

# Adult Social Care Commissioning Strategy 2023+

Market Engagement Event 16<sup>th</sup> December 2022



**BE BOLD BE BIRMINGHAM**



# Housekeeping

- This session will be recorded and published at: [Information for Care Providers](#)
- If you can please use either the Chat function or hand icon to ask Q's and we will endeavour to answer
- Won't detail the Procurement exercise itself and there will be some questions we may not be able to answer due to Procurement Regulations/practice
- This is an engagement session only and is designed to provide:
  - *To share a summary of the proposed Commissioning Strategy*
  - *To share the proposed forthcoming procurement arrangements and timelines*
  - *To demonstrate how to apply for a contract using the CareMatch Portal*

# Commissioning Strategy 2017 Achievements

- 75% of citizens supported by either Gold or Silver providers
- Worked with over 25 Inadequate providers to improve/decommission safely.
- Over £40m investment in annual fee increases, incl. increasing 85% of care home packages at the start of the new contracts.
- Guide Price and open book fee for younger adult placements.
- Completed 3 cost of care exercises.
- Improved relationships between providers and commissioners.
- Named commissioner for every care provider.

# Commissioning Strategy 2017 Achievements

- All packages of care allocated based on quality.
- Increase in citizen satisfaction/use of citizen feedback in our commissioning processes.
- New IT solution generated savings/improved the efficiency of identifying care providers for citizens.
- Contracts/quality assurance of younger adults' care homes and supported living provision.

# Summary of Commissioning Strategy 2023+ Changes

- Light-touch refresh of 2017 Commissioning Strategy
  - Scope:
    - Care Homes (with and without nursing) for over 65's
    - Care Homes (with and without nursing) for under 18- 65's
    - Supported Living (over 18's)
    - Home Support Sensory Loss (over 18's)
  - All context updated to reflect changes in policies/strategies
  - All references to general Home Support, Home Support Approve Premises and Quick Discharge Service removed - not due until 2024
  - Quality information – removed some detail, new Integrated Quality Assurance Framework with our NHS colleagues, enhanced support offer
  - Pricing – for Care Homes 18 – 65's inflationary increases no longer linked to social work review
-

# Benefits of Applying for 2023 Contract

- Will ensure you can bid for new work from the Council
- Will ensure you can maintain existing packages of care from the Council
- Will ensure priority access to Council referrals
- Allow you to access inflationary fee increases from date of contract award
- Provides contractual framework to support relationship
- Gives you access to a dedicated Commissioner
- Gives access to a package of support to maintain/improve quality

# Fees

- Council's 2023/24 Budget won't be set until Feb 2023
- On track to confirm 23/24 fees in early January
- Contracts will set out proposed fees, however these may be subject to change
- Any changes will be communicated as part of the Clarification Process during the tender
- New fees/inflationary increases will only apply to providers under the new contract (for CH/SL/HS Sensory Loss)
- New fees to apply from 3 April 2023 for newly contracted providers or from the date of contract award if later

# Indicative Timelines

Timeline	Activity
13 December 2022	Cabinet Meeting – decision approved subject to Call-In
21 December 2022	Commencement of tender
20 January 2023	End of Clarification Period
31 January 2023 (Noon)	Tender closes (Noon)
30 January – 24 February 2023	Tender Evaluation
22 Feb - 13 March 2023	Delegated authority reporting
14 March 2023	Award letters issued
	Stand still period for Home Support – Sensory Loss only
3 April 2023	Contracts commence and reopening of Flexible Contracting Arrangement
30 April 2023	Existing contracts end
2 April 2028	FCA - Initial Period Ends
2 April 2027	HS Sensory Loss Framework – Initial Period Ends



# Soft Launch and Preparation

- Work on stability of CareMatch Portal completed
- Work on changes to CareMatch Portal completed
- Based on provider feedback and learning from last time
- 21<sup>st</sup> Dec to give time over Xmas/Festive Period
- Limited resources during 28<sup>th</sup> – 30<sup>th</sup> Dec

# Communication During the Tender

- Regulated Procurement under the Public Contracts Regulations 2015 (PCR 2015) and the Public Procurement (Amendments, Repeals and Revocations) Regulations 2016
- The Council's Procurement Team will be single point of contact for the tender
- Commissioners will be unable to discuss the tender with you or answer any questions
- All questions about the tender must be submitted via the CareMatch Portal Questions function (to be demonstrated later)
- The Clarification Period will run from 22 Dec 22 – 20 Jan 23
- Clarifications will be published on the Council's website at [Tender opportunities | Birmingham City Council](#)
- Any effort by tenderers to influence the evaluation of tenders or award decisions, may result in the disqualification of its tender.
- It is recognised that Council officers will need to maintain existing relationships, but there must be no discussions or divulging of information relevant to the procurement process.

