

## Brokerage – LA Performance (By Package) October 2019

Client Reference	Sent To Providers	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
E813795	01/10/2019 9:35 AM	01/10/2019 11:35 AM	Standard Personal Care & Home Support	1	1	1	Kangaroo Healthcare	£14.50	Only Provider that bid for the Care package
E679764	01/10/2019 5:21 PM	02/10/2019 10:37 AM	Standard Personal Care & Home Support	33	4	3	BMF Social Care Limited	£14.50	I asked if she would like to choose the provider out of the three accepted, but she requested I do. BMF Social Care selected as they have a good CQC rating (out of others one requires improvement and other has not been inspected yet).
E563048	02/10/2019 10:21 AM	02/10/2019 12:00 PM	Standard Personal Care & Home Support	36	11	8	Elmich Care Support at Home	£14.50	I explained that we have 7 bids from providers that are willing to accept her mums care package. I explained that we go by CQC rating and choice by the family. I mentioned all the providers and Gella decided to pick Elmich Care
E676279	02/10/2019 11:35 AM	02/10/2019 4:00 PM	Standard Personal Care & Home Support	32	7	2	Bluebird Care (Enfield)	£14.50	Service user chose Bluebird Care
M01821	02/10/2019 12:26 PM	02/10/2019 2:26 PM	Standard Personal Care & Home Support	33	10	10	Bluebird Care (Enfield)	£14.50	Broker spoke to SU, provided a list of agencies by name to Ms Young...suggests Bluebird care sound nice and is happy for agency to contact SU for an AX
E514057	03/10/2019 2:53 PM	03/10/2019 3:55 PM	Standard Personal Care & Home Support	37	6	3	Elmich Care Support at Home	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates
E681399	07/10/2019 9:38 AM	07/10/2019 11:38 AM	Standard Personal Care & Home Support	33	8	6	Blowing Point Care	£14.50	It's Kathy Scott speaking . I've decided to pick blowing point care
E814708	07/10/2019 9:41 AM	07/10/2019 11:41 AM	Standard Personal Care & Home Support	33	6	3	Loyal Care Consortium Ltd	£14.50	Service user agreed to this idea and suggests she will try Loyal Care Consortium.
E814189	07/10/2019 12:05 PM	07/10/2019 1:05 PM	Standard Personal Care & Home Support	36	9	7	Kansas Home Care Ltd	£14.50	T/C to Lorraine, discussed LT POC. Explained above agencies accepted, Lorraine made the decision for LBE to choose who the agency will be. Awarded to Kansas Ltd as they are a new agency and broker not awarded to them.
SL E803651 071019	07/10/2019 4:56 PM	08/10/2019 10:35 AM	Standard Personal Care & Home Support	35	4	1	Kangaroo Healthcare	£14.50	T/c to Service user Informed her regarding referral to arrange long-term carers. I asked if she would like to choose the provider, but she requested I do. Angels Caring Care selected as they have a good CQC rating and closet in location (one provider I picked yesterday and other two require improvement). They will contact her to arrange assessment. Also provided my direct line.

E816811	08/10/2019 9:32 AM	08/10/2019 10:38 AM	Standard Personal Care & Home Support	36	6	2	Core Outreach and Care Services	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates
E794144	08/10/2019 10:21 AM	08/10/2019 12:18 PM	Standard Personal Care & Home Support	37	7	6	Kangaroo Healthcare	£14.50	Unable to award to provider - due to provider concerns- package should have been cancelled on Care Place
J10970	08/10/2019 1:39 PM	08/10/2019 2:28 PM	Standard Personal Care & Home Support	36	8	8	Orchid Care	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates. Able to support Cultural, Physical and Psychological needs and provide the appropriate recommendation for identified care needs for ongoing support and to facilitate safe and appropriate discharge from hospital setting.
E794144	09/10/2019 8:24 AM	09/10/2019 10:24 AM	Standard Personal Care & Home Support	36	5	5	Surecare Enfield	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates. Able to support Cultural, Physical and Psychological needs and provide the appropriate recommendation for identified care needs for ongoing support and to facilitate safe and appropriate discharge from hospital setting. Sincerely and Kind regards
L06813	09/10/2019 10:03 AM	09/10/2019 11:03 AM	Standard Personal Care & Home Support	34	6	6	Loyal Care Consortium Ltd	£14.50	POC accepted by Blessing Care, Orchid Care, Golden4Care (unable to use - provider concerns), Sure Care (unable to use - provider concerns), Loyal Care & BMF Social Care.  POC awarded to Loyal Care as they have dealt with other complex cases with challenging behaviour.
N00738	09/10/2019 10:40 AM	09/10/2019 2:10 PM	Standard Personal Care & Home Support	36	7	5	Bluebird Care (Enfield)	£14.50	T/C back from son, he confirmed following my email, he would like to go ahead with Bluebird Care due to reading reviews.
E609129	09/10/2019 2:30 PM	09/10/2019 4:30 PM	Standard Personal Care & Home Support	37	7	4	Orchid Care	£14.50	T/C to s/u, discussed setting up LT POC, he was in receipt of this. I discussed selection of agency with Service user and advised that he can make the decision as to who it is or allow Brokerage to make this decision, he requested for Brokerage to make this decision. POC equally awarded to Orchid Care as not awarded to them recently.
E499519	10/10/2019 10:41 AM	10/10/2019 12:41 PM	Standard Personal Care & Home Support	36	13	10	Blessing Family Limited	£101.50	T/C from daughter, discussed POC. She advised that she has not made a decision as she is not good with technical things such as looking at reviews. I advised that ideally we would need to transfer this asap as we are blocking another s/u from receiving enab services. I advised to daughter that Brokerage can make a decision on who the care agency is for now and if things are not working out/daughter is unhappy, the agency can always be changed. Daughter was in receipt of this and agreed to go ahead with choice of agency.

									POC allocated to Blessing Family Ltd as not allocated recently - evenly distributing packages.
L02482	11/10/2019 11:20 AM	11/10/2019 1:20 PM	Standard Personal Care & Home Support	37	2	2	Loyal Care Consortium Ltd	£14.50	Call to NOK to discuss agency choice for enablement transfer - doesn't mind which agency as long they are good. Broker advise both are good. NOK suggests she would choose Loyal Care as agency name sound nice.
J10970	11/10/2019 1:14 PM	11/10/2019 3:14 PM	Standard Personal Care & Home Support	37	1	1	Kansas Home Care Ltd	£14.50	Kansas Homecare - offered - only bidder
E548540	14/10/2019 10:29 AM	14/10/2019 12:29 PM	Standard Personal Care & Home Support	37	8	5	Westminster Homecare (Enfiled/WF)	£14.50	Advised daughter that she can make decision or allow LA to do this, daughter agreed for Brokerage officer to make decision and she was fine with this. POC allocated to Westminster Homecare due to not allocating to this provider recently.
E550554	14/10/2019 2:46 PM	15/10/2019 11:00 AM	Standard Personal Care & Home Support	31	6	6	Blessing Family Limited	£253.75	She asked if I could recommend one. I explained four (one higher costing) have a good rating by the CQC and we do not have concerns. She agreed to proceed with Blessing Family Limited as they are the closest in location.
E661548	14/10/2019 3:25 PM	21/10/2019 2:00 PM	Standard Personal Care & Home Support	32	14	3	North London Homecare & Support Ltd	£17.75	Email from s/u's son, Antony. He met with North London Homecare & Support last week. However they won't be able to start the care until at least 3 weeks. He has queried about notice period he should give to Mears.  Action:  *Email sent to Antony with information requested.  No further action required as s/u pays provider privately and son just required help finding alternative provider. Son to contact if any further queries.
E760560	14/10/2019 4:04 PM	15/10/2019 10:00 AM	Standard Personal Care & Home Support	33	4	1	Blowing Point Care	£14.50	Only Provider that bid for the Care package
E585339	14/10/2019 4:23 PM	15/10/2019 11:00 AM	Standard Personal Care & Home Support	33	5	3	Foremost Care UK Limited	£14.50	SU Obi states he would like to try Foremost care
SL E601331 141019	14/10/2019 8:20 PM	15/10/2019 10:30 AM	Standard Personal Care & Home Support	31	4	2	Blowing Point Care	£14.50	NOK wanted to go with blowing point as cqc results were Good
E691311	15/10/2019 1:45 PM	15/10/2019 4:30 PM	Standard Personal Care & Home Support	32	14	4	North London Asian Care	£14.50	T/c to NOK Explained referral to arrange long-term care, she requested I choose the provider. North London Asian Care selected as they have the best CQC rating out of the four and closest in location
E816328	16/10/2019 9:40 AM	16/10/2019 10:40 AM	Standard Personal Care & Home Support	33	4	2	Blowing Point Care	£14.50	T/C to niece to discuss POC, e-card etc. Explained how all works, niece confirmed she can manage e-card. Discussed agencies accepted - provided niece with CQC

