

Home Based Support Provider Engagement Forum

18th December 2025

Engagement Forum Agenda

Introduction	<ul style="list-style-type: none"> Welcome and introductions Updates and ICG offer 	John Pattinson Independent Care Group	10.00 -10.10
Respect Statement	<ul style="list-style-type: none"> Introduction to the co-produced Health and Adult Services Respect Statement and approach to supporting the care workforce 	Shannah Carrell NYC Involvement and Equalities Lead	10.10 – 10.30
Workforce (standing item)	<ul style="list-style-type: none"> Home Care workforce Updates NYC Support offer Topics to include for future sessions 	Jo Holland NYC Human Resources Care Sector Lead	10.30 – 10.40
Business Continuity	<ul style="list-style-type: none"> Support offer from NYC Quality Team with a focus on Business Continuity ahead of the Winter Period 	James Harris NYC Quality Team	10.40 - 11.00
Continuous Improvement	<ul style="list-style-type: none"> Home Based Support Continuous improvement action plan and response to care market engagement feedback & challenges 	Service Development	11.00 - 11.05
Future commissioning intentions and Engagement Approach	<ul style="list-style-type: none"> Principles and overview of future Home-Based Support Commissioning arrangements and engagement opportunities 	Service Development	11.05 – 11.25
A.O.B	<ul style="list-style-type: none"> Summary, actions and AOB 		11.25 – 11.30
Close			11.30

Guest Speakers

1) Shanna Carrell

Involvement & Governance Manager for Health and Adult Services

2) Jo Holland

Care sector HR Manager for Health and Adult Services

3) James Harris

Quality Assurance Manager with the Quality Assurance and Service Continuity Team, Health and Adult Services

Continuous Improvement

Feedback from Provider Surgeries and Actions

Feedback	Action	Impact
Lack of detail included in sourcing requests on E-Brokerage	Work with Care and Support teams to identify critical information to be included on sourcing requests	Providers have more information to ensure better matching of Carers to people's needs and requirements
Providers feel current allocation model prioritises best value over best match	Criteria for Best Match to be expanded to consider travel arrangements, run management and contingency plans	More intelligent sourcing to support providers business sustainability
People admitted to hospital not always returning home with the same provider	Brokerage to check historical and cancelled packages to determine if a previous service was in place and ensure this is considered as part of the sourcing process	Supports continuity of care for the person and business sustainability of providers

Future Commissioning Intentions

- Smaller locality-based frameworks with option to open and close in response to market demand
- We intend to work closely with a smaller number of providers to build stronger and more collaborative relationships

In the new year we will be engaging with providers on the following:

- Length of contract
- Locality framework boundaries
- Number of providers required to sustain market within each community
- Application of rates
- Ethical recruitment model
- Workforce sustainability
- Inflation approach
- Evaluation criteria
- Onboarding and procurement process

Engagement approach

Provider Forums

Provider Surgeries

Provider engagement events

We will introduce some targeted workshops in the new year in relation to community commissioning and post-APL plans.

18th March Scarborough, Hambleton & Richmondshire

19th March Harrogate and Selby

Locality based forums in person

To book on email us at HASServiceDevelopment@northyorks.gov.uk

