

**Lancashire County Council Learning Disability Preferred referred Provider
Scheme Review. Questionnaire for Providers**

1. Thinking about the Preferred Provider Scheme in Lancashire, as a provider: What have been the advantages of the scheme to you?

What have been the advantages of the scheme to you?	%
Quality & Standards	41
Market	28
Cooperation and communications	17
Promotes person centred services/person centred	10
Customer confidence	3

What have been the disadvantages of the scheme to you?

What have been the disadvantages of the scheme to you?	%
Monitoring and time taken	63
Market	16
Content	16
Operational/PSC	5

2. Can you think of any better other ways for Lancashire County Council to make sure your provision is good quality? If so, please outline them below.

Can you think of any better other ways for Lancashire County Council to make sure your provision is good quality?	%
Peer/stakeholder monitoring	31
Use existing frameworks	24
Monitoring	17
Provider led	10
LCC/provider working	10
Financial incentives	3
Advocacy	3

Lancashire County Council has less money to spend because of central government cuts. Providers report their costs have increased. We also need to consider the living wage for staff.

3. How can we work together to meet the financial challenges facing Lancashire County Council and Providers?

How can we work together to meet the financial challenges facing Lancashire County Council and Providers?	%
Transparency and trust on all sides	24
Sharing support and resources - buildings, training etc	24
Clear understanding of cost pressures with solutions	12
Collaborative problem solving	12
Variable Hourly Rates	8
Stakeholder communication and relationships	8
Speedy decision making and reassessment/less red tape	8
Remodelling	4

4. What are the challenges you face to improve terms and conditions for your staff?

What are the challenges you face to improve terms and conditions for your staff?	%
Increase in wages/cost of employees	33
Staff turnover/recruitment	13
Other cost issues	13
Pensions	10
Incentivise workforce	6
Increasing complexity of need	6
Other employment regulations	6
Compliance costs	4
Staff training	4
Flexible hours	4
Travel costs	2

5. Breakdown of your hourly rate.

a. Would you be willing to share your organisation's breakdown of its hourly rate with Lancashire County Council?

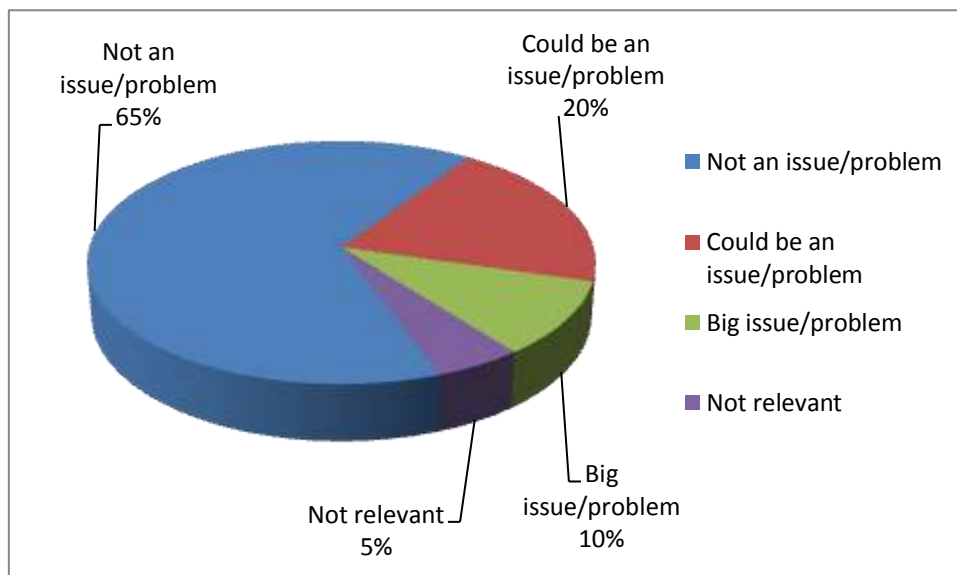
Yes	85%
No	15%

b. Would you be willing to share your organisation's breakdown of its hourly rate with other providers and stakeholders?

Yes	50%
No	50%

6. We are exploring the possibility of providers working in defined local areas. This could reduce costs, like travelling, for organisations managing services scattered widely across geographical areas. If we move to this model of providing support, what do you think would be the impact on your organisation?

If we move to this model of providing support, what do you think would be the impact on your organization.	%
This is not an issue/problem for us	65
This could potentially be an issue/problem for us	20
This would be a big issue/problem for us	10
We do not find this relevant to our work	5



7. How could providers work more effectively together whilst maintaining a competitive market?

Work together more effectively while maintaining a competitive market	%
Sharing resource, costs and information	56%
Through LLDC	7%
Working together for better access to universal services	7%
Working together to educate social workers about range of services	7%
Reducing need for paid support	7%
Contracts	7%
Using electronic media - blogs, web sites	4%
Improved communication	4%