									reports for both agencies, as Blowing Point have a CQC of good in all areas, NOK chose this agency
E816511	16/10/2019 10:49 AM	16/10/2019 11:42 AM	Standard Personal Care & Home Support	36	8	7	Sinan Care	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates. Able to support Cultural, Physical and Psychological needs and provide the appropriate recommendation for identified care needs for ongoing support and to facilitate safe and appropriate discharge from hospital setting.
E550289	16/10/2019 11:47 AM	16/10/2019 12:07 PM	Standard Personal Care & Home Support	37	4	2	Blowing Point Care	£14.50	Awarded via Care Place Agency was chosen on the basis of: Availability, Capacity to start as required and Choice agreed with Client and/or Family/Advocates. Able to support Cultural, Physical and Psychological needs and provide the appropriate recommendation for identified care needs for ongoing support and to facilitate safe and appropriate discharge from hospital setting.
SL E561072 161019	16/10/2019 4:25 PM	16/10/2019 5:05 PM	Standard Personal Care & Home Support	1	1	1	Jays Homecare Limited	£14.50	Only Provider that bid for the Care package
E495559	17/10/2019 9:53 AM	17/10/2019 10:53 AM	Standard Personal Care & Home Support	33	4	2	North London Asian Care	£14.50	T/C from Rita to confirm choice of agency. She advised she has chosen NLAC and contacted them already
SL E648628 300919	18/10/2019 9:28 AM	18/10/2019 11:28 AM	Standard Personal Care & Home Support	33	4	2	Blowing Point Care	£14.50	s/u daughter is going ahead with Blowing Point Care and daughter has booked an assessment for today as services will need to commence tomorrow 22/10.
E813465	18/10/2019 2:05 PM	21/10/2019 10:00 AM	Standard Personal Care & Home Support	32	7	2	Jacaranda Healthcare	£14.50	Two providers have accepted on CarePlace and Mr Gardner requested I choose. Jacaranda selected, they have a good CQC (selected as closest in location and referred to the other provider last week). They will contact him to arrange assessment
E731746	18/10/2019 4:23 PM	21/10/2019 10:30 AM	Standard Personal Care & Home Support	32	7	2	Jacaranda Healthcare	£14.50	T/c from daughter, Yvonne. Provided name of the two providers accepted and their CQC ratings. Yvonne opted for Jacaranda Healthcare. She requested they contact her parents to arrange assessment.
E816508	21/10/2019 10:53 AM	21/10/2019 11:52 AM	Standard Personal Care & Home Support	32	5	4	Westminster Homecare (Enfiled/WF)	£14.50	T/c from Service user. She said Westminster Homecare is the only agency which stood out to her due to their location and asked what their CQC rating is. I advised her overall they're rated as 'requires improvement', good on 3 out of the 5 areas inspected and requires improvement on 2. I explained our Quality Assurance also inspect the agencies and work alongside them. Service user was still happy to proceed with Westminster. They will contact her to arrange assessment firstly.

E811912	21/10/2019 11:13 AM	21/10/2019 2:00 PM	Standard Personal Care & Home Support	32	6	4	Elmich Care Support at Home	£14.50	Explained referral to arrange long-term care, four providers have capacity. I asked if he would like to choose, but he requested I do. Elmich Care selected as they have a good CQC rating (other provider rated 'good' already awarded recently and other two 'require improvement'). They will contact him to arrange assessment firstly
I09294	21/10/2019 12:27 PM	21/10/2019 1:27 PM	Standard Personal Care & Home Support	31	5	4	Blowing Point Care	£14.50	T/c to Service user She asked me to read out the names, she didn't recognise any so asked me to choose one. Blowing Point Care selected as they have a good CQC rating (referred to less recently than other provider rated 'good', and other two 'require improvement').
E815990	21/10/2019 2:58 PM	23/10/2019 4:47 PM	Standard Personal Care & Home Support	34	6	1	Elmich Care Support at Home	£14.50	Only Provider that bid for the Care package
E815129	22/10/2019 9:55 AM	22/10/2019 5:00 PM	Standard Personal Care & Home Support	32	6	3	BMF Social Care Limited	£14.50	Son He confirmed NLAC advised them re ending and he wants a provider with a good CQC rating. BMF Social Care are the only provider with this (other two 'require improvement'), however they can't meet language request. NOK advised his mother doesn't speak Bengali anyway, it's Punjabi. He declined me putting referral back out with correct language, as said it's not a necessity. He agreed for BMF to contact him to arrange assessment.
E505603	22/10/2019 10:32 AM	22/10/2019 11:32 AM	Standard Personal Care & Home Support	34	3	1	Foremost Care UK Limited	£14.50	Only Provider that bid for the Care package
E536896	22/10/2019 10:47 AM	22/10/2019 12:47 PM	Standard Personal Care & Home Support	33	4	2	BMF Social Care Limited	£14.50	NOK son chose BMF social care
E806586	23/10/2019 9:38 AM	23/10/2019 11:37 AM	Standard Personal Care & Home Support	31	4	2	Blessing Family Limited	£101.50	S/u chose to go with Blessing Family as her choice of provider
E534636	23/10/2019 10:35 AM	23/10/2019 11:34 AM	Standard Personal Care & Home Support	34	3	2	Foremost Care UK Limited	£14.50	POC accepted by Foremost Care (only provider at £14.50 rate)
E488125	23/10/2019 11:21 AM	23/10/2019 1:21 PM	Standard Personal Care & Home Support	36	6	2	BMF Social Care Limited	£14.50	POC accepted by Golden4Care (unable to use/provider concerns) & BMF Social Care. POC allocated to BMF as they were the only agency to accept.
E779083	23/10/2019 3:37 PM	23/10/2019 4:37 PM	Standard Personal Care & Home Support	33	2	1	Orchid Care	£14.50	Only Provider that bid for the Care package
E812999	23/10/2019 5:02 PM	24/10/2019 5:00 PM	Standard Personal Care & Home Support	32	8	6	Elmich Care Support at Home	£14.50	6 providers have accepted, she requested I choose one. Explained 3 have been rated 'good' by CQC (she discounted those with require improvement), the closest in location is Elmich Care. She agreed to proceed with them

E640322	24/10/2019 4:01 PM	24/10/2019 5:03 PM	Standard Personal Care & Home Support	33	3	2	Sinan Care	£14.50	Broker gave two care agencies who bided on CP - BMF social care and Sinan Care. Daughter chose Sinan Care
SL E710734 241019	24/10/2019 4:45 PM	28/10/2019 1:15 PM	Standard Personal Care & Home Support	31	7	3	Turkish Cypriot Community Association	£14.50	Family chose provider and asked the broker to see if they had capacity - cultural reasons
E464649	25/10/2019 9:35 AM	25/10/2019 10:34 AM	Standard Personal Care & Home Support	36	8	8	Elmich Care Support at Home	£14.50	Spoke to the daughter to advise her that 8 provider have bid for the package, daughter wasn't sure what provider to pick, so i advised her that we go by CQC rating. She agreed with me and wanted a provider with good and above CQC. I advised her that i would pick Elmich on the basis that the provider has a good CQC and location for the family to go to the provider if there are any problems
E661601	25/10/2019 10:27 AM	25/10/2019 12:00 PM	Standard Personal Care & Home Support	31	10	4	Unique Care UK	£14.50	Unique Care UK selected as other 3 providers CQC report 'require improvement' overall and on 3 or more areas. Unique Care have not been inspected yet but have been inspected by internal Quality Assurance team and meet requirements.
H03412	28/10/2019 9:34 AM	28/10/2019 11:34 AM	Standard Personal Care & Home Support	32	3	2	Blessing Family Limited	£199.37	Broker suggests Paul to have Blessing Family to assess while broker waits for the PA carer / brother SU to decide for a PA carer as current care agency is ending and that we only have till Friday. NOKagreed on this and suggests Blessing Family to contact him and arrange AX for tomorrow afternoon.
E757886	28/10/2019 9:38 AM	01/11/2019 9:42 AM	Standard Personal Care & Home Support	32	9	1	Jacaranda Healthcare	£14.50	Only Provider that bid for the Care package
E561110	28/10/2019 11:29 AM	28/10/2019 12:29 PM	Standard Personal Care & Home Support	33	2	1	Cyprian Care	£14.50	Only Provider that bid for the Care package
E518837	28/10/2019 11:45 AM	28/10/2019 5:00 PM	Standard Personal Care & Home Support	31	8	2	Jacaranda Healthcare	£14.50	informed him of the above. He requested I choose. Explained one had recent inspection by CQC and require improvement on 4/5 areas and one is rated 'good' on 4/5 areas. John agreed to proceed with Jacaranda as good CQC rating. They will contact him to arrange assessment
E808977	28/10/2019 12:04 PM	28/10/2019 4:42 PM	Standard Personal Care & Home Support	31	9	1	Jacaranda Healthcare	£14.50	Only Provider that bid for the Care package
SL E469502 28.10.19	28/10/2019 2:19 PM	28/10/2019 6:00 PM	Standard Personal Care & Home Support	31	5	3	North London Homecare & Support Ltd	£17.75	wife and updated on the 3- agreed to go with the highest rating which is NLhomecare NLhomecare scored the highest so awrded to them on cp
E813314	29/10/2019 11:42 AM	29/10/2019 12:42 PM	Standard Personal Care & Home Support	32	6	6	Orchid Care	£14.50	Broker called the son on 30th October. Son picked the provider
SL E811012 29102019	29/10/2019 2:37 PM	30/10/2019 10:32 AM	Standard Personal Care & Home Support	33	4	4	Loyal Care Consortium Ltd	£14.50	called son back 30.10.19 decided on Loyal consortium due to cqc rating

SL E801730 291019	29/10/2019 4:26 PM	29/10/2019 4:35 PM	Standard Personal Care & Home Support	35	2	2	Foremost Care UK Limited	£14.50	Wife already with provider and husband wanted to go with that provider
E696958	30/10/2019 9:38 AM	30/10/2019 10:00 AM	Standard Personal Care & Home Support	32	6	5	Cyprian Care	£14.50	Above POC has been awarded to Cyprian Care as confirmed carers are familiar with providing support to s/u in Bridgewood House
SL E755860 301019	30/10/2019 10:35 AM	30/10/2019 4:47 PM	Standard Personal Care & Home Support	30	5	3	North London Asian Care	£14.50	Provider chosen as they bided second choice, first provider couldn't meet times- all e-mails uploaded in wisdom
E811852	30/10/2019 12:32 PM	30/10/2019 1:32 PM	Standard Personal Care & Home Support	31	5	3	Orchid Care	£14.50	Informed him regarding referral to arrange long-term carers and if he would like to choose the agency, he requested I choose. Orchid Care selected as they have the best CQC out of the three. They will contact him to arrange assessment firstly. He was fine with this.
E803031	30/10/2019 2:55 PM	30/10/2019 3:55 PM	Standard Personal Care & Home Support	32	5	1	Pristine Homecare, Care Agency , Support at Home	£66.50	Only Provider that bid for the Care package

