



City of Cardiff Council transforms its residential and nursing care provision

Profile

Operates in
United Kingdom

Customer since
2007

Annual spend on
residential and
nursing care
£18 million

Vertical sector
**Local Authority,
Public Sector**

Objectives

- Transform the way it secures residential and nursing care placements.
- Deliver increased choice for service users and their families.
- Enable faster, more efficient, transparent and fairer processes for everyone, including providers.
- Achieve greater control and savings in how services are sourced and awarded.

How Proactis helped

- Introduced one standardised and integrated Dynamic Purchasing System (DPS) to support strategic sourcing.
- Enabled secure advertisements of placements to approved providers who were registered on a Dynamic Approved Provider List (DAPL).
- Recorded all activity performed within the system and the process is fully auditable.

Benefits to Cardiff Council

- Over £383,500 in annualised savings achieved in the first five months.
- Greater efficiency, visibility and fairness in how contracts are sourced and awarded.
- Care can be arranged faster from accredited providers.
- Major time savings for social workers/care managers, typically up to two hours per case.

Proactis greatly improves the social care experience for staff, care users and their families by simplifying and automating processes which releases social workers from administrative duties to concentrate on service delivery.

Sian Walker
Director of Health and Social Care, City of Cardiff Council

Profile

The City of Cardiff is the leading commercial centre of Wales and the country's most popular visitor destination. It provides services for a population of around 350,000 and wanted to transform the way it secured residential and nursing care placements for older people, including those with mental health problems.

Greater control and visibility was needed to address the £18 million spent annually on these key services.

Objectives

The Council recognised the current process to securing residential and nursing care needed to be faster and more efficient, to save valuable time for under-pressure Case Managers and Social Workers. Staff had to spend several hours phoning around accredited providers trying to find suitable available care, while achieving 'best value'.

There was also a requirement to provide service users and their families with greater choice over care placements.

The Council identified that significant savings, transparency and service improvements were possible with new technology to source care placements.

How Proactis helped

The Council fully recognised the challenges involved. Health and social care provision was entirely different to sourcing everyday goods and services. A deep understanding and expertise was required to find a solution that could help increase transparency and fairness in the marketplace, encouraging care homes and service providers to work more closely with the Council.

Proactis was able to tailor its solution to meet the precise needs of staff, service users and providers - from how to specify requirements, to publishing electronic documents, scoring responses and awarding contracts. The Council could also advertise placements to approved providers who were registered on a Dynamic Approved Provider List (DAPL) in Proactis. Within three months, over 100 care providers were registered and over 170 opportunities were advertised.

Benefits to Cardiff Council

After five months, the Council was on course to achieve £383,500 per year of annualised savings through the new process for sourcing and awarding of contracts for residential and nursing care. The results have demonstrated that it is possible for local authorities to use technology and expertise to transform sensitive and complex services - and to do it quickly.

In the first five months, the solution had issued over 300 opportunities to providers, who responded with prices that represented value. This demonstrated their confidence in a fair and transparent system that also worked for them in providing certainty that beds and services would be taken up.

With Proactis, the Council obtained the ability to arrange appropriate care faster from accredited providers while reducing administrative burden for social workers/case managers and their families - typically saving up to two hours per case.

If you want to become a **faster, leaner, smarter** organisation, then contact our friendly team - [Proactis.com/contact](https://proactis.com/contact)

