

# Recommendations for providers

## Financing and investment



These recommendations set out the practical steps Be Caring took when planning and preparing changes to both their delivery model and wider service. They're informed by the financing and investment building block section of the toolkit and can be adapted by other providers considering similar changes.

At the end of this section, we've included a list of resources to support the implementation of these recommendations.

Financing and investment	Yes	No	N/A
<p>Engage commissioners early to discuss neighbourhood prime provider model contracts that enable block-pay, including care time, travel, training and overheads, ensuring predictable income and service stability.</p> <ul style="list-style-type: none"><li>■ Present clear data showing inefficiencies in time-and-task models and how block-pay improves care quality and workforce stability.</li><li>■ Use pilot results to demonstrate impact and build trust with commissioners.</li><li>■ Advocate for contracts that include care time, travel, training and overheads to ensure predictable income.</li></ul>			
<b>Action</b>			

Financing and investment	Yes	No	N/A
<p>Reallocate internal resources to prioritise workforce engagement, accelerate digital development and expand training programmes that meet current and future needs.</p> <ul style="list-style-type: none"> <li>■ Invest in digital platforms that support rota optimisation, care planning and real-time monitoring.</li> <li>■ Expand human resource and learning and development teams to deliver values-based training and support career progression.</li> <li>■ Redirect savings from reduced turnover and travel inefficiencies into staff development and infrastructure.</li> </ul>			
Action			

Financing and investment	Yes	No	N/A
<p>Design and deliver structured career pathways, enhancing retention and enabling long-term workforce progression.</p> <ul style="list-style-type: none"> <li>■ Where possible try to secure external funding to support training and development initiatives.</li> <li>■ Create clear progression routes from entry-level care roles to leadership and specialist positions.</li> <li>■ Use career pathways to attract new talent and reduce recruitment costs.</li> </ul>			

**Action**

Financing and investment	Yes	No	N/A
<p>Implement contingency plans to protect income during hospital admissions, emergency situations or other care delivery disruptions.</p> <ul style="list-style-type: none"> <li>■ Negotiate one-week notice periods and retainer payments with commissioners to maintain financial stability.</li> <li>■ Allocate a portion of funding uplifts to a contingency pot to support staff during client absences.</li> <li>■ Redeploy carers to meaningful tasks (e.g. wellbeing visits, community engagement) during service interruptions.</li> </ul>			

Action
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Financing and investment	Yes	No	N/A
<p>Adopt a neighbourhood model to reduce travel time, increase continuity of care and maximise the proportion of paid hours spent delivering care.</p> <ul style="list-style-type: none"> <li>■ Organise rotas within small geographic areas to minimise travel and maximise contact time.</li> <li>■ Use trusted assessor models to tailor care packages based on actual needs, avoiding over-commissioning.</li> <li>■ Monitor travel and care delivery data to continuously refine service efficiency.</li> </ul>			
Action			

Financing and investment	Yes	No	N/A
<p>Adopt a neighbourhood model to reduce travel time, increase continuity of care and maximise the proportion of paid hours spent delivering care.</p> <ul style="list-style-type: none"> <li>■ Organise rotas within small geographic areas to minimise travel and maximise contact time.</li> <li>■ Use trusted assessor models to tailor care packages based on actual needs, avoiding over-commissioning.</li> <li>■ Monitor travel and care delivery data to continuously refine service efficiency.</li> </ul>			
Action			

Financing and investment	Yes	No	N/A
<p>Build long-term, trust-based partnerships with commissioners and NHS bodies to secure multi-year contracts and financial stability.</p> <ul style="list-style-type: none"> <li>■ Engage in sector forums and advocacy groups to influence commissioning practices and funding models.</li> <li>■ Seek multi-year contracts that support strategic planning and workforce investment.</li> <li>■ Maintain transparent communication and share performance data to build credibility.</li> </ul>			

**Action**

Financing and investment	Yes	No	N/A
<p>Use transparent, accurate data reporting to demonstrate service value, manage financial risks and influence commissioning priorities.</p> <ul style="list-style-type: none"> <li>■ Provide commissioners with detailed reports on care delivery, outcomes and efficiency savings.</li> <li>■ Use data to highlight discrepancies between commissioned hours and actual needs, supporting contract renegotiation.</li> <li>■ Align reporting with strategic goals to influence future commissioning decisions.</li> </ul>			

**Action**

Financing and investment	Yes	No	N/A
<p>Align all financial decisions with organisational values to strengthen trust, improve retention and ensure sustainable service delivery.</p> <ul style="list-style-type: none"> <li>■ Prioritise ethical employment practices, including fair pay, training investment and shared decision-making.</li> <li>■ Use values-based leadership to guide financial planning and build a resilient, person-centred care model.</li> </ul>			
Action			

## Further support

- **Manager Induction Standards – managing resources** – support financial planning and resource management aligned with organisational values and service sustainability.