## Brokerage LA Performance (By Provider November 2019)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
E675302	01/11/2019 10:09 AM	Complete	05/11/2019 5:00 PM	Standard Personal Care & Home Support	32	5	3	Mears Care - Laindon	£16.75	T/c to private carer, She passed the phone to Miss Ramsden. I explained referral to arrange long-term carers and she confirmed she would like Mears
E773063	01/11/2019 10:30 AM	Complete	05/11/2019 1:00 PM	Standard Personal Care & Home Support	32	6	3	Blessing Family Limited	£108.75	Broker informed dgt that Blessing Family, Orchid Care and Blowing Point bided on CP. Daughter choose Blessing Family as she checked on google that there were lost of reviews for this agency
E490235	01/11/2019 3:14 PM	Complete	01/11/2019 5:13 PM	Standard Personal Care & Home Support	32	4	1	Cyprian Care	£14.50	Only Provider that Bid
E813465	04/11/2019 9:39 AM	Complete	04/11/2019 10:39 AM	Standard Personal Care & Home Support	31	7	6	Angels Caring Care Ltd	£14.50	Checked CarePlace. Six providers have accepted. Angels Caring Care selected as closest in location, and out of the agencies with good CQC rating they have been referred to less recently

E658024	05/11/2019 12:12 PM	Complete	05/11/2019 1:12 PM	Standard Personal Care & Home Support	35	4	1	Jacaranda Healthcare	£14.50	Only Provider that Bid
E55880	05/11/2019 3:00 PM	Complete	05/11/2019 4:00 PM	Standard Personal Care & Home Support	35	5	1	Foremost Care UK Limited	£14.50	Only Provider that Bid
E816668	06/11/2019 10:30 AM	Complete	06/11/2019 11:30 AM	Standard Personal Care & Home Support	35	10	9	Elmich Care Support at Home	£14.50	Broker allocated to Elmich as not allocated any packages recently.
PER45101	06/11/2019 4:25 PM	Complete	06/11/2019 6:25 PM	Standard Personal Care & Home Support	35	5	2	Cyprian Care	£14.50	NOK would like to go with Cyprian care
PER54604	08/11/2019 11:11 AM	Complete	08/11/2019 11:40 AM	Standard Personal Care & Home Support	32	4	1	Foremost Care UK Limited	£14.50	Only Provider that Bid
PER42113	08/11/2019 1:04 PM	Complete	11/11/2019 4:03 PM	Standard Personal Care & Home Support	33	8	3	Sinan Care	£14.50	Sinan was indicated by CPN via telephone call with broker. Sinan Care advised only female carer was available in SU's post code area and Sinan Care agreed to give it a try and see how it goes.
PER9223	08/11/2019 2:37 PM	Complete	11/11/2019 10:30 AM	Standard Personal Care & Home Support	32	4	1	Elmich Care Support at Home	£14.50	Only Provider that Bid
PER48872	08/11/2019 3:39 PM	Complete	11/11/2019 11:00 AM	Standard Personal Care & Home Support	33	11	5	Westminster Homecare (Enfiled/WF)	£14.50	Checked CarePlace. Four providers have accepted. Westminster Homecare selected as best CQC and closest location (other provider with same CQC/location has just come off provider concerns, so awarded to Westminster as this is a difficult case).
PER57875	11/11/2019 11:37 AM	Complete	11/11/2019 12:36 PM	Standard Personal Care & Home Support	33	7	5	Angels Caring Care Ltd	£14.50	POC allocated to Angels Caring Care as could not get hold of NOK to discuss - NOK was fine with choice of agency as agency is close to where s/u resides.
PER9223	14/11/2019 2:54 PM	Complete	14/11/2019 3:54 PM	Standard Personal Care & Home Support	32	5	2	Angels Caring Care Ltd	£14.50	Checked CarePlace. Two providers have accepted. Angels Caring Care selected as I already awarded a package to other the provider this week
PER65930	18/11/2019 9:55 AM	Complete	18/11/2019 12:30 PM	Standard Personal Care & Home Support	33	4	3	Elmich Care Support at Home	£14.50	Change of provider - awarded to Elmich as good CQC



PER80337	19/11/2019 12:51 PM	Complete	19/11/2019 2:30 PM	Standard Personal Care & Home Support	33	4	1	Orchid Care	£14.50	Only Provider that Bid
PER58754	19/11/2019 3:01 PM	Complete	19/11/2019 4:01 PM	Standard Personal Care & Home Support	33	6	4	Foremost Care UK Limited	£14.50	Foremost Care UK selected as they are the closest in location
PER3551	19/11/2019 4:08 PM	Complete	19/11/2019 7:07 PM	Standard Personal Care & Home Support	1	1	1	Jacaranda Healthcare	£14.50	Only Provider that Bid
PER6769	20/11/2019 10:50 AM	Complete	20/11/2019 12:50 PM	Standard Personal Care & Home Support	31	13	13	Bluebird Care (Enfield)	£14.50	Request received to arrange care package, family requesting Bluebird Care
(PER49131)	20/11/2019 11:25 AM	Complete	20/11/2019 12:04 PM	Standard Personal Care & Home Support	31	5	4	Loyal Care Consortium Ltd	£14.50	T/C to DIL on landline - discussed POC to commence today, she was in receipt of this. Discussed agencies accepted - Orchid, Loyal, Primavera, Westminster. Daughter confirmed brokerage to make decision as to who the agency will be.  Broker allocated equally to Loyal Care good CQC
PER73428	20/11/2019 11:43 AM	Complete	20/11/2019 12:43 PM	Standard Personal Care & Home Support	31	8	6	Angels Caring Care Ltd	£14.50	I asked if he would like to choose the provider but he requested I do as know which is best. Therefore Angels Caring Care selected as they're the only one rated 'good' by CQC.
PER66673	20/11/2019 4:04 PM	Complete	21/11/2019 10:30 AM	Standard Personal Care & Home Support	32	8	4	Cyprian Care	£14.50	T/c to s/u's son, Ali (07949 861 424). Informed him of the two providers accepted with Turkish speaking carers, Cyprian Care and Sinan Care. Ali chose Cyprian Care as he is aware of them
PER78533	20/11/2019 4:45 PM	Complete	21/11/2019 10:30 AM	Standard Personal Care & Home Support	32	10	5	Angels Caring Care Ltd	£14.50	S/u's wife has chosen Angels Caring Care
PER6613	22/11/2019 10:57 AM	Complete	22/11/2019 2:41 PM	Standard Personal Care & Home Support	33	7	5	Angels Caring Care Ltd	£14.50	Provided agencies who bidded on CP: angels caring care, blowing point, elmich, first choice & orchid care. Dgt chose Angels Caring Care
PER65875	22/11/2019 3:55 PM	Complete	25/11/2019 10:03 AM	Standard Personal Care & Home Support	36	4	3	Verity Healthcare (Haringey)	£14.00	New POC was source for client: Verity healthcare, the client wanted a new provider as the previous one wasn't to the clients satisfaction. The client didn't mind which provider so Verity was chosen because of Good CQC rating

(PER79813)	26/11/2019 3:14 PM	Complete	26/11/2019 4:14 PM	Standard Personal Care & Home Support	34	5	5	Westminster Homecare (Enfield/WF)	£14.50	POC allocated to Westminster Homecare as broker has not allocated to them recently.
E529343	27/11/2019 11:22 AM	Complete	27/11/2019 12:22 PM	Standard Personal Care & Home Support	33	8	4	Sinan Care	£14.50	Grand-daughter chose Sinan Care as agency name sounded turkish and mgr name Hassan sounded Turkish
PER58153	29/11/2019 10:03 AM	Complete	29/11/2019 11:03 AM	Standard Personal Care & Home Support	32	5	5	Elmich Care Support at Home	£14.50	Daughter choose Elmich care as suggests as agency has been with LBE for some time and has a good CQC and like the sound of this agency.
PER72257	29/11/2019 4:50 PM	Complete	02/12/2019 11:02 AM	Standard Personal Care & Home Support	33	4	1	Angels Caring Care Ltd	£14.50	Only Provider that Bid

## Brokerage LA Performance (By Provider December 2019)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER78356	02/12/2019 4:06 PM	Complete	02/12/2019 5:06 PM	Standard Personal Care & Home Support	34	5	5	Blowing Point Care	£14.50	Broker explained all agencies are CQC registered with all good ratings and approved by QA team to provide care to SUs in Enfield.  Daughter chose Blowing Point Care and agreed for agency to contact her after 3pm
PER30880	03/12/2019 12:58 PM	Complete	03/12/2019 2:58 PM	Standard Personal Care & Home Support	33	5	2	Angels Caring Care Ltd	£14.50	T/C to NOK discussed agencies and allowed to make the decision or for broker to. Discussed CQC rating with mother. Cyprian = Requires improvement & Angels Caring Care = Good. Upon this info, NOK chose to go ahead with Angels Caring Care.
PER32037	04/12/2019 12:19 PM	Complete	04/12/2019 2:19 PM	Standard Personal Care & Home Support	32	1	1	Orchid Care	£14.50	Only provider that Bid

