



LCR Partner Provider Arrangement 2020 – The ‘Offer’ to Providers

The aim of the PPA is to...	Detail
<p>Keep things small...</p> <p>...giving you a greater sense of exclusivity, commitment and access through the PPA than is normally possible on much larger frameworks</p>	<ul style="list-style-type: none"> ▪ Firstly, we plan to consider all Providers delivering on the PPA our ‘Partner Providers’. This may seem a small change, but it helps to crystallize our relationship with you and helps all colleagues across the LAs know your value and importance to us locally. ▪ By capping membership numbers of Providers onto the PPA, and working across a manageable scale of LAs and Providers, we are creating the best possible platform to deliver true partnership working. ▪ We also aim to network Partner Providers together into a collective (LCR Partner Collective). This will include establishing regular LCR Partner Collective Forums, so that you can work together and share insight / best practice in ways that might not have been feasible before.
<p>Concentrate our attention locally...</p> <p>...on Providers delivering services across LCR for the benefit of LCR children and young people</p>	<ul style="list-style-type: none"> ▪ Recognising local Provider services and rewarding those that truly care and are committed to looking after children from the LCR LAs. ▪ Using a tender assessment model that focuses attention on the delivery of social and community value across LCR. The PPA puts what you do for LCR children and young people at its very heart. You’ll be able to see, more clearly than ever, the impact you have locally.
<p>Improve communication....</p> <p>...between the LCR LAs and Partner Providers by utilising the close working between LCR LAs to streamline your interface with the LAs</p>	<ul style="list-style-type: none"> ▪ Each “Partner” will have a dedicated LCR Relationship Manager ▪ This will be a representative from one of the LCR LAs (agreed with you prior to the contract start date) who will act as a central point of contact for you. They will coordinate contract management matters on your behalf across all 6 LCR LAs in order to help resolve issues and coordinate support.

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<p>Deliver outcomes based commissioning...</p> <p>...by enhancing the way that we understand, react, measure and respond to those aspects of care and support that will have the greatest impact on the lives and outcomes of LCR children and young people</p>	<ul style="list-style-type: none"> ▪ Key to this is our commitment to working with Providers on the PPA to explore and pilot an outcomes tracking model through the PPA, but doing it in a way that creates a collective / shared responsibility for progress between LAs and ‘Partner Providers’. ▪ The LCR Quality Assurance process will be utilised throughout the PPA, in order to ensure consistency of expectation, monitoring and support across the 6 LCR LAs.
<p>To help you not to fall...</p> <p>...but we understand that there are occasions when, for various reasons, you might face difficulty, particularly with regards to inspection standards.</p>	<ul style="list-style-type: none"> ▪ We have developed the LCR Improvement Support Scheme which will be available for all Partner Providers. Your LCR Relationship Manager will act as the go-between to share your views on the circumstances surrounding any rating downgrade across the 6 LAs. They will also then help co-ordinate any support that the LAs can offer into your improvement action plan. The aim is to ensure that all Partner Providers are delivering the very best for LCR children and young people and that includes helping those improve at their time of need.
<p>Encourage you to develop and grow...</p> <p>...the types of services that can make the most difference to LCR children and young people</p>	<ul style="list-style-type: none"> ▪ We will provide an easy to interpret LCR PPA Insight Report to all ‘Partner Providers’ on a quarterly basis, supplemented with additional monthly data derived from the LCR Vacancy Finder mobile application. This will compile placement demand and need data through the PPA to give you the best steer on what we need going forwards. ▪ Development consultation support will also be offered to all ‘Partner Providers’ to meet sufficiency need. This will give you the chance to consult closely with the LCR Commissioners (through your LCR Relationship Manager) regarding your development and expansion plans. Using the Commissioners as a sounding board for plans gives the best basis for understanding need and demand strategy. ▪ We also intend to work with the LCR Partner Collective to better understand critical issues impacting your growth, including those relating to registration, planning, finance and recruitment, in order to create an LCR Market Development Strategy to set out a plan for growth, campaign for change and advocate for the sector. ▪ A subsidised LCR Bespoke Training Offer will be made available to all Partner Providers ensuring that we can support consistent high quality and standards of staff.

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<p>Focus on the positives...</p> <p>...of course, not without also providing due care and attention to areas of difficulty, but overwhelmingly, the aim is to create an culture where successes and achievements are more frequently recognised</p>	<ul style="list-style-type: none"> ▪ Built into the model is the annual LCR PPA Care Ceremony. This will be an event designed to say ‘thank you’ to all our Partner Providers and their amazing key worker staff. Our ambition if for this ceremony to help enhance a positive narrative surrounding residential care across the Liverpool City Region and provide a beacon of opportunity for those interested in careers in residential care work. It will also link directly into the annual Care Ceremonies which recognise the incredible achievements our children and young people have made across the year.
<p>Draw a fair and reasonable line on price...</p> <p>...by using a pricing assessment that doesn’t pigeonhole providers and by guaranteeing automatic CPI-linked price adjustments each year.</p>	<ul style="list-style-type: none"> ▪ The pricing assessment is designed to be as fair and reasonable as possible. We’re hoping that Partner Providers can see the efforts being made by the LCR LAs here, the benefits these commitments will have for your services and respond in the same spirit. ▪ It reflects, as much as possible, that delivery models are very different across the sector and that means there will be variances in price. ▪ We are proposing to build into this arrangement the LCR CPI Guarantee. Each year, fees will adjust (most likely increase given past and recent trends) by the most recent CPI figure for the month preceding the anniversary. Unlike on other frameworks, this is an automatic offer, without the need for lengthy justification exercises. There will also be a secondary fee review mechanism for more unseen, unpredictable and beyond inflationary cost pressures facing Providers.