

Managing your adult social care provider market

Mutual Ventures support to help you get the best from providers

How effective are you at managing relationships with your adult social care providers? Are your commissioning processes and systems able to respond to demand effectively and meet your obligations to vulnerable service users?

Mutual Ventures is a leading consultancy in local government and expert in service transformation. We can support you to manage your marketplace of providers, ensuring that you are in the best place to meet needs as they arise and managing the financial impact.

Balancing risk between commissioner and providers

Managing the market for providers of adult social care is a critical part of ensuring services users receive the support they need and that the public gets value for money. The starting point for this is to understand your need for services and anticipating the demand in the future. Too often local authorities have to react at short notice to address provider failure that could have been avoided.

To get best value for money and ensure that there is the capacity to support people in need, you need to finding the right balance between you and your providers in terms of ensuring quality and the risks associated with demand. The greater certainty that commissioners can give providers, the more likely they will be to effectively respond to demand. However, the more commitment commissioners give to providers, the higher the potential costs if that demand does not emerge.

Good practice in commissioner-provider relationships have the following characteristics:

- A good understanding of the current and historical demand for services, and an ability to predict future requirements
- A well-managed and collaborative relationship with clear communication, including honest discussion around difficult issues
- Contract management arrangements that are regularly reviewed and enable commissioners to hold providers to account for the quality of their work
- Minimal vacancy rates in paid-for beds

How can Mutual Ventures help you?

Mutual Ventures combines **commercial expertise in markets** with a **deep understanding of what is takes to transform public services**. Our experience of working with directors, service managers and front-line services gives us insight into what is needed to lead change and the pitfalls to avoid.

We understand the difficulties of commissioning and the multiple pressures on adults services. Our approach is tailored to individual client need and we invest time in building trusting relationships. We are flexible to the needs of your workforce but match this with constructive challenge and a focus on outcomes.

We will work with you to design and implement a solution that suits your circumstances and appreciates where you are with your market of providers. Key areas we can support you with are:

- Understanding demand for services, now and in the future
- Engaging with your providers to uncover issues and facilitating a positive dialogue around what could be different
- Helping you define your commissioning intentions and developing a market statement
- Reviewing existing commissioning and contract management arrangements to get best value for money
- Establishing a process to monitor paid-for bed occupancy and vacancy rates within your providers

Managing your provider market – our support offer



Contact us



John Copps
Managing consultant
john@mutualventures.co.uk
020 3714 3900



John Hayter
Senior consultant
john.hayter@mutualventures.co.uk