PER70288	04/12/2019 12:24 PM	Complete	04/12/2019 1:23 PM	Standard Personal Care & Home Support	32	6	3	Angels Caring Care Ltd	£14.50	Call to s/u dtr - discussed care agencies who bided on CP - Angels, Kanassas and Westminster homecare. Advised daughter that Angels and Kanzas have an 'all good' CQC, and Westminster require improvement, however QA team have approved all the three agencies to support LBE SUs. Daughter states she leave out Westminster homecare and decided to choose Angels Caring Care.
PER1651	04/12/2019 5:42 PM	Complete	05/12/2019 4:42 PM	Standard Personal Care & Home Support	30	8	6	Surecare Enfield	£14.50	T/C to EP, gave her the names of the 5 providers  Who chose the provider: the s/user  which provider was chosen: Sure Care  reason: location
PER57215	09/12/2019 11:34 AM	Complete	09/12/2019 12:14 PM	Standard Personal Care & Home Support	31	10	8	Global North London Business School	£14.50	package awarded to Global North London at the s/users request
PER78055	09/12/2019 11:52 AM	Complete	09/12/2019 12:52 PM	Standard Personal Care & Home Support	32	5	2	Blowing Point Care	£14.50	NOK asked which agencies were available again. Broker informed Blowing Point with all good CQC report and First Choice who is still be inspected in the five areas but have passed basic registration checks with CQC, and both agencies are approved by LBE.  NOK chose Blowing Point Care
PER8161	09/12/2019 2:35 PM	Complete	10/12/2019 11:00 AM	Standard Personal Care & Home Support	31	4	2	Orchid Care	£14.50	Orchid care will be providing a POC from tomorrow, this provider was chosen as this was the only one to respond on careplace that had capacity to provide the care for the client.
PER80297	10/12/2019 2:42 PM	Complete	10/12/2019 3:42 PM	Standard Personal Care & Home Support	31	6	3	Cyprian Care	£14.50	Referral sent to Cyprian Care chosen by daughter as per email below:

PER15187	10/12/2019 3:58 PM	Complete	11/12/2019 10:06 AM	Standard Personal Care & Home Support	31	4	3	Blowing Point Care	£14.50	Blowing Point will be starting a POC for the client from 12/12/2019 PM, this provider was chosen because it was the best rated provider out of the 3 that responded on careplace.
PER76874	11/12/2019 11:46 AM	Complete	11/12/2019 1:00 PM	Standard Personal Care & Home Support	30	6	4	Angels Caring Care Ltd	£14.50	T/C to Sheila, she selected Angels Caring Care based on their CQC...
PER8441	12/12/2019 4:20 PM	Complete	13/12/2019 10:09 AM	Standard Personal Care & Home Support	31	2	1	Cyprian Care	£14.50	Only provider that Bid
PER46629	13/12/2019 11:03 AM	Complete	13/12/2019 12:03 PM	Standard Personal Care & Home Support	30	3	2	Unique Care UK	£14.50	Provider selected by broker: Unique Care UK Reason: GOOD cqc rating in 3 areas, plus location is in EN3 close to s/users address
Google	16/12/2019 1:55 PM	Complete	16/12/2019 2:54 PM	Standard Personal Care & Home Support	31	3	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER69366	16/12/2019 3:17 PM	Complete	16/12/2019 5:17 PM	Standard Personal Care & Home Support	30	6	1	Verity Healthcare (Haringey)	£14.50	Only provider that Bid
PER13248	17/12/2019 11:20 AM	Complete	17/12/2019 1:50 PM	Standard Personal Care & Home Support	30	3	1	Cyprian Care	£14.50	Only provider that Bid
PER64705	17/12/2019 3:03 PM	Complete	18/12/2019 10:00 AM	Standard Personal Care & Home Support	30	3	1	Cyprian Care	£14.50	Only provider that Bid
PER30400	18/12/2019 9:46 AM	Complete	18/12/2019 11:46 AM	Standard Personal Care & Home Support	31	3	1	Elmich Care Support at Home	£14.50	Only provider that Bid
PER30283	18/12/2019 10:28 AM	Complete	18/12/2019 12:28 PM	Standard Personal Care & Home Support	30	7	2	North London Asian Care	£14.50	2nd T/C to LB, to discuss which provider she would like to choose from Foremost Care and NLAC. Provider chosen by: s/username of provider: NLACReason: Good CQC rating and location close to s/users home in N11
PER40055	18/12/2019 2:46 PM	Complete	18/12/2019 4:46 PM	Standard Personal Care & Home Support	32	2	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid

PER24387	19/12/2019 12:44 PM	Complete	20/12/2019 9:30 AM	Standard Personal Care & Home Support	29	5	3	First Choice Medical Solutions Ltd	£14.50	spoke to Clive, he accepted First Choice Medical
PER5516	20/12/2019 11:31 AM	Complete	23/12/2019 9:23 AM	Standard Personal Care & Home Support	30	4	2	First Choice Medical Solutions Ltd	£14.50	DIL - states she would like to go with First Choice Med Solutions.
PER62564	20/12/2019 11:53 AM	Complete	20/12/2019 12:33 PM	Standard Personal Care & Home Support	34	3	1	First Choice Medical Solutions Ltd	£14.50	Only provider that Bid
PER52154	20/12/2019 12:22 PM	Complete	20/12/2019 2:22 PM	Standard Personal Care & Home Support	29	4	1	Sinan Care	£14.50	Only provider that Bid
PER66501	20/12/2019 12:44 PM	Complete	20/12/2019 1:30 PM	Standard Personal Care & Home Support	32	3	1	Foremost Care UK Limited	£14.50	Only provider that Bid
PER79662	20/12/2019 3:09 PM	Complete	20/12/2019 5:09 PM	Standard Personal Care & Home Support	30	4	3	Loyal Care Consortium Ltd	£14.50	Call to Grand daughter provided three agencies with CQC inspection updates who bided on CP = Loyal Care - CQC all good, Orchid Care - CQC req improvement and Westminster homecare - CQC require improvement. Michelle decided to choose Loyal Care.
PER54604	23/12/2019 12:49 PM	Complete	23/12/2019 2:49 PM	Standard Personal Care & Home Support	31	3	1	Angels Caring Care Ltd	£14.50	Only provider that Bid
PER5516	23/12/2019 3:36 PM	Complete	08/01/2020 10:00 AM	Standard Personal Care & Home Support	29	6	4	Bluebird Care (Enfield)	£14.50	VM received from DIL Carol informing broker that she would like to choose Bluebird care and would like AX to be next Tuesday
PER7080	30/12/2019 10:06 AM	Complete	30/12/2019 12:06 PM	Standard Personal Care & Home Support	31	4	4	Bluebird Care (Enfield)	£14.50	S/u chose the agency herself and wants to go with Bluebird.
PER62564	30/12/2019 1:27 PM	Complete	30/12/2019 3:27 PM	Standard Personal Care & Home Support	34	4	2	Cyprian Care	£14.50	Cyprian Care were only agency to bid, s/u has not rec'd services from this agency as other provider bid already had s/u in the past
PER47048	30/12/2019 1:40 PM	Complete	31/12/2019 11:40 AM	Standard Personal Care & Home Support	31	4	1	Verity Healthcare (Haringey)	£14.50	Only provider that Bid

PER80893	30/12/2019 4:26 PM	Complete	31/12/2019 10:26 AM	Standard Personal Care & Home Support	31	3	1	Bluebird Care (Enfield)	£14.50	Only provider that Bid
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## Brokerage LA Performance (By Provider January 2020)

Package Reference	Sent to providers	Package Status	Response required By	Service Level	No. Services Sent To	Responses	Positive response	Chosen Service	Unit Cost	Reason Why Provider was Chosen
PER8035	03/01/2020 12:32 PM	Complete	03/01/2020 1:32 PM	Standard Personal Care & Home Support	34	5	4	Angels Caring Care Ltd	£14.50	Both agencies CQC of 'good' - allocated to Angels Caring Care as broker has not assigned recently.
PER54604	03/01/2020 3:17 PM	Complete	03/01/2020 3:26 PM	Standard Personal Care & Home Support	34	3	3	Unique Care UK	£14.50	POC allocated to Unique Care (not commissioned POC recently with Unique Care & first to confirm capacity)
PER18258	06/01/2020 10:32 AM	Complete	06/01/2020 11:32 AM	Standard Personal Care & Home Support	29	5	4	Kansas Home Care Ltd	£14.50	Daughter states she will choose the care agency that has a name of 'K'. Broker said that would be Kansas homecare.
PER80504	06/01/2020 12:47 PM	Complete	06/01/2020 1:22 PM	Standard Personal Care & Home Support	30	6	6	Bluebird Care (Enfield)	£14.50	package awarded to Bluebird Care, as requested by the s/user
PER26502	07/01/2020 10:41 AM	Complete	07/01/2020 11:41 AM	Standard Personal Care & Home Support	35	7	5	North London Asian Care	£14.50	T/C from DIL Lynn to confirm choice of agency - this is NLAC and Lynn has already confirmed that she has spoken to manager Churinda about POC.
PER78551	07/01/2020 11:21 AM	Complete	07/01/2020 1:20 PM	Standard Personal Care & Home Support	30	7	5	Foremost Care UK Limited	£14.50	Bernard Kingprovider selected : Foremost Care UKreason: reviewed

										the most recent CQC report / GOOD cqc report
PER49254	07/01/2020 3:14 PM	Complete	15/01/2020 1:00 PM	Standard Personal Care & Home Support	29	14	11	Foremost Care UK Limited	£14.50	Call to daughter confirms would like to go for Foremost care.
PER80635	08/01/2020 2:57 PM	Complete	08/01/2020 4:55 PM	Standard Personal Care & Home Support	30	5	5	Loyal Care Consortium Ltd	£14.50	T/C to S/U gave the details of all 4 providers, including the office locations and the current CQC ratings.Provider chosen by: Annette SmithChosen Provider: Loyal Care Consortiumreason: GOOD cqc rating..
PER52737	09/01/2020 12:14 PM	Complete	09/01/2020 2:13 PM	Standard Personal Care & Home Support	30	8	7	Elmich Care Support at Home	£14.50	provider chosen by Marian: Elmich Care reason: GOOD cqc rating and office located in N9 area
PER65618	09/01/2020 4:09 PM	Complete	10/01/2020 10:00 AM	Standard Personal Care & Home Support	30	6	5	North London Asian Care	£14.50	brokerage to choose the agency on her behalf.chosen provider: NLACreason selected: GOOD cqc rating and office location
PER5633	09/01/2020 4:34 PM	Complete	09/01/2020 6:34 PM	Standard Personal Care & Home Support	35	4	2	Unique Care UK	£14.50	T/C back from NOK discussed agencies accepted. NOK confirmed to go ahead with Unique Care.
PER77559	13/01/2020 9:52 AM	Complete	13/01/2020 11:52 AM	Standard Personal Care & Home Support	34	6	4	Global North London Business School	£14.50	T/C back from Anne - confirmed to go ahead with choice of Global North London.
PER75181	14/01/2020 4:39 PM	Complete	15/01/2020 9:51 AM	Standard Personal Care & Home Support	30	1	1	Cyprian Care	£152.25	Cyprian Care will be providing a POC for the client, this agency was chosen as they were the only provider able to take on the package at such short notice
PER15258	22/01/2020 10:14 AM	Complete	22/01/2020 12:14 PM	Standard Personal Care & Home Support	30	6	5	North London Asian Care	£14.50	Son researched the agencies and decided to go ahead with NLAC
PER9331	22/01/2020 12:31 PM	Complete	22/01/2020 1:31 PM	Standard Personal Care & Home Support	31	8	7	Elmich Care Support at Home	£14.50	Call from NOK informed broker she would like to choose Elmich Care
PER73575	23/01/2020 10:03 AM	Complete	23/01/2020 12:12 PM	Standard Personal Care & Home Support	31	3	2	Loyal Care Consortium Ltd	£14.50	Call from NOK SIL returning broker's call. states she can choose care agency now.NOK confirms SU is moving to EN1 states she would choose Loyal Care Consortium....
PER30837	24/01/2020 1:46 PM	Complete	24/01/2020 2:53 PM	Standard Personal Care & Home Support	30	6	2	Mears Care - Laindon	£16.75	Bluebird was due to take package but s/u didn't like them so went with the other provider Mears

