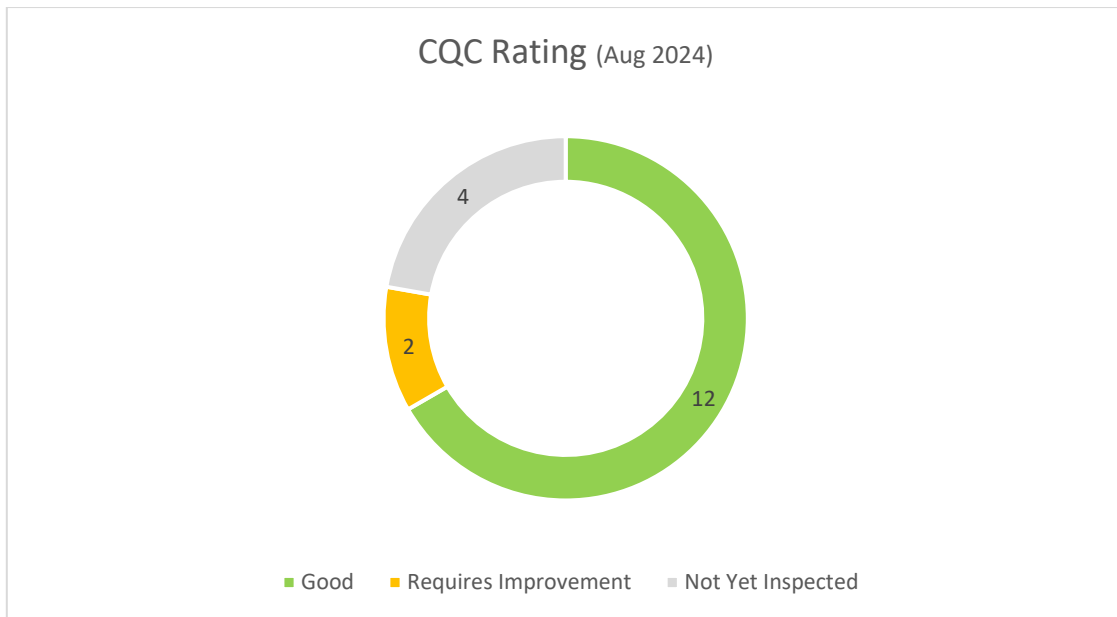
5.4 **Placement Process:** The diagram below sets out the placements process, including governance and decision making by the Complex Needs Panel, chaired by the Head of Adult Social Care. This process is currently under review as part of the Department's Care Purchasing Cycle project, and may be subject to change.



5.5 Current Placements Status: There are currently 47 active placements across Residential and Nursing care homes and Supported Living Schemes.

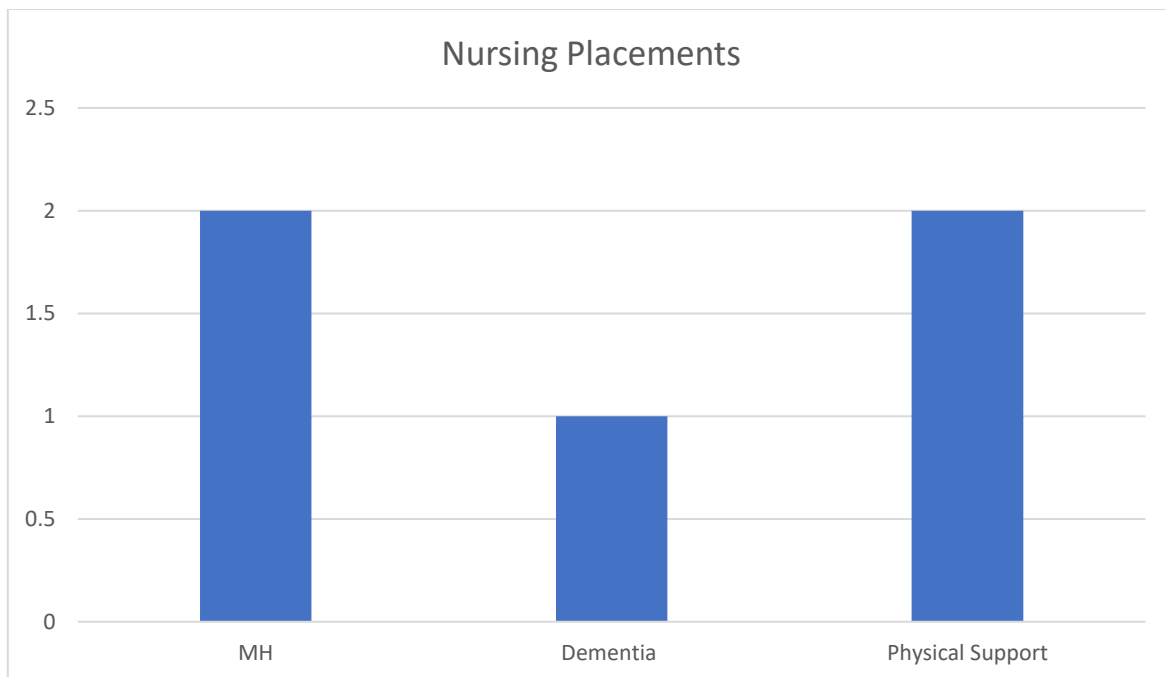
5.6 Residential Placements: 18 active placements in total:

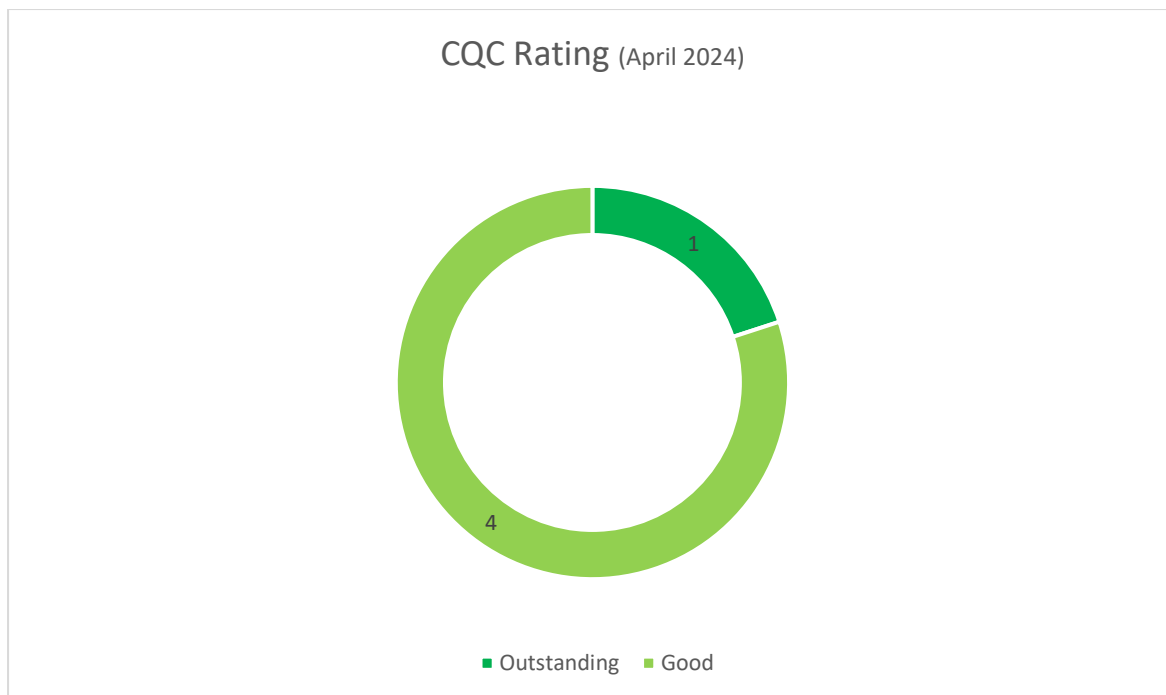




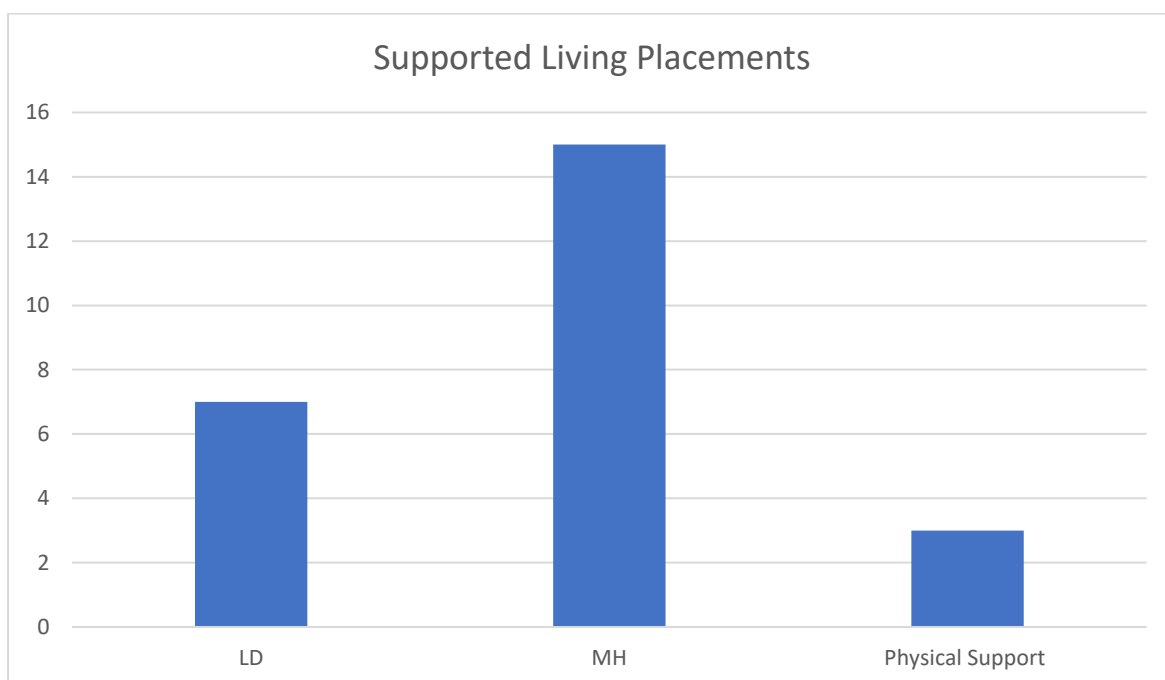
5.7 Four residential care homes have had a change of management and have been re-registered with CQC and are subsequently rated as 'Not yet inspected' by the CQC.

5.8 **Nursing Placements:** Five active placements in total:





5.9 **Supported Living:** 25 active placements in total:



5.10 **Location:** 19 are within NEL Integrated Commissioning System region, 19 are placed in London (outside of NEL), 9 are placed outside of London.

5.11 **Placement activity in the last 12 months (2023- 2024):** 10 placements were commissioned within the financial year 2023-2024. 10 placements came to an end within that period. Summarised in the table below:

Provision	Commenced	Ended
Residential	3	4
Nursing	4	5
Supported Living	3	1

5.12 **Self funders (IR18p):** At present, it has not been possible to establish or undertake robust data analysis of self funder rates, for care home placements and non-residential care, against like for like service provision for ASC service users (managed/individual budgets), other than hospital discharge brokered placements which have then progressed to a self-funder arrangement. A formal monitoring process for desk-top monitoring and the development of mechanisms to establish self funder data has been identified within the action in section 7.

5.13 **Placement monitoring process (IR18q):** Monitoring visits are completed by the Commissioning Team and ASC, as evidenced in Appendix 6, following the notification of safeguarding and Quality Alerts. Visits include a review of regulatory compliance, safety and well-being, quality of care and support and operational management and set out recommendations. Since the financial year 2023-24 nine visits have been completed by members of the Commissioning Team. Additionally, desk-top monitoring of placements is completed, which consists of reviewing the Home's CQC rating, payments, and where possible obtaining host borough performance data.

6. Quality Assurance

6.1 The Commissioning Team complete QA (IR11G/ IR12b) throughout the commissioning cycle. Work ensures legal, safeguarding, and equalities are addressed, reducing inequalities of experience and outcomes, as required within the Care Act.

6.2 Analysis:

- Needs assessment: Needs assessments utilise available service data and strategies completed within the Department. Service reviews include consultation to understand service user feedback and the types of inequality and service needs.
- Coproduction: Stakeholder engagement and coproduction approaches completed within the design and commissioning of services.
- Equalities: Completion of Equalities Impact Assessments to determine the impact of service provision on inequalities.

