

Please find below a summary of the information we provided at the event, as well as the slide deck which was presented, communicating information in relation to the mobilisation of services.

1. Vision and importance of our new Care and Wellbeing Service

It was good to be given the opportunity to share with you my vision and thoughts about the importance of the new service, as a key component of our Adult Care and Wellbeing Service. Further details on the vision can be found on slide 4.

2. Care and Wellbeing Service – Contracted Patches

Slides 7 and 8 provide details of the new Care and Wellbeing Service providers contracted patches and the 4 areas you will operate in from 3rd June 2024.

3. How will our new Care and Wellbeing Service be different?

We had time to focus on what would be different about the new service, what success would look like, and our collective responsibilities. Further details can be found on slides 9,10,11, and 12.

4. New Contracts and Fee Uplifts

We have circulated the new contracts, which have all been signed, thank you.

The new fee rate from 8th April 2024 will be £22.96 following approval from the Strategy and Resources Policy Committee on the 20th March.

5. Mobilisation and Transition of Services

Slides 19 and 20 provide details of our approach to the mobilisation and transition of services to our new Care and Wellbeing Service, which will be undertaken in a collaborative and communicative manner, to ensure the safe transfer of care. We are committed to providing a single point of contact to each provider during the process, with the contact details of our market managers and assistant market managers provided on slide 19.

6. Transfer of key information

Slide 22 details our plans to collect and review key information from outbound providers such as TUPE returns and Care plans, before circulating them via the Provider Portal to our Care and Wellbeing Service providers. We are currently finalising a timetable to detail the dates on which we will be communicating the information.

7. Mobilisation Planning

It was good to hear about the progress made against your individual mobilisation plans. Thank you for your continued support which will ensure a smooth and safe transition for people in receipt of services.

8. Employee Liability Information Request (TUPE Requirements)

A big thank you to those providers who have completed and returned their Employee Liability Information. Having listened to our providers we have decided to finalise and communicate the outcomes of the service exemption requests, prior to a final request for the Employee Liability Information. There

is no action required by those providers who have already submitted their returns.

9. Overseas Workers

A big thank you to Essie from Ease Healthcare for sharing her knowledge and expertise on overseas workers, we hope that you found the session useful. The employee information will provide details such as start dates, length of work permits, and accommodation provided.

We have circulated an Overseas Workers Fact Sheet developed with our legal partner, complementing the information shared by Essie.

10. Service Exemptions

We have circulated the outcomes of the service exemptions to the organisation/person who made the request. We have also reissued the service user lists reflecting any changes.

11. Communications

Slide 32 provides details in relation to our communication plan. As discussed, we recognise effective communication as being key to the successful mobilisation and transition of services.

12. Provider Portal

As Jason Smart discussed, we are planning to undertake a Provider Portal Workshop with our Care and Wellbeing Service providers soon. Jason will be in touch to coordinate.

13. Next Steps

We have scheduled regular meetings with our Care and Wellbeing Service providers up to the end of May, these will be a mix of in person and MS Teams meetings recognising the demands on people's time. These have been included within the communication pack.