

Recommendations for commissioners

Pilot, refinement and embedding



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 pilot, refinement and embedding building block section of the toolkit.

Pilot, refinement and embedding	Yes	No	N/A
<p>Encourage providers to pilot and refine models locally before scaling, using robust internal and external evaluation.</p> <ul style="list-style-type: none"> ■ Support small-scale pilots that allow providers to test new models in defined neighbourhoods with close monitoring. ■ Fund or facilitate independent evaluations (e.g. through universities or research bodies) to validate outcomes and build credibility. ■ Use pilot data to inform future commissioning decisions and identify scalable innovations. 			
Action			

Pilot, refinement and embedding	Yes	No	N/A
<p>Co-design flexible commissioning models that reflect actual care needs and reduce unnecessary delivery.</p> <ul style="list-style-type: none"> ■ Move away from rigid time-based commissioning (e.g. fixed 30-minute calls) and allow for tailored visit durations based on assessed need. ■ Recognise that shorter calls may cost more per minute due to travel and overheads and adjust payment mechanisms accordingly. 			

Action

Pilot, refinement and embedding	Yes	No	N/A
<p>Implement trusted assessor models to enable responsive, needs-based care.</p> <ul style="list-style-type: none"> ■ Pilot trusted assessor roles to right-size packages and reduce unnecessary delivery. ■ Ensure reviews are collaborative and based on real-time data. ■ Use trusted assessors to improve responsiveness and reduce delays. 			

Action

Pilot, refinement and embedding	Yes	No	N/A
<p>Select organisations with learning cultures that use audits and feedback to drive continuous improvement.</p> <ul style="list-style-type: none"> ■ Choose providers who demonstrate a commitment to iterative learning, staff engagement and transparent reporting. ■ Look for evidence of how feedback loops (e.g. staff surveys, commissioner reviews) inform service refinement. ■ Prioritise organisations that invest in digital tools, performance dashboards and quality monitoring systems to support improvement. 			
Action			