

Recommendations for commissioners

Outcomes, impact and learning



These recommendations reflect some of the actions that commissioners can take if wishing to adopt a neighbourhood prime provider model' or similar approach. They're informed by the outcomes, impact and learning building block section of the toolkit.

Outcomes, impact and learning	Yes	No	N/A
<p>Commission providers who track care efficiency, continuity and client experience using structured feedback and safeguarding data.</p> <ul style="list-style-type: none"> ■ Require providers to report on care worker efficiency (e.g. ratio of invoiceable hours to paid hours) to ensure financial sustainability and operational effectiveness. ■ Ask for regular client satisfaction data using “I” statements (e.g. “I feel treated with dignity and respect”) to monitor quality of experience. ■ Ensure providers track and act on safeguarding trends, complaints and incidents through structured monthly reviews. 			
Action			

Outcomes, impact and learning	Yes	No	N/A
<p>Recognise the importance of continuity over visit duration.</p> <ul style="list-style-type: none"> ■ Commission services that prioritise consistent staffing and relationship-based care. ■ Avoid rigid minimum visit durations; instead, tailor care to individual needs and outcomes. ■ Support models that allow shorter visits when appropriate, provided continuity and quality are maintained. 			

Action

Outcomes, impact and learning	Yes	No	N/A
<p>Identify organisations that embed learning cultures, using regular audits, feedback loops and improvement teams to drive quality.</p> <ul style="list-style-type: none"> ■ Look for providers with dedicated continuous improvement teams or leads that oversee safeguarding, complaints and care quality. ■ Require evidence of monthly management meetings that bring together data, feedback and case studies to inform service development. ■ Prioritise organisations that use audits and digital tools to monitor compliance with care planning, reviews and risk assessments. 			
Action			

Outcomes, impact and learning	Yes	No	N/A
<p>Focus on outcomes, learning and value for money through transparent monitoring and adaptive service design.</p> <ul style="list-style-type: none"> ■ Commission services that demonstrate measurable improvements in client satisfaction, staff retention and care continuity. ■ Support providers who use data to launch targeted interventions (e.g. falls prevention campaigns) based on emerging trends. ■ Encourage adaptive models that align care delivery with actual needs, using data to inform flexible commissioning and pricing structures. 			
Action			

Outcomes, impact and learning	Yes	No	N/A
<p>Track and report on productivity gains from new commissioning models.</p> <ul style="list-style-type: none"> ■ Request data on increased contact time, reduced travel, and improved rota efficiency. ■ Use productivity metrics to assess value for money and inform future commissioning decisions. ■ Encourage providers to share baseline comparisons to demonstrate impact. 			

Action