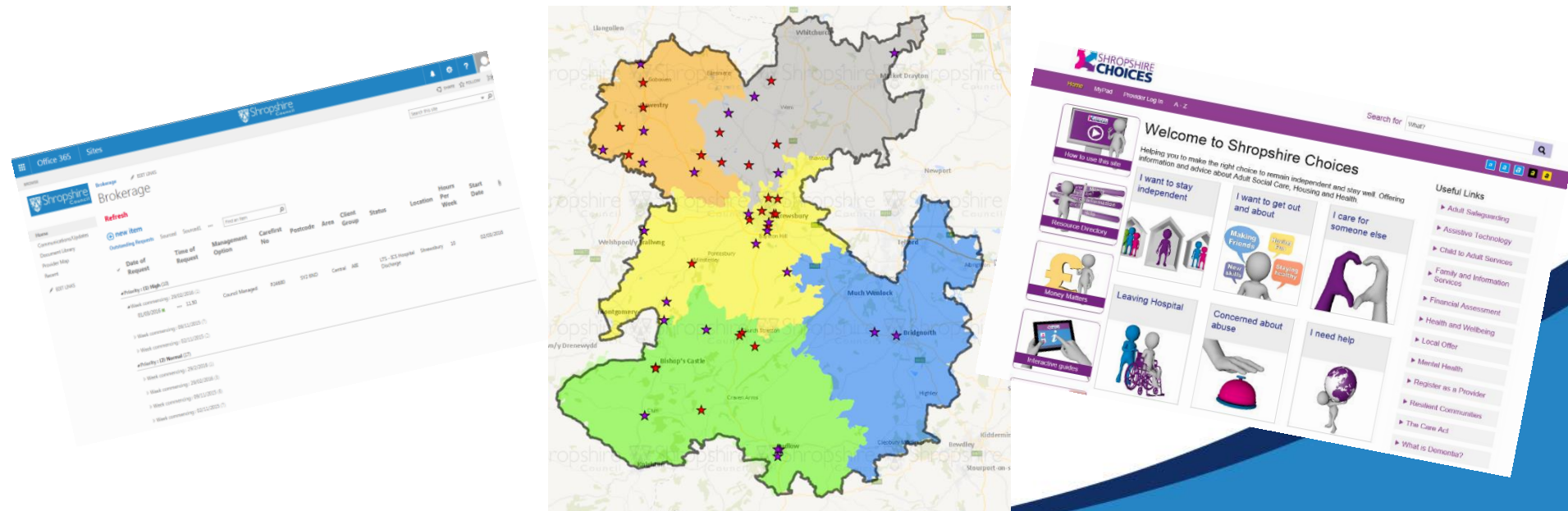




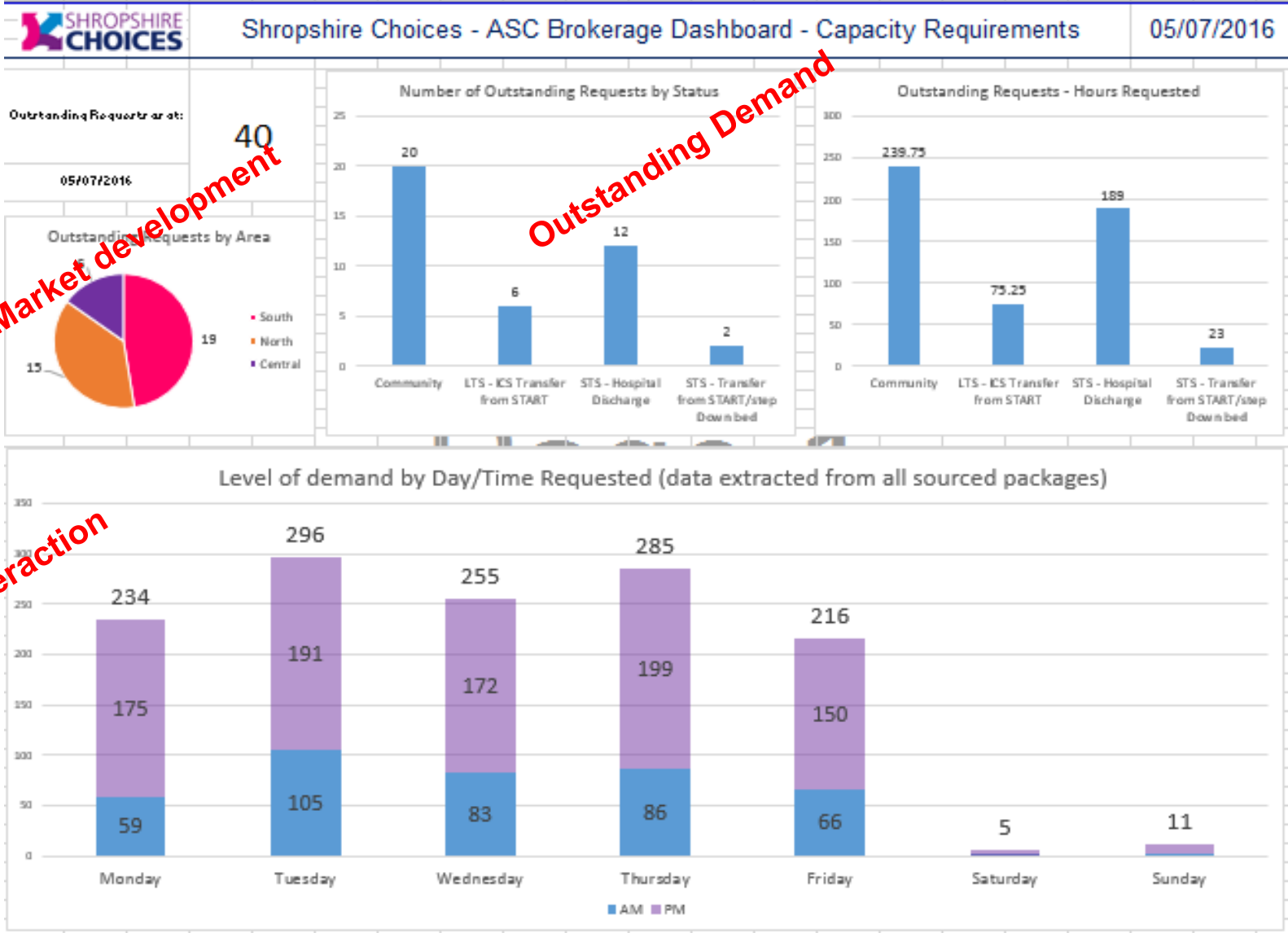
The ASC hub for care provision and market development