# Adult Social Care Commissioning Strategy 2023+

How to apply for a 2023 Care Home or Supported Living contract



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# Before you start

- Decide which of your users will apply for the new contract(s) – see next slide on User Accounts
- Download a copy of the CareMatch Portal User Guide

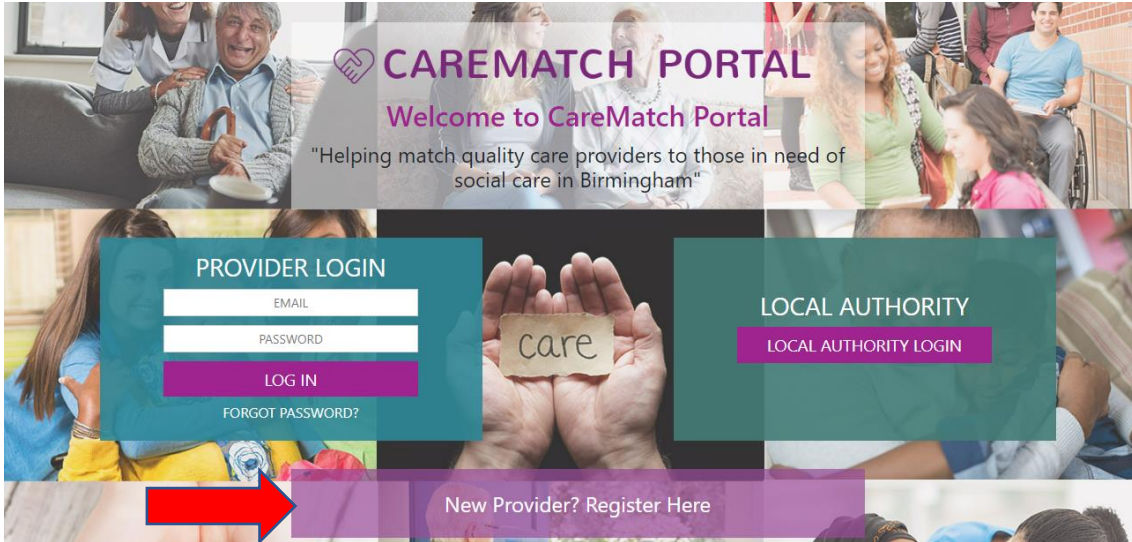
[User Guide for providers using Care Match Portal | Birmingham City Council](#)

# User Accounts

- Each User can apply for contracts for all providers they can see on their dashboard
- Where more than one User has access to a provider, each can start a contract application – there is a risk of multiple applications
- You can add a new User by following the steps in Section 8.7 of the User Guide. Please note that you can only use an email address once for a User account.
- We recommend that each Owner has at least two Users

# Contract information

At the CareMatch Portal log in page, click 'New Provider – Register here' button



# Contract information

Click either 'Care Homes 2023' or Supported Living 2023' button to get a drop-down menu of contract information documents

Settings

CAREMATCH PORTAL

### INFORMATION

- 1 INFORMATION
- 2 OWNER DETAILS
- 3 OWNER APPLICATION
- 4 PROVIDER CONTRACTS
- 5 PROVIDER DETAILS
- 6 PROVIDER APPLICATION
- 7 SUBMITTED APPLICATION

**STEP 1: INFORMATION**

CareMatch is the system by which providers wishing to provide home support, supported living, residential care (including nursing) services to Birmingham citizens apply to join the Flexible Contracting Arrangement or Framework Agreement necessary to do so. Details of Flexible Contracting Arrangements or Framework Agreements that are currently open for tenders are shown below:

Care Homes 2018	Care Homes 2023
Home Support Specialism - Sensory Loss 2023	Supported Living 2018
Supported Living 2023	

BACK NEXT

# If you have never started a contract application with your CQC Provider ID

You can do so by clicking the 'Next' button on this page

Do not do this if you have previously used the CQC Provider ID in CareMatch Portal

Settings

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CAREMATCH PORTAL

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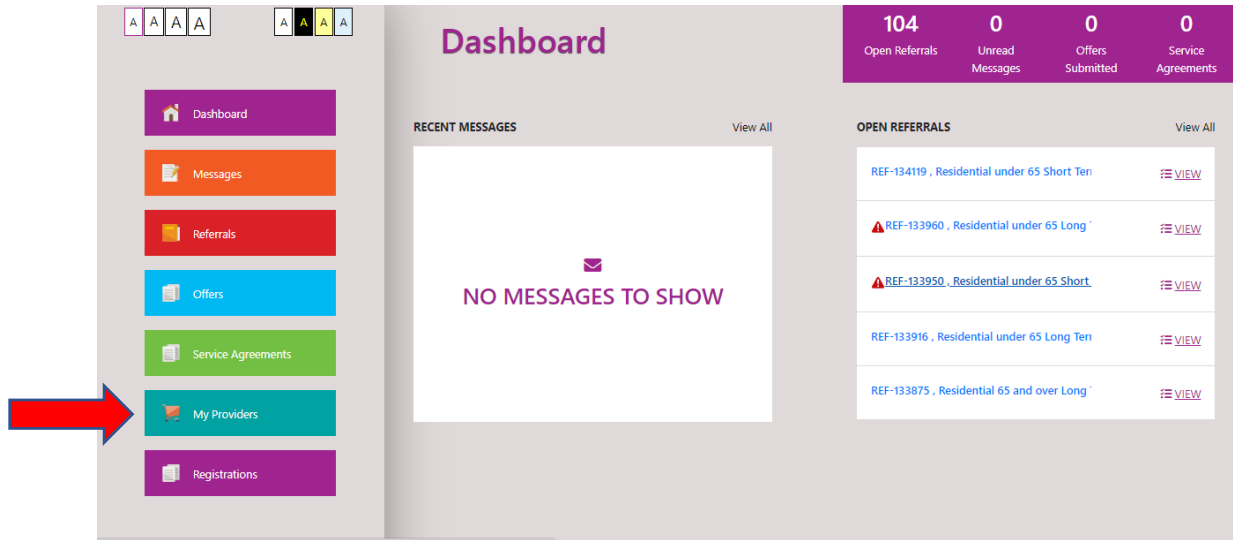
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BACK NEXT



# To apply for a new 2023 contract to replace an existing 2018 contract

Log in to your CareMatch Portal account to reach your dashboard and go to your 'My Providers' page



# To apply for a new 2023 contract to replace an existing 2018 contract

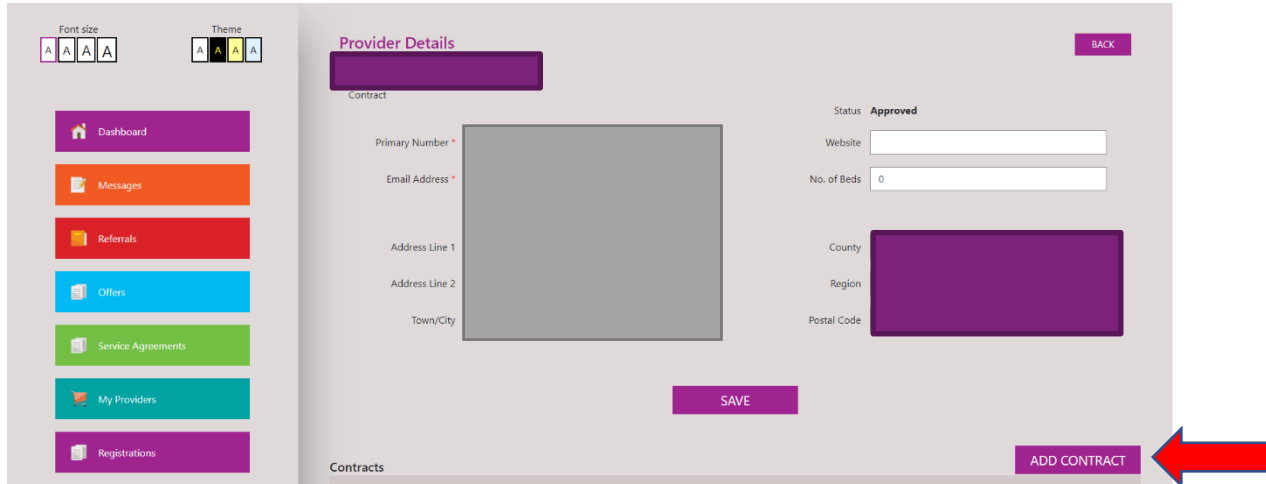
Choose the provider you want to apply for the contract for, by clicking on the magnifying glass next to the provider name

