



## Response to Request for Information

Reference      FOI 041581  
Date            22 April 2015

### ***Domiciliary Care Service***

#### **Request:**

1. The current volume of domiciliary care services provided by the council through its in-house service (if there is such provision), in terms of hours delivered in 2014/15.  
[594,137 hours delivered by private domiciliary providers in 2014-15.](#)  
[6442 hours delivered by our in-house domiciliary care service in 2014-15.](#)

2. The current volume of domiciliary care services commissioned by the council from private providers, in terms of hours delivered in 2014/15.  
[594,137 hours delivered by private domiciliary providers in 2014-15.](#)

3. The current contractual arrangements the council has entered into with private providers for the provision of domiciliary care services, i.e. Whether the council has a preferred list of providers, if this is open or closed, whether the council operates with Block contracts, Cost and Volume contracts, Individual Service arrangements (Spot contracts), Supplier framework or other arrangements, when the contract arrangement commenced and the duration of the arrangement.  
[There are contractual arrangements currently in place with twelve providers. Providers work across three zones with some providers operating on a citywide basis. The contracts expire between 30/09/15 and 14/04/2016 with an option to extend for up to one further year.](#)

[The Council also has Individual Service arrangements with non-contracted providers, the purpose is to form acceptance of Contract and define the Service User details and costing's identified within.](#)

4. The name and business address of each private provider contracted to the council, and the volume of work undertaken by each provider in 2014/15, in terms of hours delivered.  
[In respect of the information requested, the Council will not be making disclosure and is of the view that the disclosure of the requested information would be likely to prejudice the commercial interests of both the Council and individual tendering organisations taking part in the process and that Section 43 \(2\) of the Act is engaged, where disclosure would, or would be likely to prejudice the commercial interests of any person.](#)

In applying this exemption the Council has balanced the public interest in withholding the information against the public interest in disclosure.

In the case of the above cited information, the Council considers that the public interest in withholding this information for the reasons cited outweighs the benefits of demonstrating openness and transparency of process at this stage.

The Council always seeks value for money and makes every effort to promote fair competition. However, the Council considers that by disclosing this information regarding contracts soon to be subject to a procurement process to the world-at-large, organizations that are not able to demonstrate at least the same level of innovation and initiative may benefit by claiming to undertake particular activities that they are either not able to fulfill or even have no intention to fulfill on contract implementation.

5. The expected date that the council will re-tender the contract for its domiciliary care service.  
The date for this tender is yet to be confirmed, as work is currently being undertaken to develop the model and price.
6. The current volume of Reablement Care (also known as rehabilitation and aid to recovery) services provided by the council through its in-house service (if there is such provision), in terms of hours delivered in 2014/15.  
In 2014/15 in-house reablement service commissioned 16302 hours.
7. The current volume of Reablement care services commissioned by the council from private providers, in terms of hours delivered in 2014/15.  
No reablement care services commissioned from private providers.
8. The current contractual arrangements the council has entered into with private providers for the provision of Reablement care services (if any), i.e. Whether the council has a preferred list of providers, if this is open or closed, whether the council operates with Block contracts, Cost and Volume contracts, Individual Service arrangements (Spot contracts), Supplier framework or other arrangements, when the contract arrangement commenced and the duration of the arrangement.  
N/A
9. The name and business address of each private provider contracted to the council for Reablement care (if any), and the volume of work undertaken by each provider in 2014/15, in terms of hours delivered.  
N/A
10. If private sector providers are used, the expected date that the council will re-tender the contract for its Reablement care service. If the service is wholly in-house, does the council have any plans to outsource this service or to seek additional capacity from private sector providers.  
The in house service is under review and the market will be notified of the intentions when a decision is made.

11. Whether the rates paid to domiciliary care providers are set by the council, and if so what they are for the current or most recent year;

The existing contracts were subject to a tender process which commenced in 2011 and bids were based on a maximum hourly rate of £13 per hour. (The lowest hourly contracted rate is £12.04). The average domiciliary care rate for older people is £ 12.74

12. If the rates paid to domiciliary care providers are established by competitive tendering, what is the average hourly rate paid by the council for the current or most recent year.

Please see response to question 11.