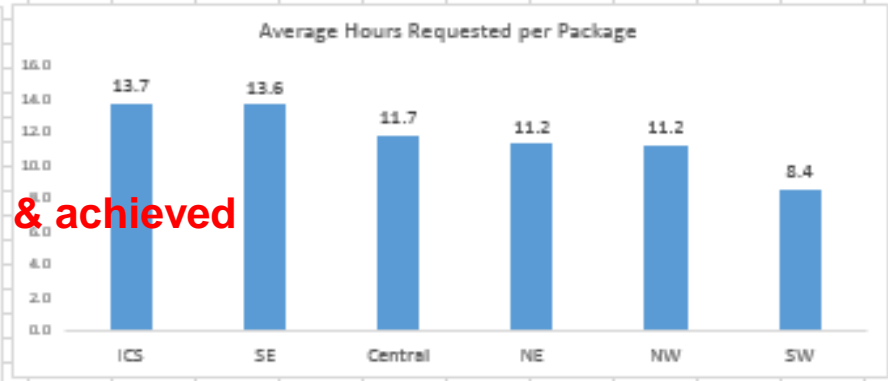
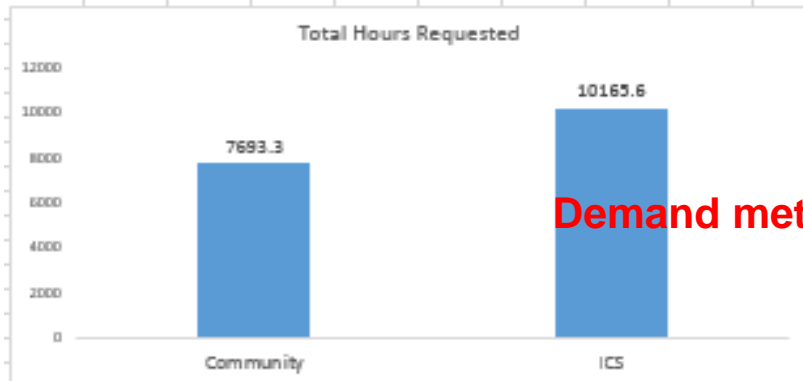
Interacting across 3 online platforms:



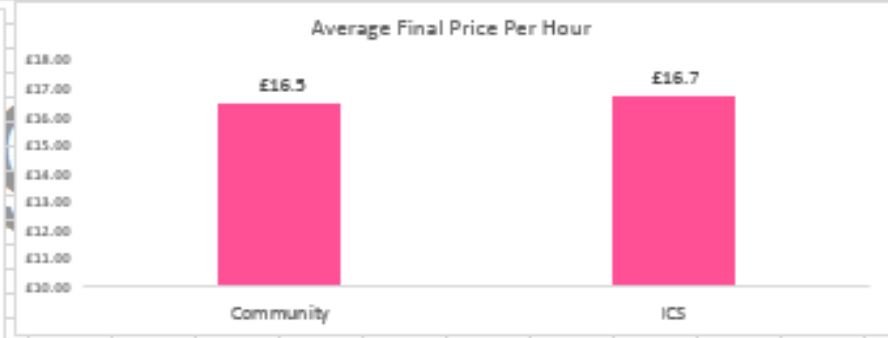
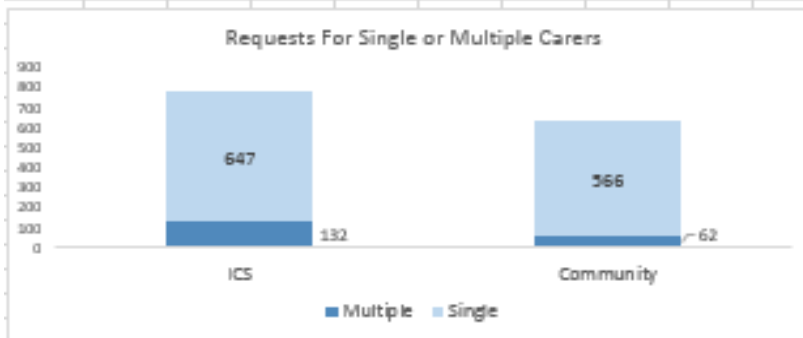
## How does Shropshire Choices (ASC brokerage) currently operate?

- **All dom care packages are brokered in the same way** regardless of whether they are council managed, ISF's or Direct Payments for both community and ICS requests
- New requests into brokerage are **published same day** – a total of 74 providers.
- **Alerts are sent directly to providers each day** as and when new packages are published or changed
- **Rates** offered through brokerage are **monitored and renegotiated** where needed.
- In most cases, the package **requests are open to all providers** which means that the **opportunities for expansion and business development** are at their finger tips
- As the sourcing of care is **managed through one route**, we are **developing our reporting suite and digital options** for both the LA and providers.





**Demand met & achieved**



**Rates secured**



## Care Capacity & Utilisation

Performance Dashboard: 09/05/16 - 15/05/16

Approved Providers

Care Capacity & Usage						Brokerage requests			Efficiency of Discharge			
Zone	Provider Name	Commissioned Hours per week	Actual delivered hours	Remaining STS Capacity (hrs)	Remaining STS Capacity %	No' of outstanding STS Requests	STS hours required per week?	No' of outstanding LTS Requests	No' of Patients discharged from Hospital	No' of Patients over 42 Days	Average no' of days of care commencing	Visual
North	Bluebird	100	52	48	48%	4	⚠️ 66.5	3	TBC	TBC	TBC	TBC
	Short Notice	85	107.15	-22.15	26%							
	Total		25.85									
Central	Sentinel (Carewatch)	100	24.3	75.7	76%	2	✅ 19.25	4	TBC	TBC	TBC	TBC
	Direct Health	100	79.15	20.85	21%							
	Bluebird	200	86.15	113.85	57%							
	Tailored Care	100	193.3	-93.3	3%							
	Total		117.1									
South	JK Caring	125	78.3	46.7	37%	3	✅ 82.25	2	TBC	TBC	TBC	TBC
	Priority	85	57.15	27.85	33%							
	Direct Health	170	113.45	56.55	33%							
	Total		131.1									

