Practical approach toolkit: Neighbourhood-based block-pay overview

Who is the toolkit for?
It's for
- leaders and managers in adult social care providers
- commissioners

What the toolkit offers
It shows how to adopt a more sustainable relationship centred, neighbourhood-based approach to homecare. It supports organisations aiming to strengthen workforce stability, improve continuity and deliver more personalised, locality focused support.

The toolkit summarises Be Caring's neighbourhood-based model, developed and refined across multiple regions. It provides:
- a clear explanation of how neighbourhood delivery improves continuity, reduces travel and embeds care within local communities
- practical guidance on redesigning delivery - covering planning, piloting, digital development, workforce models and commissioner collaboration
- insight into the decisions, challenges and learning that shaped the model, including cultural change, investment choices and iterative improvement
- recommendations to support providers and commissioners throughout implementation.

Why this approach matters
Adult social care faces increasing demand, workforce pressures and fragmented delivery. Be Caring demonstrates that neighbourhood-based models, combined with fair pay, strong culture, structured onboarding and effective digital tools, can create sustainable, relationship centred care. This aligns with the national shift toward integrated, community based support, improving outcomes for people and strengthening workforce wellbeing.

Key features include:
- **Neighbourhood-based rotas:** Concentrated delivery footprints that reduce travel time and support consistent, relationship-driven care.
- **Block-shift pay:** Full-shift pay that includes travel, training and gaps between visits, supporting financial stability and fairness.
- **Values-led recruitment:** Emphasising empathy, motivation and community connection over previous experience.
- **Digital infrastructure:** A bespoke platform (CAREVIEW360) providing integrated scheduling, outcomes tracking and real-time insight.

- **Trusted assessor roles:** Supporting timely, person-centred reviews and more responsive planning.
- **Collaborative commissioning:** Guaranteed volumes and flexible mechanisms that improve sustainability and value for money.

Overarching lessons
- **Culture comes first:** shared values and supportive leadership underpin long-term stability.
- **Locality matters:** concentrated neighbourhood delivery boosts efficiency, continuity and trust.
- **Commissioning partnership is essential:** transparency, data and joint problem-solving sustain the model.
- **Start small and learn:** piloting builds evidence, surfaces risks early and supports confident scaling.

Key takeaways
- Neighbourhood-based care increases continuity and maximises time spent on meaningful support rather than travel.
- Block-shift pay boosts financial security, morale and retention.
- Strong digital systems underpin effective planning and outcomes-focused practice.
- Values-led recruitment and structured induction help build a confident, capable workforce.
- The model is scalable when supported by culture, data and collaborative relationships.

You can find the full toolkit including the building blocks that shaped the approach and practical recommendations to help you adapt the model, alongside a recorded presentation on [our website](#). Together, these resources offer a clear pathway for organisations seeking to implement neighbourhood-based community care and create sustainable, person-centred services.