The screenshot shows a web application interface with a sidebar on the left and a main content area on the right. The sidebar contains several menu items: Dashboard, Messages, Referrals, Offices, Service Agreements, My Providers, and Registrations. The main content area is titled "My Providers / Locations" and features a "NEW PROVIDER" button and a search input field. Below the search field is a table with the following columns: PROVIDER NAME, LOCATION, STATUS, GEOGRAPHICAL AREAS, and ACTIONS. The table contains three rows, each with a magnifying glass icon in the ACTIONS column. A red arrow points to the magnifying glass icon in the first row. The first row's PROVIDER NAME and LOCATION cells are obscured by a grey box.

PROVIDER NAME	LOCATION	STATUS	GEOGRAPHICAL AREAS	ACTIONS
[Redacted]	[Redacted]	Approved		🔍
[Redacted]	[Redacted]	Approved		🔍
[Redacted]	[Redacted]	Approved		🔍

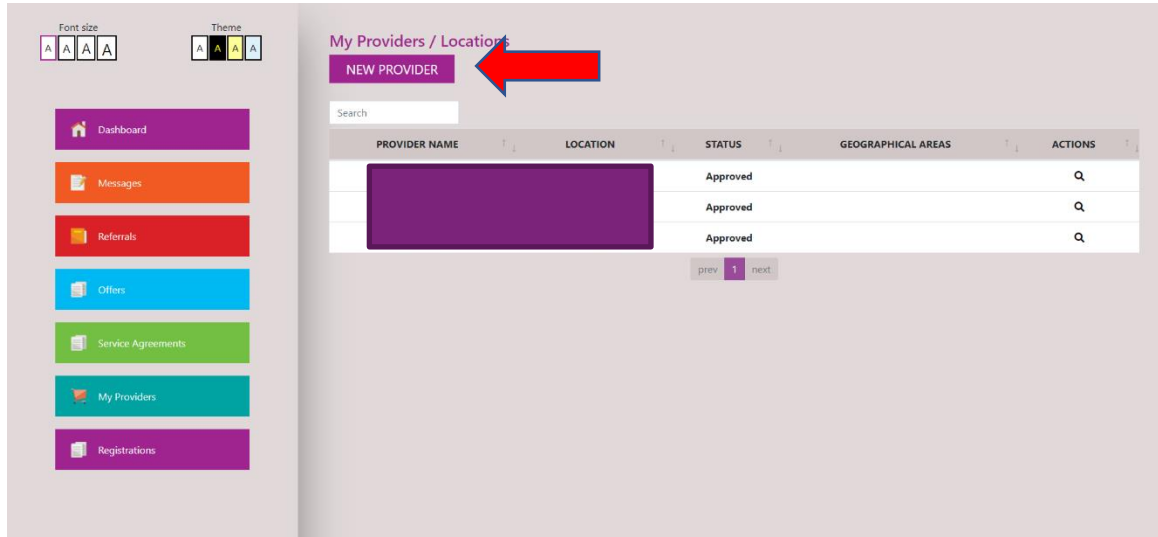
# To apply for a new 2023 contract to replace an existing 2018 contract

Click on the 'Add Contract' button to start the application, and then follow the steps in the User Guide Section 8.3