⚠️ Partially achievable within remaining STS capacity

✅ Achievable within remaining STS capacity

START Provision

Care Capacity & Usage								
Zone	Provider Name	Commissioned Hours per week	Actual STS delivered hours	Remaining Capacity (hrs)	Remaining Capacity %	Tolerance (hrs)	Available Capacity	Remaining Capacity % with tolerance applied
North	START	300	122.75	177.25	59%	150.00	27.25	9%
	North Agency - This is referring to brokered STS packages		223.75					
Central	START	323	167	156	48%	147.00	9.00	3%
	CEN Agency - This is referring to brokered STS packages		301					
South	START	300	124.3	175.7	59%	168.00	7.70	3%
	South Agency - This is referring to brokered STS packages with providers		601.85					

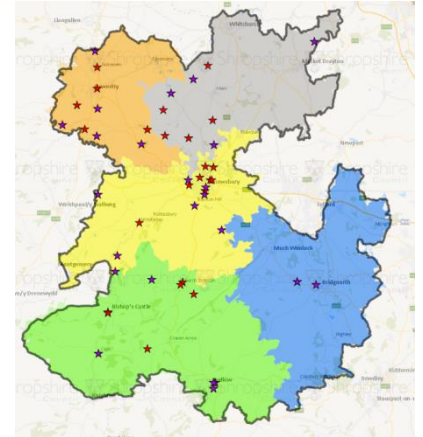
20% deduction for a/leave/training/sickness  
30% deduction for travel time

20% deduction for a/leave/training/sickness  
25% deduction for travel time

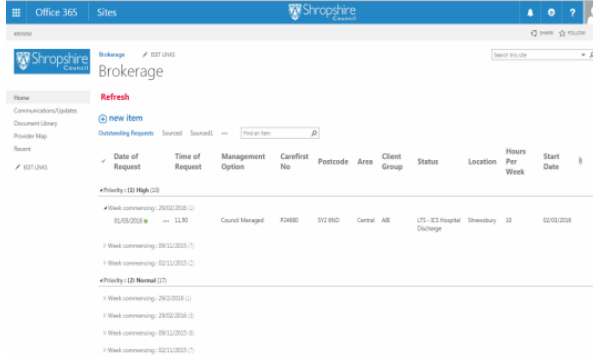
20% deduction for a/leave/training/sickness  
36% deduction for travel time

## Shropshire Choices interaction online

Online map – Providers now have access to view all outstanding package using the brokerage map  
*(Demo of map)*



SharePoint – Once logged in providers can view the outstanding package requests **all within one portal, in more detail**. Providers are able to download the full request, add their quotation and email back to brokerage.  
*(Demo of SharePoint)*



Date of Request	Time of Request	Management Option	Carefirst No	Postcode	Area	Client Group	Status	Location	Hours Per Week	Start Date
*Priority: (2) High (2)										
*Week commencing: 24/02/2018 (2)										
16/03/2018	11:30	Carefirst Manager	F2660	WY1 1ND	Central	AD	171 - EC3 Hospital Discharge	Shrewsbury	10	02/03/2018
*Week commencing: 09/03/2018 (1)										
*Week commencing: 02/03/2018 (2)										
*Priority: (2) Normal (2)										
*Week commencing: 29/02/2018 (2)										
*Week commencing: 26/02/2018 (2)										
*Week commencing: 09/03/2018 (2)										
*Week commencing: 02/03/2018 (1)										

**Together these have become the central online hub for the sourcing of all dom care provision.**

## What have been the benefits of the revised brokerage model?

### **Providers**

- ✓ Transparency – They all have the same view of the world!
- ✓ Consistency - A consistent approach to support, manage and develop the market
- ✓ Equality – No cherry picking! Equal opportunities, supporting them to maximise their business opportunities
- ✓ Opportunities - Available packages at their fingers tips

### **Practitioners**

- ✓ Time management – Reduced phone calls
- ✓ Budgeting – no difficult negotiations

### **Customer**

- ✓ Choice – Multiple offers to choose from
- ✓ Competitive pricing – Enabling them to maximise their Personal Budget
- ✓ Quality – Enhanced contract monitoring and quality assurance



## Future plans for Shropshire Choices:

- To incorporate the sourcing of all placements
- To incorporate the sourcing of provision for CHC packages
- To develop a product and service for self funders:
  - Which will secure fair rates
  - Which will preserve their assets
  - Which will maximise their options across the market
- To develop the online Shropshire Choices portal further to include a more enhanced resource directory to support Quality Assurance which reflects the providers most recent transactions:

Quality Assurance across all areas to be improved and developed further





For more information on Shropshire Choices, please contact:

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