

# Recommendations for commissioners

## Planning and preparing



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 planning and preparing building block section of the toolkit.

Planning and preparing	Yes	No	N/A
<p>Identify organisations able to demonstrate measurable improvements in care quality, workforce wellbeing and operational efficiency.</p> <ul style="list-style-type: none"> <li>■ Request evidence of performance metrics such as time spent in care calls, staff retention rates and service user satisfaction.</li> <li>■ Look for providers who can show reductions in complaints, safeguarding incidents and hospital admissions through proactive care.</li> <li>■ Prioritise organisations that invest in training, digital infrastructure and values-based leadership as indicators of sustainable quality.</li> </ul>			
Action			

Planning and preparing	Yes	No	N/A
<p>Select providers with realistic, phased implementation plans and proven ability to manage risks and adapt over time.</p> <ul style="list-style-type: none"> <li>■ Ask for mobilisation timelines with clear milestones, contingency planning and staff engagement strategies.</li> <li>■ Encourage pilot programmes in receptive areas to test new models before wider rollout.</li> <li>■ Assess how providers have previously responded to challenges and adapted their approach.</li> </ul>			

**Action**

Planning and preparing	Yes	No	N/A
<p>Look for services with robust infrastructure, including integrated digital platforms and updated payroll systems to support innovation.</p> <ul style="list-style-type: none"> <li>■ Ensure providers have systems that enable real-time rota planning, outcomes tracking and performance monitoring.</li> <li>■ Confirm that payroll and scheduling tools are configured to support shift-pay models and fair remuneration.</li> <li>■ Ask for demonstrations or case studies showing how digital tools have improved care delivery and operational efficiency.</li> </ul>			

Action
Empty space for action items

Planning and preparing	Yes	No	N/A
<p>Choose organisations with ethical foundations and a clear case for change, supported by transparency around finances and workforce practices.</p> <ul style="list-style-type: none"> <li>■ Review how providers have used existing funding creatively to improve workforce conditions and care quality.</li> <li>■ Seek organisations that are values-driven, with co-designed missions and inclusive governance structures.</li> <li>■ Encourage open-book accounting or financial transparency to understand how resources are allocated and reinvested.</li> </ul>			

Action