PER74091	27/01/2020 10:33 AM	Complete	27/01/2020 12:00 PM	Standard Personal Care & Home Support	32	8	7	Jays Homecare Limited	£14.50	Jays Home Care will be providing a POC for the client from 30/01/2020 Tea Time, This provider was chosen because of fair distribution of new POC's
PER60007	28/01/2020 10:25 AM	Complete	28/01/2020 11:25 AM	Standard Personal Care & Home Support	35	8	8	Angels Caring Care Ltd	£14.50	Email rec'd from daughter regarding decision on care agency - daughter chose Angels Caring Care
PER5645	28/01/2020 12:07 PM	Complete	28/01/2020 1:20 PM	Standard Personal Care & Home Support	32	5	5	Loyal Care Consortium Ltd	£14.50	Loyal Care Consortium are providing a POC for the client starting from 28/01/2020 PM, this provider was chosen as they were the only provider able to take the package for the required start date and time.
PER36952	30/01/2020 11:09 AM	Complete	30/01/2020 1:09 PM	Standard Personal Care & Home Support	32	3	2	Loyal Care Consortium Ltd	£14.50	Email rec'd from Sheryl (granddaughter), Sheryl has chosen Loyal Care

## Brokerage LA Performance (By Provider February 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER77806	03/02/2020 3:31 PM	Complete	03/02/2020 4:31 PM	Standard Personal Care & Home Support	30	6	4	Foremost Care UK Limited	£14.50	Foremost Care UK selected as out of the two with a good CQC they are the closest in location.
PER34184	04/02/2020 11:53 AM	Complete	04/02/2020 12:52 PM	Standard Personal Care & Home Support	31	2	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER79748	04/02/2020 12:41 PM	Complete	06/02/2020 1:06 PM	Standard Personal Care & Home Support	31	8	1	Jacaranda Healthcare	£14.50	Only provider that Bid
PER80581	05/02/2020 11:49 AM	Complete	05/02/2020 3:49 PM	Standard Personal Care & Home Support	32	4	2	Elmich Care Support at Home	£14.50	Hospital discharge - provider was able to start the care package straight away
PER55823	05/02/2020 12:21 PM	Complete	05/02/2020 2:21 PM	Standard Personal Care & Home Support	31	9	7	Blowing Point Care	£14.50	Package awarded to Blowing Point Care, Reason: fair distribution of new care packages and GOOD cqc rating



PER51351	05/02/2020 12:44 PM	Complete	05/02/2020 4:44 PM	Standard Personal Care & Home Support	30	11	8	Surecare Enfield	£14.50	NOK states he would like any care agency with a CQC rating with all good, agreed to go with Sure Care
PER60098	05/02/2020 1:24 PM	Complete	05/02/2020 3:24 PM	Standard Personal Care & Home Support	31	6	2	Jays Homecare Limited	£14.50	Package awarded to Jays Homecare, broker selected for fair distribution of new care packages and GOOD cqc rating.
PER51351	06/02/2020 2:40 PM	Complete	06/02/2020 3:39 PM	Standard Personal Care & Home Support	30	6	5	Loyal Care Consortium Ltd	£14.50	Martin decided to go for Loyal Care who were the only agency on list who has 'overall good CQC'....
PER67094	07/02/2020 1:14 PM	Complete	07/02/2020 2:14 PM	Standard Personal Care & Home Support	32	5	3	Orchid Care	£14.50	NOK wife chose Orchid Care.
PER58805	10/02/2020 3:33 PM	Complete	10/02/2020 5:33 PM	Standard Personal Care & Home Support	32	6	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER81932	10/02/2020 5:22 PM	Complete	12/02/2020 10:25 AM	Standard Personal Care & Home Support	31	8	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER24305	11/02/2020 10:33 AM	Complete	11/02/2020 12:33 PM	Standard Personal Care & Home Support	31	6	3	Loyal Care Consortium Ltd	£14.50	T/C to DIL (Lisa), the family have chosen Loyal Care based on their GOOD cqc rating
PER69366	11/02/2020 12:08 PM	Complete	11/02/2020 2:30 PM	Standard Personal Care & Home Support	31	9	3	North London Asian Care	£14.50	North London Asian Care selected due to fair distribution and good CQC
PER1816	12/02/2020 10:31 AM	Complete	12/02/2020 12:31 PM	Standard Personal Care & Home Support	31	5	1	Foremost Care UK Limited	£14.50	Only provider that Bid
PER79419	12/02/2020 3:17 PM	Complete	13/02/2020 9:17 AM	Standard Personal Care & Home Support	31	6	3	Foremost Care UK Limited	£14.50	Foremost Care will be taking over care for the client from Friday 14/02/2020, this provider was chosen as the were the only GOOD rated provider that accepted on careplace.
PER1536	13/02/2020 2:51 PM	Complete	13/02/2020 3:20 PM	Standard Personal Care & Home Support	31	5	2	Orchid Care	£14.50	Checked CarePlace, two providers have accepted. Orchid Care selected as they have a good CQC (other requires improvement).

PER66531	13/02/2020 4:54 PM	Complete	14/02/2020 11:00 AM	Standard Personal Care & Home Support	32	8	7	Primavera Domiciliary Care Services Limited	£14.50	Primavera selected due to good CQC rating and fair distribution of awarding to care providers
PER80727	14/02/2020 4:03 PM	Complete	17/02/2020 10:00 AM	Standard Personal Care & Home Support	31	4	1	North London Asian Care	£14.50	Only provider that Bid
PER32345	17/02/2020 10:43 AM	Complete	17/02/2020 12:42 PM	Standard Personal Care & Home Support	31	5	1	Jacaranda Healthcare	£14.50	Only provider that Bid
PER56367	17/02/2020 12:55 PM	Complete	17/02/2020 1:55 PM	Standard Personal Care & Home Support	35	4	3	Loyal Care Consortium Ltd	£14.50	T/C to NOK Guy - he advised to go ahead with Loyal Care
PER2698	17/02/2020 4:29 PM	Complete	18/02/2020 10:00 AM	Standard Personal Care & Home Support	31	5	4	Elmich Care Support at Home	£14.50	T/c to s/u's daughter,. Informed her of the above, she requested I select the provider. Elmich Care selected due to good CQC and closest location
PER81262	18/02/2020 11:22 AM	Complete	18/02/2020 1:22 PM	Standard Personal Care & Home Support	32	3	2	Orchid Care	£14.50	T/C to brother Ali to discuss choice of agency, he allowed broker to make this decision.  Allocated to Orchid Care as broker allocated to Foremost Care this morning.
PER81757	18/02/2020 12:12 PM	Complete	18/02/2020 2:11 PM	Standard Personal Care & Home Support	31	6	6	Elmich Care Support at Home	£14.50	poc awarded to Elmich, GOOD cqc rating and nearest location to s/user.
PER78175	19/02/2020 12:12 PM	Complete	19/02/2020 4:00 PM	Standard Personal Care & Home Support	31	4	1	Blowing Point Care	£14.50	Only provider that Bid
PER66505	19/02/2020 12:52 PM	Complete	19/02/2020 1:51 PM	Standard Personal Care & Home Support	36	3	3	Orchid Care	£14.50	POC allocated fairly to Orchid Care as Elmich and Foremost Care have been allocated packages recently.
PER32394	19/02/2020 2:20 PM	Complete	19/02/2020 4:20 PM	Standard Personal Care & Home Support	35	3	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER82128	19/02/2020 4:46 PM	Complete	19/02/2020 5:46 PM	Standard Personal Care & Home Support	36	3	1	Blowing Point Care	£14.50	Only provider that Bid