## To add a new Provider (CQC Location) and apply for a contract

Log into CareMatch Portal, go to your 'My Providers' page and click 'New Provider'.  
Then follow the steps in Section 8.2 and 8.3 of the User Guide

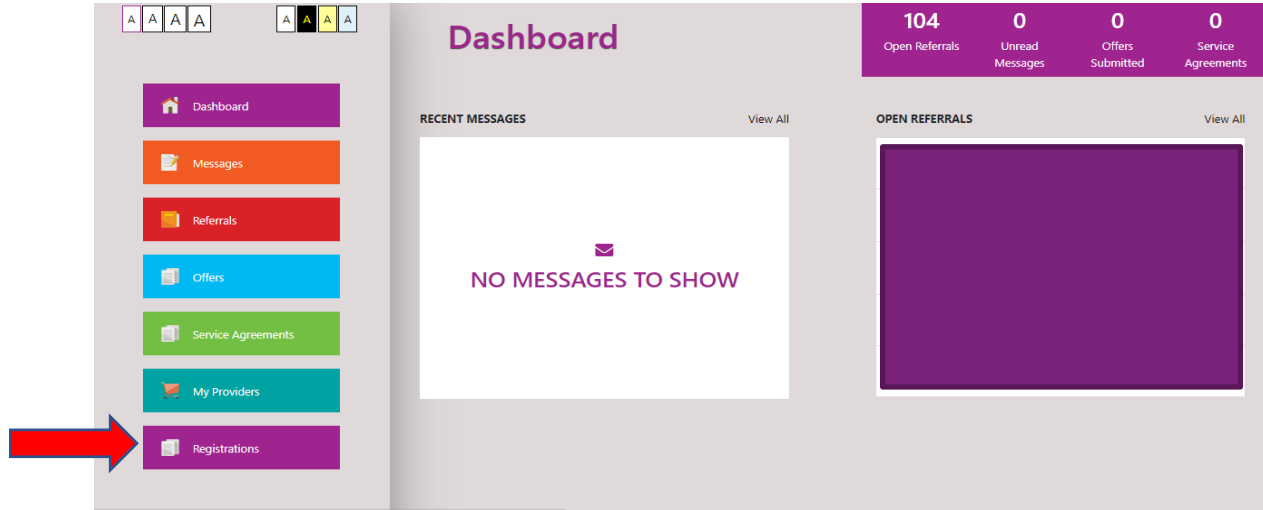


The screenshot shows the 'My Providers / Locations' page in the CareMatch Portal. On the left is a navigation menu with buttons for Dashboard, Messages, Referrals, Offers, Service Agreements, My Providers, and Registrations. The main content area has a title 'My Providers / Locations' and a 'NEW PROVIDER' button highlighted with a red arrow. Below the button is a search bar and a table with columns: PROVIDER NAME, LOCATION, STATUS, GEOGRAPHICAL AREAS, and ACTIONS. The table contains three rows, each with 'Approved' in the STATUS column and a magnifying glass icon in the ACTIONS column. A pagination control at the bottom of the table shows 'prev', '1', and 'next'.

PROVIDER NAME	LOCATION	STATUS	GEOGRAPHICAL AREAS	ACTIONS
		Approved		🔍
		Approved		🔍
		Approved		🔍