6.3 Procurement:

- Minimum expectations of our providers: The Core Specification (Appendix 7) issued with each Addendum Service Specification details of the legislation, regulations and guidance on which commissioned services are based.
- Safeguarding: The requirement of providers to have a Safeguarding policy in alignment with, or adoption of, the requirements of Corporation ASC safeguarding protocol and/or the City and Hackney Safeguarding Board's Safer Commissioning Minimum Expectations.
- Quality: Bids are evaluated against quality criteria at tender stage, which includes the submission of method statements to meet identified service standards.
- Contract examples: Ensuring providers have the relevant experience delivering services of similar requirement and scale.
- CQC Registration: Seeking to commission providers with CQC registration rating of 'Outstanding' or 'Good' only, where applicable.
- Equality and Diversity: Requirement of providers compliance with Equality and Diversity policy, ensuring the Corporations Public Sector Duty (Section 149 of the Equality Act 2010) is achieved through commissioned providers in the delivery of services.
- Key Performance Indicators: Prioritisation of needs and equalities considerations within service specifications, informing service delivery and KPI's.

6.4 Contract Management (IR18a):

- Monitoring meetings: Commissioned services are contract managed via quarterly contract monitoring meetings involving the Commissioning Team, the Service Provider and the ASC Service Area lead. One service is contract managed on a half-yearly frequency, as deemed to be appropriate. The ASC Contract Management Plan (ASC and VCS services).
- Standard Agenda: The teams standard agenda includes service delivery against KPIs, Complaints, Safeguarding, Health and Safety, Finance and partnership working.
- Policies and procedures: The Core Specification in Appendix 7 includes details which providers are required to deliver a schedule of renewal for its policies and procedures.
- Poor Performance and Transfer of Care Process: Appendix 2 sets out the Commissioning Teams approach to managing provider failings.
- Quality: Quality Alerts, Issues and Complaints are logged on the Purchased Services Activity Log – Appendix 4. All elements are investigated on a separate basis with updates and resolutions dovetailed into their respective service contract management meetings.
- Spot-purchased services: QA is managed by the service area.
- Service Impact: Impact is measured at a service level, with performance measured against established KPIs, including Equality and Inclusion data sets. The Commissioning Dashboard, which is shared with the DLT on a

quarterly basis captures high-level service information, including performance and RAG rated risks. Additionally, the bi-annual Commissioning Update Report to Community and Childrens Services Committee providing an overview of the Department commissioning work programme and successes.

6.5 Equalities: Homecare Service (2022)

The example below evidences an approach to addressing QA, ensuring equalities considerations within the recommissioning of Homecare Services:

- Analysis: engagement to understand service users needs, analysis of service user and demographic data and equalities considerations
- Pre-procurement: Completion of an Equalities Impact Assessment of protected groups.
- Engagement: Completed to identify priorities within the service, which include:
 - Reliable timings
 - Good communication
 - Consistent and engaging
 - Choice of provider
 - Flexibility to ensure no disruption to quality of life
 - Quality Standards Charter
 - Closer working with health and community services
- Procurement: Service Specification communicating the Corporation's Public Sector Equality Duty, and testing providers ability to achieve this requirement on our behalf, evidencing how the service will be accessible to all and respectful of service users needs (matching needs with carers based on suitability, and the codesign of services) .
- Person Centred: Enabling some residents to choose to receive direct payments to purchase their own care, rather than using the City's commissioned service.
- Contract management: Reviewing service user data, outcomes and key performance indicators and reporting at quarterly contract monitoring meetings.

6.6 Coproduction: Carers Support Service (2024)

The Department places importance on Co-production, with some excellent examples completed, notably within the recommissioning of the Carers Support Service:

- Analysis: Service informed from insight and priorities within the coproduced Carers Strategy 2023-27.

- Pre-procurement: Close working and co-production with carers through the delivery of presentations, upskilling of carers and enabling participation throughout the development of the service.
- Procurement: Co-produced service specification with carers (including 'you said we did' actions), addressing feedback and priorities. The development of the technical questions, procurement strategy and technical evaluation weightings, scoring of technical questions and representation and scoring of bidder presentations.
- Contract management: Representation of carers at quarterly contract monitoring review meetings with the service provider, enabling the ability to shape service delivery and hold providers to account.

7 Action Plan

8.1 The following Action Plan identifies areas for development within the ASC commissioning work programme, required to improve practice and strengthen evidence against the CQC Inspection Themes. The Action Plan will be reviewed on a bi-annual basis, with reviews being completed in April and September of each year.