PER82162	20/02/2020 2:25 PM	Complete	20/02/2020 3:33 PM	Standard Personal Care & Home Support	36	1	1	Elmich Care Support at Home	£14.50	Only provider that Bid
PER47124	20/02/2020 2:31 PM	Complete	20/02/2020 4:20 PM	Standard Personal Care & Home Support	36	2	1	Blowing Point Care	£14.50	Only provider that Bid
PER54795	20/02/2020 2:38 PM	Complete	20/02/2020 3:17 PM	Standard Personal Care & Home Support	35	2	1	Jacaranda Healthcare	£14.50	Only provider that Bid
PER60862	20/02/2020 4:09 PM	Complete	21/02/2020 10:00 AM	Standard Personal Care & Home Support	31	4	1	Elmich Care Support at Home	£14.50	Only provider that Bid
PER80229	21/02/2020 9:56 AM	Complete	21/02/2020 11:56 AM	Standard Personal Care & Home Support	30	4	3	Bluebird Care (Enfield)	£14.50	Work list received to arrange long-term care. S/u requesting Bluebird Care
PER66565	21/02/2020 10:16 AM	Complete	21/02/2020 11:15 AM	Standard Personal Care & Home Support	30	3	1	Elmich Care Support at Home	£14.50	T/c to s/u's daughter, Informed her only one provider has accepted, Elmich Care
PER80293	21/02/2020 11:19 AM	Complete	21/02/2020 1:19 PM	Standard Personal Care & Home Support	35	5	1	Jacaranda Healthcare	£14.50	Only provider that Bid
PER80529	21/02/2020 4:28 PM	Complete	21/02/2020 4:38 PM	Standard Personal Care & Home Support	36	1	1	North London Asian Care	£14.50	Only provider that Bid
PER32304	24/02/2020 3:47 PM	Complete	27/02/2020 12:00 PM	Standard Personal Care & Home Support	30	10	4	Bluebird Care (Enfield)	£14.50	Daughter spoke to Service user , and confirms they would like to choose Bluebird
PER33432	24/02/2020 3:56 PM	Complete	27/02/2020 5:00 PM	Standard Personal Care & Home Support	31	5	3	Surecare Enfield	£14.50	T/c to s/u's niece, she requested I choose. Surecare selected as rated good by CQC (other two require improvement),
PER82088	25/02/2020 10:30 AM	Complete	25/02/2020 12:30 PM	Standard Personal Care & Home Support	35	5	1	Global North London Business School	£14.50	Only provider that Bid
PER62383	25/02/2020 10:39 AM	Complete	25/02/2020 11:38 AM	Standard Personal Care & Home Support	35	3	2	Cyprian Care	£14.50	Allocated to Cyprian Care as broker has not allocated to them recently

SL PER79419 250220	25/02/2020 10:59 AM	Complete	25/02/2020 12:28 PM	Standard Personal Care & Home Support	29	3	1	Cyprian Care	£14.50	Only provider that Bid
PER78809	26/02/2020 10:54 AM	Complete	27/02/2020 10:00 AM	Standard Personal Care & Home Support	30	7	1	First Choice Medical Solutions Ltd	£14.50	Only provider that Bid
PER48963	26/02/2020 11:39 AM	Complete	27/02/2020 11:20 AM	Standard Personal Care & Home Support	31	5	1	Elmich Care Support at Home	£14.50	Only provider that Bid
PER68563	26/02/2020 11:45 AM	Complete	27/02/2020 10:21 AM	Standard Personal Care & Home Support	31	6	1	Elmich Care Support at Home	£14.50	Only provider that Bid
PER3021	27/02/2020 11:54 AM	Complete	27/02/2020 1:54 PM	Standard Personal Care & Home Support	30	8	4	Jays Homecare Limited	£14.50	T/c to s/u's daughter, she requested I choose. Jays Homecare selected due to fair distribution
PER81938	27/02/2020 12:09 PM	Complete	27/02/2020 2:09 PM	Standard Personal Care & Home Support	30	6	2	Cyprian Care	£14.50	poc awarded to Cyprian Care for fair distribution of new packages, selected by the brokerage officer
PER58603	27/02/2020 12:22 PM	Complete	06/03/2020 5:00 PM	Standard Personal Care & Home Support	30	9	2	Cyprian Care	£14.50	NOK confirmed that they would like to go with Cyprian Care as the provider has Turkish speaking care workers

## Brokerage LA Performance (By Provider March 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER2666	02/03/2020 10:45 AM	Complete	02/03/2020 11:45 AM	Standard Personal Care & Home Support	35	3	2	Cyprian Care	£14.50	Provider chosen by NOK
PER82257	02/03/2020 1:43 PM	Complete	02/03/2020 2:43 PM	Standard Personal Care & Home Support	35	2	2	Primavera Domiciliary Care Services Limited	£14.50	T/c from Brokerage with update that Blue bird Agency has declined the POC due to capacity . So had to go with alternative provider

PER3504	02/03/2020 2:39 PM	Complete	03/03/2020 12:04 PM	Standard Personal Care & Home Support	31	7	1	Westminster Homecare (Enfiled/WF)	£14.50	Only Provider that Bid
PER62425	02/03/2020 4:16 PM	Complete	03/03/2020 10:00 AM	Standard Personal Care & Home Support	30	4	1	Elmich Care Support at Home	£14.50	Only Provider that Bid
PER59841	02/03/2020 4:46 PM	Complete	05/03/2020 3:52 PM	Standard Personal Care & Home Support	31	8	2	Surecare Enfield	£14.50	IWE ENAB package awarded to Sure Care as other provider was higher cost per hour
PER78273	02/03/2020 4:51 PM	Complete	03/03/2020 10:30 AM	Standard Personal Care & Home Support	29	6	2	Foremost Care UK Limited	£14.50	Provider chosen by NOK due to CQC
PER82119	03/03/2020 1:34 PM	Complete	03/03/2020 3:34 PM	Standard Personal Care & Home Support	35	5	3	BMF Social Care Limited	£14.50	NOK / daughter Sophie chosen provider due to CQC
SL PER71470 03032020	03/03/2020 2:17 PM	Complete	03/03/2020 4:16 PM	Standard Personal Care & Home Support	30	7	1	Sinan Care	£14.50	Only Provider that Bid
PER37751	03/03/2020 2:31 PM	Complete	03/03/2020 3:31 PM	Standard Personal Care & Home Support	29	2	1	Jays Homecare Limited	£14.50	Only Provider that Bid
PER34543	03/03/2020 2:49 PM	Complete	03/03/2020 4:49 PM	Standard Personal Care & Home Support	35	7	1	First Choice Medical Solutions Ltd	£14.50	Only Provider that Bid
PER80732	03/03/2020 3:29 PM	Complete	03/03/2020 5:28 PM	Standard Personal Care & Home Support	30	4	1	Sinan Care	£14.50	Only Provider that Bid
PER51362	04/03/2020 2:34 PM	Complete	05/03/2020 4:34 PM	Standard Personal Care & Home Support	31	9	5	Primavera Domiciliary Care Services Limited	£14.50	Primavera selected due to fair distribution and good CQC.
PER57768	05/03/2020 5:30 PM	Complete	18/03/2020 4:13 PM	Standard Personal Care & Home Support	29	9	1	Mears Care - Laindon	£16.75	Only Provider that Bid
PER 72510	10/03/2020 8:55 AM	Complete	10/03/2020 9:55 AM	Standard Personal Care & Home Support	35	2	1	Blowing Point Care	£14.50	Only Provider that Bid
PER80451	10/03/2020 1:27 PM	Complete	17/03/2020 3:13 PM	Standard Personal Care & Home Support	30	7	1	Cyprian Care	£14.50	Only Provider that Bid

PER46068	10/03/2020 3:04 PM	Complete	11/03/2020 5:00 PM	Standard Personal Care & Home Support	29	5	1	North London Asian Care	£14.50	Only Provider that Bid
PER35718	11/03/2020 3:33 PM	Complete	11/03/2020 3:54 PM	Standard Personal Care & Home Support	35	2	1	Loyal Care Consortium Ltd	£14.50	Only Provider that Bid
PER78486	11/03/2020 3:41 PM	Complete	12/03/2020 10:11 AM	Standard Personal Care & Home Support	30	5	1	Cyprian Care	£14.50	Only Provider that Bid
PER26849	12/03/2020 5:04 PM	Complete	13/03/2020 11:03 AM	Standard Personal Care & Home Support	30	4	4	Global North London Business School	£14.50	Call to SU, suggests she would first choose Blowing Point and second choice will be Global NL Bus School
PER9968	18/03/2020 3:30 PM	Complete	18/03/2020 5:30 PM	Standard Personal Care & Home Support	31	8	4	Sinan Care	£14.50	NOK select Sinan Care due to good CQC
PER65990	19/03/2020 10:27 AM	Complete	25/03/2020 12:59 PM	Standard Personal Care & Home Support	30	4	1	Loyal Care Consortium Ltd	£14.50	Only Provider that Bid
PER21441	19/03/2020 10:56 AM	Complete	20/03/2020 10:00 AM	Standard Personal Care & Home Support	30	2	1	Elmich Care Support at Home	£14.50	Only Provider that Bid
PER77680	19/03/2020 12:46 PM	Complete	19/03/2020 3:34 PM	Standard Personal Care & Home Support	31	2	1	Mears Care - Laindon	£16.75	Only Provider that Bid
PER6365	20/03/2020 10:08 AM	Complete	20/03/2020 11:17 AM	Standard Personal Care & Home Support	31	6	6	Kangaroo Healthcare	£14.50	Only provider that was able to start asap - hospital discharge
PER54377	20/03/2020 10:25 AM	Complete	20/03/2020 10:57 AM	Standard Personal Care & Home Support	30	4	3	Kangaroo Healthcare	£14.50	awarded to Kangaroo, even distribution of new packages
PER75951	20/03/2020 3:24 PM	Complete	08/04/2020 12:00 PM	Standard Personal Care & Home Support	29	3	1	First Choice Medical Solutions Ltd	£14.50	Only provider that Bid
PER80372	20/03/2020 3:47 PM	Complete	20/03/2020 4:56 PM	Standard Personal Care & Home Support	30	2	1	North London Asian Care	£14.50	Only provider that bid
PER82573	20/03/2020 3:49 PM	Complete	20/03/2020 4:20 PM	Standard Personal Care & Home Support	30	3	1	North London Asian Care	£14.50	Only provider that Bid