## Returning to a partially completed contract application

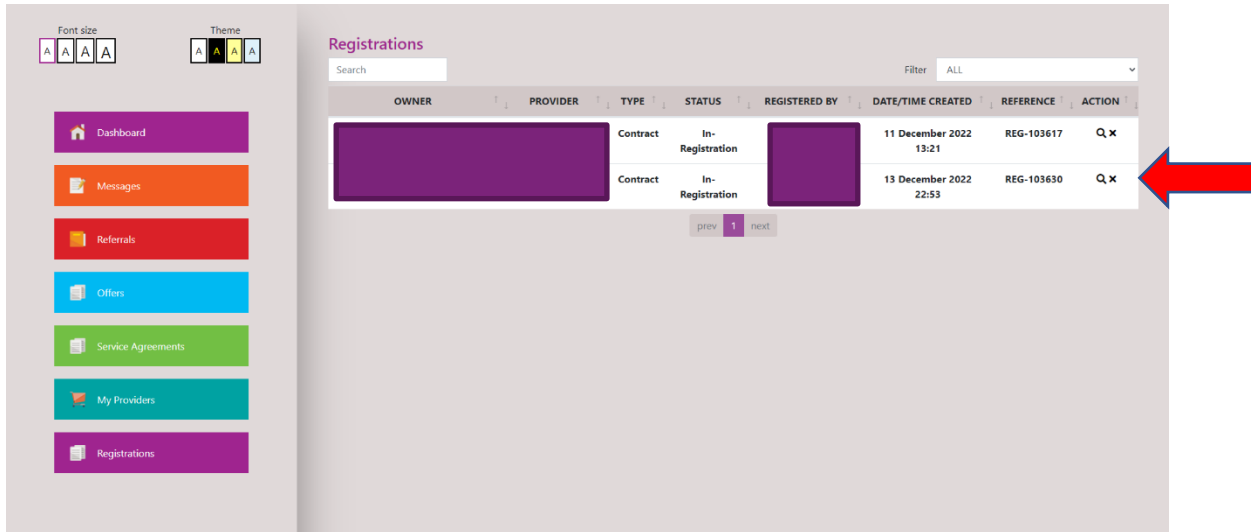
Provided you have saved the section you are working on, you can leave the application at any point and return to it later. To return to your application, log in to your CareMatch Portal account and, from the dashboard, go to your 'Registrations' page



## Returning to a partially completed contract application

At the Registrations page you will see a list of all the registrations you have created.

Open the application you wish to resume, by clicking on the magnifying glass next to it



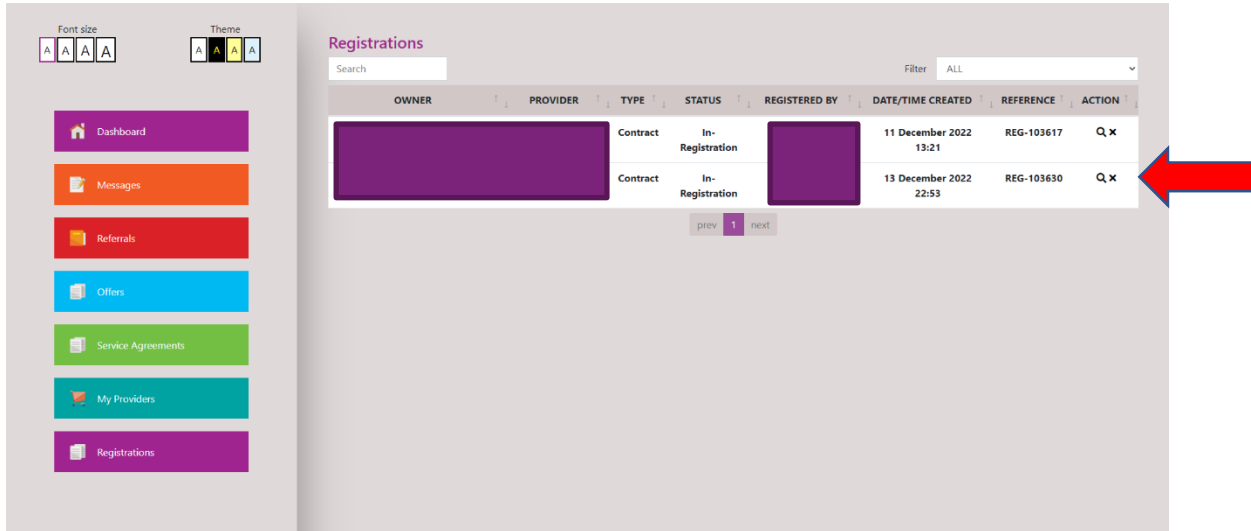
The screenshot displays the 'Registrations' page. On the left is a sidebar with navigation links: Dashboard, Messages, Referrals, Offers, Service Agreements, My Providers, and Registrations. The main area shows a table with the following columns: OWNER, PROVIDER, TYPE, STATUS, REGISTERED BY, DATE/TIME CREATED, REFERENCE, and ACTION. The table contains two rows of data:

OWNER	PROVIDER	TYPE	STATUS	REGISTERED BY	DATE/TIME CREATED	REFERENCE	ACTION
[Redacted]	[Redacted]	Contract	In-Registration	[Redacted]	11 December 2022 13:21	REG-103617	Q x
[Redacted]	[Redacted]	Contract	In-Registration	[Redacted]	13 December 2022 22:53	REG-103630	Q x

A red arrow points to the magnifying glass icon in the 'ACTION' column of the second row.