Area	Explanation	Update
Care Purchasing Cycle project	<ul style="list-style-type: none"> • Commissioning to provide oversight and further assurance of spot-purchased activity to enhance quality-of-service provision, determine levels of need and future commissioning options. 	
Service user feedback	<ul style="list-style-type: none"> • Seek to improve the level of service user feedback as part of contract monitoring and reporting. 	
Brokerage pilot	<ul style="list-style-type: none"> • Seek to reduce duplication through the automation, ensuring improved data and enhanced quality monitoring. • The development of clear process map and uplifts policy. • Explore the use of a contracting platform. • Enhance service user engagement, reduce waiting times and improve reporting capabilities. 	
Placement monitoring	<ul style="list-style-type: none"> • Development of policy and procedures, as part of brokerage pilot. • Strengthen the desk top monitoring and engagement with host local authorities, review and recording of CQC ratings, and annual visits programme. 	
Self funder rates	<ul style="list-style-type: none"> • Development of more robust comparison mechanisms using analytical tools (such as 	

	CareCube) as and wider engagement platforms to engage with self-funders.	
Commissioned service impact	<ul style="list-style-type: none"> Strengthen approaches to ensure evidence of impact is built into the commissioning cycle, to better demonstrate the impact activity is making to service users. 	
Co-production	<ul style="list-style-type: none"> Develop the Commissioning Guide to include resources and reference to resources developed within the Department, to support the team with co-production approaches. 	
Inequalities	<ul style="list-style-type: none"> Strengthen contract monitoring approaches to address inequalities within Commissioning. 	

Appendix 1: City ASC and VCS Services Contract Data (IR2u)

Contract Monitoring Minutes for Commissioned services are available upon request.

Contract Title	Supplier	ASC/ VCS	Service Description
City Homecare Rapid Response Service	One Care	ASC	<p>Hospital Admission Avoidance: provision of home-based support for those most at risk of acute admission to hospital. It includes intensive home care support (e.g., live in or double up support) with an assessment of ongoing care needs.</p> <p>Supported Hospital Discharge Service. (Discharge to Assess): Provision of intensive home care support to accompany a person home from hospital, a care assessment in the home, care to enable a person to remain at home and installations of minor aids and adaptations.</p>
Out of Hours Service Adults and Mental Health	London Borough of Hackney	ASC	Emergency approved mental health practitioner (AMPH) service for urgent situations which arise out of normal office hours and which cannot be left with an appropriate degree of safety until the next normal working day. The Service provides crisis support to make sure people experiencing a mental health crisis get professional assessment, care and treatment quickly.
Approved Mental Health Professional Service	East London Foundation Trust	ASC	An Approved Mental Health Professional service on behalf of the City of London as part of the wider community specialist mental health team.
City Call Care Services in Community and Sheltered Housing	Camden Careline	ASC	Service Level Agreement for the provision of Telecare Services for Residents within the Sheltered Housing Stock at Isleden House and for Service Users within the Square Mile
City Finance Services	Barrie Bookkeeping Ltd	ASC	Social Care Direct Payments and Appointeeship payments provider
Homecare	Hartwig Care Limited	ASC	Long term personal care delivered to people in their home, for those who need help with personal care and/or practical domestic tasks.
Dynamic Purchasing	Independence Brokerage	ASC	To complete required major adaptations in the homes of City residents.

System (DPS) Contracting Authority Access Agreement (CAAA)	Services CIC (INCIC)		
Forget Me Not Café	Forget Me Not Memory Café	VCS	Aims to bring innovation & inspiration to people (and their carers) who feel isolated and or marginalised because of their physical or mental illness.
City Equipment and Telecare Service	NRS Healthcare Ltd	ASC	City contribution to a Multi Borough consortium led by RBKC - Equipment and aids supplier to support and enable vulnerable residents to live in their homes.
Adults Advocacy Service	POHwer The Advocacy Agency	ASC	Advocacy Service for learning disabilities and people with support needs
Care Navigation Services	Age UK East London	VCS	Working closely with City of London Adult Social Care, ASC Duty Hospital and other partners in Health & Social Care to support individuals in hospital and ensure they have a safe discharge and reduce/narrow hospital re-admittance.
Community Support Activities and Interventions	Age UK East London	VCS	The provision of Community Support Activities and interventions either directly provided or subcontracted to be delivered within the City of London and to be available to City of London residents.
Community support assessments	Age UK East London	VCS	The provision of Community Support Assessments for City of London residents. This will include offering the individual the option of a full community support assessment through the service or alternatively a referral to their social prescribing coordinator based in a GP practice.
Carers Support Service	The Carers Centre Tower Hamlets	VCS	Supports carers in their caring role and ensures that the impact of caring on their lives is minimised. Delivered in-person, online, via the telephone and through events.
Home, Heating and Energy Advice	Green Drs	VCS	Delivery of in-person home energy consultations to fuel poor residents housed by the City of London.