PER82497	20/03/2020 4:49 PM	Complete	20/03/2020 5:24 PM	Standard Personal Care & Home Support	30	1	1	Elmich Care Support at Home	£14.50	Only Provider that Bid
PER80347	23/03/2020 10:26 AM	Complete	23/03/2020 12:25 PM	Standard Personal Care & Home Support	31	4	1	Foremost Care UK Limited	£14.50	Only Provider that Bid
PER69839	23/03/2020 1:13 PM	Complete	23/03/2020 2:13 PM	Standard Personal Care & Home Support	34	2	1	Sinan Care	£14.50	Only Provider that Bid
PER82415	23/03/2020 5:10 PM	Complete	26/03/2020 5:19 PM	Standard Personal Care & Home Support	30	5	1	First Choice Medical Solutions Ltd	£14.50	Only Provider that Bid
PER75604	24/03/2020 5:13 PM	Complete	25/03/2020 9:15 AM	Standard Personal Care & Home Support	30	2	1	Loyal Care Consortium Ltd	£14.50	Only provider that Bid
PER2896	25/03/2020 10:54 AM	Complete	25/03/2020 11:46 AM	Standard Personal Care & Home Support	30	4	4	First Choice Medical Solutions Ltd	£14.50	Only provider that was able to start package urgently from hospital discharge
PER5423	26/03/2020 11:18 AM	Complete	26/03/2020 1:18 PM	Standard Personal Care & Home Support	30	2	1	Bluebird Care (Enfield)	£14.50	Only Provider that Bid
PER33819	26/03/2020 3:01 PM	Complete	26/03/2020 3:30 PM	Standard Personal Care & Home Support	30	3	2	Foremost Care UK Limited	£14.50	T/c to s/u's grandson, He was happy me to choose the provider. Foremost Care UK selected as Good CQC rating (other agency requires improvement).
PER82061	27/03/2020 3:46 PM	Complete	30/03/2020 5:00 PM	Standard Personal Care & Home Support	30	8	5	Sinan Care	£14.50	Provided the names and all have a good CQC rating, Peter selected Sinan Care
PER81217	30/03/2020 11:24 AM	Complete	30/03/2020 1:24 PM	Standard Personal Care & Home Support	31	7	4	Orchid Care	£14.50	poc awarded to Orchid Care for fair distribution of new packages
PER79773	30/03/2020 1:11 PM	Complete	30/03/2020 3:11 PM	Standard Personal Care & Home Support	30	6	4	Sinan Care	£14.50	Awarded to Sinan Care, GOOD cqc rating and fair distribution of new pocs.

## Brokerage LA Performance (By Provider April 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER81771	01/04/2020 3:03 PM	Complete	02/04/2020 11:28 AM	Standard Personal Care & Home Support	31	6	1	Kanssas Home Care Ltd	£15.10	Only Provider that Bid
PER17583	02/04/2020 5:30 PM	Complete	03/04/2020 11:30 AM	Standard Personal Care & Home Support	33	5	5	Angels Caring Care Ltd	£14.50	NOK agreed to Angels Caring Care assessing on 8/4/2020
SL PER74603 030420	03/04/2020 10:35 AM	Complete	03/04/2020 12:00 PM	Standard Personal Care & Home Support	33	3	1	Loyal Care Consortium Ltd	£14.50	Only Provider that Bid
SL PER48258 030420	03/04/2020 10:46 AM	Complete	03/04/2020 12:06 PM	Standard Personal Care & Home Support	33	5	2	Cyprian Care	£14.50	Awarded to provider due to cultural reasons
PER81126	03/04/2020 10:55 AM	Complete	03/04/2020 12:00 PM	Standard Personal Care & Home Support	34	2	1	Angels Caring Care Ltd	£14.50	Only Provider that Bid
PER82534	03/04/2020 12:29 PM	Complete	03/04/2020 1:00 PM	Standard Personal Care & Home Support	36	2	1	Loyal Care Consortium Ltd	£15.10	POC accepted by Loyal Care (only agency)
PER25870	03/04/2020 3:56 PM	Complete	03/04/2020 4:55 PM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that bid
PER73460	06/04/2020 9:52 AM	Complete	06/04/2020 10:25 AM	Standard Personal Care & Home Support	35	2	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
1	06/04/2020 11:31 AM	Complete	06/04/2020 12:00 PM	Standard Personal Care & Home Support	36	2	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER81233	06/04/2020 12:14 PM	Complete	07/04/2020 9:20 AM	Standard Personal Care & Home Support	34	4	1	Verity Healthcare (Haringey)	£237.83	Only Provider that Bid
PER28866	06/04/2020 3:40 PM	Complete	10/04/2020 2:00 PM	Standard Personal Care & Home Support	34	6	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid



PER82756	06/04/2020 4:53 PM	Complete	07/04/2020 3:00 PM	Standard Personal Care & Home Support	34	7	4	Angels Caring Care Ltd	£15.10	Dgt decided to choose Angels Caring Care
PER68959	06/04/2020 5:03 PM	Complete	06/04/2020 7:03 PM	Standard Personal Care & Home Support	36	2	2	Blowing Point Care	£15.10	POC allocated to Blowing Point Care as Redyfn have been given a couple of packages by broker recently
SL PER77532 060420	06/04/2020 11:11 PM	Complete	07/04/2020 11:00 AM	Standard Personal Care & Home Support	33	4	3	Blowing Point Care	£15.10	broker to review cpemailed providers 1st to be able to acceptblowing point can start firstF
PER82170	07/04/2020 10:28 AM	Complete	07/04/2020 11:28 AM	Standard Personal Care & Home Support	34	3	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
SL PER9931 070420	07/04/2020 12:25 PM	Complete	07/04/2020 2:25 PM	Standard Personal Care & Home Support	33	3	1	Bluebird Care (Enfield)	£15.10	Only Provider that Bid
PER46864	07/04/2020 6:20 PM	Complete	08/04/2020 11:00 AM	Standard Personal Care & Home Support	34	4	1	Redyfn	£15.10	Only Provider that Bid
PER82509	08/04/2020 9:58 AM	Complete	08/04/2020 10:36 AM	Standard Personal Care & Home Support	34	3	1	Foremost Care UK Limited	£14.50	Only Provider that Bid
PER28356	08/04/2020 10:44 AM	Complete	08/04/2020 11:30 AM	Standard Personal Care & Home Support	35	3	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER80931	08/04/2020 1:59 PM	Complete	08/04/2020 2:12 PM	Standard Personal Care & Home Support	36	3	1	Redyfn	£15.10	Only Provider that Bid
PER75515	08/04/2020 3:54 PM	Complete	09/04/2020 4:12 PM	Standard Personal Care & Home Support	34	4	1	Kansas Home Care Ltd	£15.10	Only Provider that Bid
PER25183	09/04/2020 10:48 AM	Complete	09/04/2020 12:48 PM	Standard Personal Care & Home Support	35	2	1	Redyfn	£15.10	Only Provider that Bid
SL PER59147 090420	09/04/2020 12:36 PM	Complete	09/04/2020 12:54 PM	Standard Personal Care & Home Support	33	1	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
SL PER3715 090420	09/04/2020 10:18 PM	Complete	14/04/2020 9:18 AM	Standard Personal Care & Home Support	1	1	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid

PER77939	14/04/2020 9:53 AM	Complete	14/04/2020 11:53 AM	Standard Personal Care & Home Support	34	4	2	Loyal Care Consortium Ltd	£15.10	Checked CarePlace, two agencies have accepted.Awarded to Bluebird Care due to fair distribution.Action
PER78359	14/04/2020 12:35 PM	Complete	14/04/2020 2:35 PM	Standard Personal Care & Home Support	34	3	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER82921	15/04/2020 11:38 AM	Complete	15/04/2020 1:38 PM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER64342	15/04/2020 2:35 PM	Complete	15/04/2020 4:35 PM	Standard Personal Care & Home Support	34	3	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER68643	15/04/2020 4:38 PM	Complete	17/04/2020 12:16 PM	Standard Personal Care & Home Support	35	3	1	Redyfne	£15.10	Only Provider that Bid
PER51362	16/04/2020 10:55 AM	Complete	16/04/2020 3:55 PM	Standard Personal Care & Home Support	34	5	3	Foremost Care UK Limited	£15.10	Return T/C rec'd from son selected Redyfne, due to their location and GOOD CQC rating in all 6 areas.
PER80735	16/04/2020 12:01 PM	Complete	16/04/2020 1:01 PM	Standard Personal Care & Home Support	35	4	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
SL PER17198 160420	16/04/2020 9:36 PM	Complete	17/04/2020 10:36 AM	Standard Personal Care & Home Support	33	3	1	Kansas Home Care Ltd	£15.10	Only Provider that Bid
SL PER14301 160420	16/04/2020 9:52 PM	Complete	17/04/2020 10:00 AM	Standard Personal Care & Home Support	34	1	1	Redyfne	£15.10	Only Provider that Bid
PER44330	17/04/2020 9:21 AM	Complete	17/04/2020 11:21 AM	Standard Personal Care & Home Support	33	5	4	Elmich Care Support at Home	£15.10	.T/c to daughter,. She's happy for me to choose, Elmich Care selected due to good CQC and closest location.
PER45624	17/04/2020 2:24 PM	Complete	17/04/2020 2:35 PM	Standard Personal Care & Home Support	36	1	1	Blowing Point Care	£15.10	Only Provider that Bid
PER70991	20/04/2020 4:00 PM	Complete	20/04/2020 6:00 PM	Standard Personal Care & Home Support	35	4	1	Westminster Homecare (Enfiled/WF)	£14.50	1 acceptance and 2 rejections rec'd via CarePlace, see uploaded files.* 2 hours weekly domestic awarded to WHC, (the only provider to accept)

