

Head of Complaints, Members  
Enquiries & Information Governance

**Mr Jamie Wake**  
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Our ref: FOI/ E29562

Ask for: Information Governance

Date: 11/10/2017

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Dear Mr Wake,

**Freedom of Information Act 2000**  
**Request for Information: Information Provided**  
**Subject: Adult Social Care**

We write with regard to your recent enquiry for information held by the Council under the provisions of the Freedom of Information Act 2000. We trust that the information provided is satisfactory.

For future reference we publish information on our website, including the Freedom of Information Publication Scheme and summary of Freedom of Information requests and responses that may be of help to you in searching for information. Our website is mentioned above.

It is important to note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 the Council asks not to receive unsolicited marketing communication.

**Request and Response**

1. The current average number of weekly hours commissioned to private domiciliary care providers for Adult Social Care as of August 2017

**Answer: 22,514**

2. The estimated Annual Spend commissioned for Adult Domiciliary Care through private domiciliary care providers (Based on 2016)

**Answer: We are unable to confirm the estimate as this is subject to validation however the actual expenditure on home care for 2016/17 is £12,616,475**

3. The type of agreements held with private domiciliary care providers commissioned to deliver Adult Social Care services such as frameworks, Spot Contracts, Block Contracts etc and their start/end dates

**Answer: The Independent Living Support Service (ILSS) Framework Contract commenced on 1st August 2016 and, subject to satisfactory performance, shall continue until 31st July 2019. The contract contains a provision to extend for one further year (to 31<sup>st</sup> July 2020) subject to the Council's discretion and agreement with Providers. We also have a range of spot providers for specialist care and out of borough placements.**

4. The lowest and highest (based on the standard daytime week day rate) charge rates per hour of domiciliary care charged to the local authority for Adult Social care commissioned through private domiciliary care providers

**Answer: The currently highest commissioned hourly rates of homecare are £20.00 per hour and the lowest is currently £11.07.**

5. When you anticipate retendering for domiciliary care services for Adult Social Care

**Answer: The current Independent Living Support Services (ILSS) Framework Agreement Contract is due to expire on 31<sup>st</sup> July 2019. There is provision to extend the contract for one further year only. Any re-tendering will be completed in advance of the current contract expires.**

6. The names of the current Domiciliary Care Providers commissioned in your authority to deliver Adult Social Care

**Answer: Please see below the names of our Homecare Providers delivery services both inside and outside of Newham:**

**Advance Housing and Support**  
**Allied Healthcare**  
**Ask Care Ltd**  
**Bio Luminuex Health Care Ltd**  
**Bluebird Care (Barking and Dagenham)**  
**Bluebird Care (Kensington and Chelsea)**  
**Bluebird Care (Newham)**  
**Br3akfree**  
**Care Avenues Ltd – London**  
**Carewatch (Newham)**  
**Chinese Association of Tower Hamlets**  
**Chosen Care Group Ltd**  
**Elect Care**  
**Golden Key Support Ltd**  
**Help in Newham Ltd**

Highland Care UK Ltd  
Hope Superjobs Ltd  
Alters Recruitment  
Aquaflor  
Care and Support Shop  
Care Central  
Care Support  
Careworld London  
Chennai Holistic Care Agency  
Culture Care Agency  
First Choice  
Genesis Housing  
Goldsmith Personnel  
London Care  
Rainbow Homecare  
Supreme Care Services  
Metro Homecare  
Westminster Homecare  
Inclusive Support Ltd  
KAF Healthcare Ltd  
Lookahead Housing and Care Ltd  
Mooncare Centre  
Oasis Care and Training Agency  
Redspot Homecare Ltd  
Reed Health Care  
Reline Care Ltd  
Rhythmic Care UK Ltd  
RSM Top Jobs Ltd  
Satash Community Care Project Ltd  
Supreme Care Service Ltd – Hackney  
Supreme Company and Sons Ltd  
Three Cs Care Agency  
Unique Personnel  
Violet Court – L&Q Living

7. The contact Name, Email address and Contact number of the person responsible for commissioning domiciliary care services in your authority

**Answer:** Karl Henson, Senior Commissioner, [Karl.henson@newham.gov.uk](mailto:Karl.henson@newham.gov.uk), 0208 430 2000

8. Are commissioned providers required to use real-time electronic monitoring to provide data to the local authority and if so which system?

**Answer:** All contracted providers through our framework are required to use an electronic monitoring solution. The system the council have contracted is CM2000, CallConfirmLive!

9. The number of service users currently receiving a direct payment within your local authority as well as the number of average hours per week

**Answer: There are currently 881 people who receive an individual budget to purchase their own care which is not exclusively spent on home care. We do not have separate figures as to how many of these service users use their individual budgets to fund home care services. To produce this would take a manual trawl of our records, which would fall outside of appropriate time limit as set out in the FOI Act under Section 12.**

10. Is the local authority working with health partners to commission health funded care?

**Answer: Yes, the Local Authority and Newham CCG have a strong collaborative approach to commissioning items in the joint interest of both Health and Social Care. Depending on the item the CCG may be the lead commissioner, the London Borough of Newham may be the lead commissioner or we may undertake joint commissions.**

11. The authorities' current market positioning statement for Adult Social Care

**Answer: Please see link below:**

**[https://adultsocialcare.newham.gov.uk/Pages/Market\\_position\\_statement.aspx](https://adultsocialcare.newham.gov.uk/Pages/Market_position_statement.aspx)**

If you require any further information or are not happy with our response please do not hesitate to contact a member of our team on (020) 8430 2000 or email us at [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk).

Yours sincerely,

**Complaints, Members Enquiries and Information Governance**  
Newham Council