Healthwatch	Healthwatch City and Hackney	VCS	Independent champion for people who use health and social care services. Understanding the needs, experiences and concerns of people who use health and social care services, with a focus on ensuring concerns are addressed and getting services right for the future.
City Advice Service	Toynbee Hall	VCS	General advice for residents and City workers (similar to a Citizens Advice Bureau in other LAs) particularly for benefits, housing, debt and legal advice

Adult Social Care



Appendix 2: Poor Performance and Transfer of Care Process (IR8h)

Available on request

Appendix 3: Market Sustainability Plan (IR20b/ IR17a)

[Market Sustainability Plan](#)

Adult Social Care



Appendix 4: Purchased Services Activity Log (including quality alerts) (IR4Za)

Available on request

Adult Social Care

Appendix 5: RFQ guide

Available on request



Adult Social Care



Appendix 6: Programme of monitoring visits

Available on request

Adult Social Care



Appendix 7: Adults Core Specification

Available on request

Appendix 8: CQC Annex A summary of evidence

CQC Ref.	Information Return Requested	ASC Ref	Report Reference	Evidence provided
IR2	Feedback obtained from people about their experience of assessment and care provision	IR2u	Appendix 1	Contract monitoring minutes for Voluntary Services: City Advice, Green Doctors, Age UK, Healthwatch, Advocacy Services and memory café
IR4	Feedback obtained from staff, that the local authority has requested	IR4Za	Appendix 4	Purchased services log including quality alerts are provided to the commissioning team and meetings are taking place to discuss
IR4	Feedback obtained from staff, that the local authority has requested	IR4Zw	Appendix 1	Powher contract monitoring minutes
IR8	Provide your strategy to prevent, reduce or delay the need for care and support: Provide details of your existing services, facilities or other measures to prevent, reduce and delay the need for care and support.	IR8h	Appendix 2 Appendix 4	Poor Performance and Transfer of Care Process including provider failure process and inadequate provisions CQC rating of commissioned placements covered in
IR10	Provision of information and advice to enable people to make informed choices about care and support	IR10c	Appendix 1	City Advice
IR10	Provision of information and advice to enable people to make informed choices about care and support	IR10h	Appendix 1 Section 6	Carers service activity
IR11	Arrangements to support inclusion and accessibility	IR11g	Section 6	Equalities example within commissioning
IR12	Provide your strategy and actions for identifying and reducing any inequalities of experience and outcomes relating to Care Act duties	IR12b	Section 6	Examples completed within the Adult Social Care Commissioning work programme

IR17	Provide details of out-of-area placements, including: the total number of people placed out-of-area at the time of this assessment a summary of the reasons for these placements, including any key themes (for example, because of specialist needs) how many of these placements were made within the last 12 months	IR17a	Appendix 3 Appendix 4	Market Sustainability Plan Quality alerts are provided to the commissioning team and meetings held to resolve.
IR18	Arrangements for quality monitoring of commissioned services. Include services commissioned from outside of the local authority area.	IR18a	Appendix 2 Section 5 Section 6	Contingency plans for provider continuity Placement monitoring arrangements Contract Monitoring arrangements
IR18	Arrangements for quality monitoring of commissioned services. Include services commissioned from outside of the local authority area.	IR18k IR18l IR18m IR18n IR18p IR18q	Available on request	% of total budget spent on supporting people in their own homes (ASCOF) % of total budget spent on community services % spend on out of area placements % spend on third sector / grants Fees for residential/non-residential care (LA price v. self-funded) Fees for residential/non-residential care (LA price v. self-funded) % of council budget attributed to ASC – current and over last 5 years
IR20	Market sustainability for these commissioned service types: homecare, supported living, residential care home.	IR20a	Appendix 3 Section 6	Market Sustainability Return/Plan Carer's activity
IR20	Market sustainability for these commissioned service types:	IR20b	Appendix 4 Section 5	Evidenced within placements in the log and through the completion of monitoring visits.

	homecare, supported living, residential care home		Section 6	Monitored through the procurement and contract management of commissioned services.
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