

Re-Commissioning the Gloucestershire Health and Social Care Frameworks: Survey Outcomes

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If you accessed the virtual events, did you feel supported to understand the framework contract and the tender process?



Yes = 89.47%



No = 3.23%



N/A = 3.23%

If not please tell us what you think was missing or where information was lacking:

More help when writing the responses to questions

We will make the virtual events more tailored this time

What would have improved the events?

Specific Support for the application

An opportunity to have an individual Teams meeting to discuss the specific services we provide

Send slides out after the event

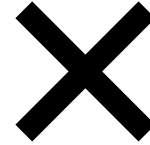
We will be as specific as the rules allow at events

We will continue to email out the Virtual Event slides and upload them to the Portal.

We allow 8 weeks for completion of tender documentation – is this long enough to complete the tender to a high standard?



Yes = 64.52%



No = 35.48%

We will review the timeframe for completing the tender submission

Were the tender instructions and documents easy to understand and complete?



Yes = 51.61%



No = 48.39%

If not please tell us which sections or questions were difficult to understand and complete and tell us why:

Lots of documents, questions were difficult, instructions hard to follow

ICT requirements were hard to understand and time consuming

We will be reviewing the tender pack to make it shorter and have less questions.

A proposal from our ICT Team is going to Cabinet this week. The offer should include more support from the Council to obtain the standard and potential support to fund.

Did you access the Q&A process and was this helpful?



Yes = 90.32%



No = 9.68%

It would be helpful to call or email someone to help answer questions

Many questions and answers and hard to keep track at times

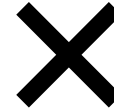
Due to procurement process, we must ensure all questions asked are shared so all providers receive the same information for fairness and transparency.

We will make the Q&A documentation clearer and easier to find themes.

Were the different Lots under the framework clear to understand?



Yes = 93.55%



No = 6.45%

If no, what would help to make this clearer in the next contract and tender?

There were many sections to complete and needed to keep checking sections that needed to be completed.

Similar questions asked under different Lots which could be standardised.

Fewer Core Questions that are standard and Lot Specific will really be specific – reviewing how we draw out which providers offer to which client groups.....

When putting together tender documents which of the following methods of evaluation are most straight forward for providers:

Answering questions = 83.87%

Interviews = 22.58%

Providing policies = 83.87%

Responding to scenarios = 67.74%

Presentations = 16.13%

Please tell us why?

Answering questions: Gives the opportunity to provide practical examples and reflect on practice which relate to experience and knowledge. Questions allow providers to give more thought to the questions and gain perspectives of colleagues.

Providing policies: Straight forward, less time consuming and relates directly to the organisation. Providers already have these to hand.

Responding to scenarios: Familiar with this process and relate to provider experiences.

Interviews and Presentations: Interviews and presentations offer a difficult evaluation process. Not everyone interviews well or has confidence to stand up and present and it is a distraction from providing care. It does enable providers to add any additional information about what their service can offer.

We are in the process of reviewing how we evaluate providers and will take all information on board when deciding the correct process.

The current framework contract runs for 4 years. Please indicate your preference for a future framework length:

4 years = 22.58%

Longer than 4 years = 74.19%

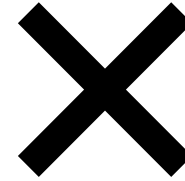
Shorter than 4 years = 3.23%

Potentially a 6 year contract with the potential to extend for a further 2 years if the market is sustainable.

The framework is currently opened once a year for new entrants or providers who wish to re-apply. Do you think the framework opens frequently enough?



Yes = 67.74%



No = 32.36%

We will review how often the frameworks can open – difficult to resource but potentially open to twice yearly particularly after Round One. Checking how flexible we can be with Procurement

Do you receive and regularly respond to requests from the Council for individual packages of care and support?



Yes = 74.19%



No = 25.81%

If not, please explain why:

No longer respond as do not receive feedback

Too many emails and the old process of using spreadsheets was much more manageable for busy providers to identify packages they could accept.

Receiving work for areas we do not operate in

We are open to suggestions about improvements to the process

The e-brokerage solution could offer an efficient way of viewing packages of care.

Is the process for commissioning individual packages of care and support well described within the tender and contract documentation and is it clear for providers understand?



Yes = 80.65%



No = 19.35%

If not please explain what is unclear:

Clearer definitions for complex and non-complex – packages offered under both

Changes at brokerage level which are different to the Framework Agreement.

Different processes used - receiving packages of care from the brokerage function and operational staff

Possible future forum item? Workshop?

We want to improve the feedback process

Any other comments on the Contract document

Notice periods and termination clauses are not clear from the providers perspective

Clear definitions of complex and non-complex

We will review to make clauses clearer. Complex vs Non Complex – focus group?

We are working with the ICT department to review the ICT element of the tender process and to try to make it more streamlined and easier for providers to complete

Please use this space to give us any other feedback.

The regular updates within regards to additional training available is greatly received.

Extend the current frameworks

Let us know how GCC will work within the ICS and how the future specification will include joint commissioning with the NHS, and other stakeholders.

Through Provider Forums, Contract Monitoring and overall better communication, we will keep providers updated on training requirements.

The current Frameworks is a 4 year contract which will not be extended, however the new contract will be for at least 6 years.

We will work jointly and will take a multi-agency approach. The ICS and NHS are involved with the review of the new contract to ensure it is fit for purpose.



Next steps

Thanks again to everyone who completed the survey and to everyone for writing notes on the feedback sheet. Please hand these in at the end.

What we are doing:

- Reviewing the current specification and framework agreement
- Reviewing rates
- Reviewing mandatory core training
- Reviewing the tender pack documentation
- Working with our ICT colleagues to find a better solution.
- Discussing the most effective ways to contract monitor and improve communication
- Pass survey outcomes to the relevant teams for their review

Drop-In Sessions

We will be holding drop-in sessions in February around the county where providers can come and chat about the frameworks, ask questions, provide feedback and talk about business in general with us.

Date	Location	Time	Address
Monday 6 th February	Cheltenham West	10-4pm	Cheltenham West Community Fire Station, Tewkesbury Road, Uckington, Glos, GL51 9TZ
Tuesday 7 th February	Coleford	10-4pm	Coleford Fire station Community Room, Cinderhill, Coleford, Glos, GL16 8HQ
Wednesday 15 th February	Cheltenham West	10-4pm	Cheltenham West Community Fire Station, Tewkesbury Road, Uckington, Glos, GL51 9TZ
Monday 20 th February	Gloucester South	10-4pm	Gloucester South Community Fire Station, Shepherd Road, Gloucester, GL2 5EL
Monday 27 th February	Gloucester North	10-4pm	Gloucester North Community Fire Station, Cheltenham Road East, Churchdown, Glos GL3 1AE
Tuesday 28 th February	Stroud	10-4pm	Stroud Fire Station Community Room, Stroud, Paganhill Lane, Stroud, Glos GL5 4JT

We hope to see you there!