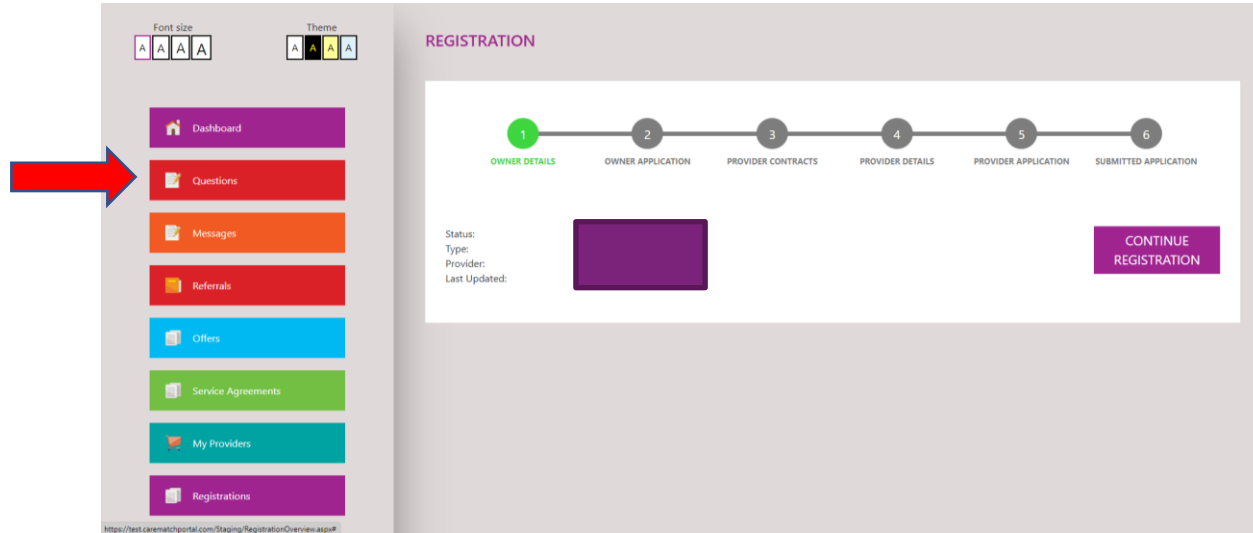
# Returning to a partially completed contract application

If you wish to delete any unsubmitted registration you have created, you can do so by clicking the 'X' next to it.



## Questions during the contract application

These should be raised via the 'Questions' page, reached from your Dashboard whilst you are working on a registration. The use of the Question function is explained in Section 3.2 of the User Guide



The screenshot shows a user interface for a registration process. On the left is a navigation sidebar with a red arrow pointing to the 'Questions' button. The sidebar includes options for Font size and Theme, and menu items: Dashboard, Questions, Messages, Referrals, Offers, Service Agreements, My Providers, and Registrations. The main content area is titled 'REGISTRATION' and features a progress bar with six steps: 1. OWNER DETAILS (highlighted in green), 2. OWNER APPLICATION, 3. PROVIDER CONTRACTS, 4. PROVIDER DETAILS, 5. PROVIDER APPLICATION, and 6. SUBMITTED APPLICATION. Below the progress bar, there are labels for 'Status:', 'Type:', 'Provider:', and 'Last Updated:' next to a purple rectangular box. A purple 'CONTINUE REGISTRATION' button is located on the right side of the main content area.



## Technical Support

- If you can't log into your CareMatch Portal account
- If something is preventing you from starting a registration
- If something is preventing you from returning to a partially completed registration
- If you have any other problem making CareMatch Portal work

You can get help by emailing: [marketintelligence@birmingham.gov.uk](mailto:marketintelligence@birmingham.gov.uk)

In your email requesting technical help, please include the email address you are using to log in to CareMatch Portal and, if applicable, the Registration number of the contract application you are having problems with (you can find the number on your Registrations page)