SL PER54896 200420	20/04/2020 5:01 PM	Complete	20/04/2020 5:02 PM	Standard Personal Care & Home Support	34	1	1	Blowing Point Care	£15.10	Only Provider that Bid
PER25700	21/04/2020 8:29 AM	Complete	21/04/2020 9:28 AM	Standard Personal Care & Home Support	36	2	1	Redyfn	£15.10	POC loaded to Care Place, only agency to bid is Redyfn
PER74434	21/04/2020 3:09 PM	Complete	21/04/2020 3:25 PM	Standard Personal Care & Home Support	34	4	2	Loyal Care Consortium Ltd	£15.10	Long term poc awarded to Loyal Care as the s/user is already known to them via the existing short term Enablement support
PER65582	22/04/2020 9:31 AM	Complete	22/04/2020 11:00 AM	Standard Personal Care & Home Support	34	5	2	Surecare Enfield	£15.10	Loyal Care bided on Care Place. But broker decided to award to another agency as Loyal Care have bided lots. Call to Sure Care who bided on Care Place
PER59766	22/04/2020 4:28 PM	Complete	23/04/2020 10:00 AM	Standard Personal Care & Home Support	35	3	1	Bluebird Care (Enfield)	£15.10	Only Provider that Bid
PER77824	23/04/2020 11:32 AM	Complete	23/04/2020 5:00 PM	Standard Personal Care & Home Support	34	6	4	Jacaranda Healthcare	£15.10	Jacaranda Healthcare selected due to fair distribution
PER24200	23/04/2020 12:05 PM	Complete	23/04/2020 2:05 PM	Standard Personal Care & Home Support	34	4	1	Blowing Point Care	£15.10	Only Provider that Bid
PER80661	23/04/2020 12:58 PM	Complete	23/04/2020 2:58 PM	Standard Personal Care & Home Support	38	5	3	Westminster Homecare (Enfield/WF)	£14.50	NOK contact to see if they want to choose the provider, therefore I have Westminster Homecare selected due to fair distribution
SL PER44624 240420	24/04/2020 4:55 PM	Complete	27/04/2020 11:12 AM	Standard Personal Care & Home Support	32	2	1	Verity Healthcare (Haringey)	£14.50	Only provider that Bid
PER29662	24/04/2020 5:02 PM	Complete	24/04/2020 7:02 PM	Standard Personal Care & Home Support	35	2	1	Blowing Point Care	£15.10	Only Provider that Bid
PER44330	28/04/2020 12:58 PM	Complete	28/04/2020 2:58 PM	Standard Personal Care & Home Support	33	6	4	Westminster Homecare (Enfield/WF)	£15.10	Westminster Homecare selected due to good CQC and fair distribution
PER39219	28/04/2020 4:24 PM	Complete	29/04/2020 12:00 PM	Standard Personal Care & Home Support	35	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid

PER77415	28/04/2020 4:54 PM	Complete	28/04/2020 6:54 PM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER73400	28/04/2020 5:17 PM	Complete	29/04/2020 10:16 AM	Standard Personal Care & Home Support	34	5	4	Blowing Point Care	£15.10	Service user was happy to choose broker's suggestion - Blowing Point as wasn't sure which was better.
SL PER30670 290420	29/04/2020 9:57 AM	Complete	29/04/2020 3:43 PM	Standard Personal Care & Home Support	33	3	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER39219	29/04/2020 12:09 PM	Complete	30/04/2020 12:12 PM	Standard Personal Care & Home Support	35	5	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER69449	29/04/2020 1:25 PM	Complete	29/04/2020 3:25 PM	Standard Personal Care & Home Support	35	7	5	Loyal Care Consortium Ltd	£15.10	Broker advised all agencies are based in Enfield, and so decided to choose Loyal Care to support him fair distrubution
SL PER31872 290420	29/04/2020 2:45 PM	Complete	29/04/2020 3:45 PM	Standard Personal Care & Home Support	33	3	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
SL PER29265 290420	29/04/2020 3:47 PM	Complete	29/04/2020 4:47 PM	Standard Personal Care & Home Support	33	6	4	Westminster Homecare (Enfiled/WF)	£15.10	broker spoke with SU daughter in law awarded to westminister as the other 2 bids came from agencys that i had awarded to in last 7 days
PER74051	29/04/2020 5:28 PM	Complete	30/04/2020 9:15 AM	Standard Personal Care & Home Support	35	5	3	Redyfne	£15.10	new package awarded to Redyfne due to fair distribution of new packages and GOOD cqc rating.action

## Brokerage LA Performance (By Provider May 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER78724	01/05/2020 10:38 AM	Complete	01/05/2020 11:41 AM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER64577	04/05/2020 2:48 PM	Complete	04/05/2020 4:48 PM	Standard Personal Care & Home Support	34	7	5	Loyal Care Consortium Ltd	£15.10	Call to Daughter Eileen to confirm that Loyal Care Tina care worker would continue after the Enablement period. Eileen confirms they will take this agency
PER70460	04/05/2020 4:34 PM	Complete	04/05/2020 5:23 PM	Standard Personal Care & Home Support	34	5	4	Westminster Homecare (Enfiled/WF)	£15.10	4 acceptances rec'd via CarePlace, see file uploaded to case note. * Package awarded to WHC, * GOOD cqc rating and fair distribution of new packages.
PER54172	05/05/2020 11:57 AM	Complete	05/05/2020 1:30 PM	Standard Personal Care & Home Support	35	6	6	Redyfne	£15.10	Call from daughter- Redyfne agency to be chosen
PER57192	05/05/2020 12:26 PM	Complete	05/05/2020 1:19 PM	Standard Personal Care & Home Support	35	7	6	Loyal Care Consortium Ltd	£15.10	Advised him that 6 providers had accepted via CarePlace* Martin selected Loyal Care, as he has rec'd good feedback / recommendations
PER58142	05/05/2020 1:32 PM	Complete	05/05/2020 2:32 PM	Standard Personal Care & Home Support	34	4	3	Westminster Homecare (Enfiled/WF)	£15.10	package awarded to WHC, for fair distribution of new packages and GOOD cqc rating.
PER77526	05/05/2020 3:45 PM	Complete	06/05/2020 3:10 PM	Standard Personal Care & Home Support	34	5	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER76194	06/05/2020 4:12 PM	Complete	06/05/2020 5:12 PM	Standard Personal Care & Home Support	35	8	5	Sinan Care	£15.15	T/C back from son, he advised he would like to go with Sinan Care as they have the most up to date CQC visit and report.
PER60394	07/05/2020 9:37 AM	Complete	07/05/2020 11:37 AM	Standard Personal Care & Home Support	35	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid

sl PER59370 070520	07/05/2020 12:04 PM	Complete	07/05/2020 4:03 PM	Standard Personal Care & Home Support	33	3	1	Core Outreach and Care Services	£15.10	Only provider that Bid
PER83003	11/05/2020 9:57 AM	Complete	11/05/2020 11:57 AM	Standard Personal Care & Home Support	35	4	4	Core Outreach and Care Services	£15.10	T/C to John to discuss choice of agency, John chose to go ahead with Core Outreach
PER75535	11/05/2020 1:59 PM	Complete	11/05/2020 3:59 PM	Standard Personal Care & Home Support	35	4	3	Bluebird Care (Enfield)	£15.10	NOK chose Bluebird and agreed to agree a start date with agency so enablement can cease.
SL PER79234 110520	11/05/2020 2:49 PM	Complete	12/05/2020 4:00 PM	Standard Personal Care & Home Support	32	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER70380	11/05/2020 3:33 PM	Complete	12/05/2020 11:08 AM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER54317	12/05/2020 1:22 PM	Complete	12/05/2020 3:22 PM	Standard Personal Care & Home Support	33	8	6	BMF Social Care Limited	£15.10	BMF Social Care selected due to good CQC rating and fair distribution.
PER32040	12/05/2020 3:32 PM	Complete	12/05/2020 5:32 PM	Standard Personal Care & Home Support	34	4	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER18127	14/05/2020 10:19 AM	Complete	14/05/2020 11:19 AM	Standard Personal Care & Home Support	35	6	1	North London Asian Care	£14.50	POC allocated to NLAC as only agency who accepted
PER30562	14/05/2020 12:15 PM	Complete	14/05/2020 2:15 PM	Standard Personal Care & Home Support	34	5	2	Loyal Care Consortium Ltd	£15.10	package awarded to Loyal Care by broker as not able to spk to the s/user.
PER78221	14/05/2020 12:16 PM	Complete	15/05/2020 3:15 PM	Standard Personal Care & Home Support	32	6	1	Mears Care - Laindon	£16.75	Only provider that Bid
PER83273	14/05/2020 12:46 PM	Complete	14/05/2020 2:33 PM	Standard Personal Care & Home Support	35	10	7	Orchid Care	£15.10	new poc awarded to Orchid Care, for fair distribution of new packages and current GOOD cqc rating
PER31892	15/05/2020 10:06 AM	Complete	15/05/2020 3:11 PM	Standard Personal Care & Home Support	34	7	2	Cyprian Care	£15.10	Care Provider was able to provide male care worker turkish speaking so awarded to cyprian
PER4818	15/05/2020 1:32 PM	Complete	15/05/2020 3:25 PM	Standard Personal Care & Home Support	34	5	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid

SL PER10399 150520	15/05/2020 3:43 PM	Complete	18/05/2020 10:05 AM	Standard Personal Care & Home Support	33	5	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER51463	19/05/2020 1:15 PM	Complete	19/05/2020 3:15 PM	Standard Personal Care & Home Support	34	11	10	Surecare Enfield	£15.10	package awarded to Sure Care for fair distribution of new care packages
PER3280	19/05/2020 4:18 PM	Complete	20/05/2020 11:00 AM	Standard Personal Care & Home Support	34	9	7	Elmich Care Support at Home	£15.10	She requested I choose the provider, Elmich Care selected due to good CQC and fair distribution
PER4132	19/05/2020 5:22 PM	Complete	19/05/2020 7:22 PM	Standard Personal Care & Home Support	35	5	5	Blowing Point Care	£15.10	Jane decided to go ahead with Blowing Point Care
PER34773	20/05/2020 9:21 AM	Complete	20/05/2020 2:21 PM	Standard Personal Care & Home Support	34	10	8	Cyprian Care	£15.10	Maria suggests Cyprian Care as they have Greek speaking carers and some carers from Bulgaria speak Greek. Broker agreed to contact Cyprian Care to clarify if they have capacity and will call dgt back to confirm.
PER82909	21/05/2020 12:01 PM	Complete	22/05/2020 10:00 AM	Standard Personal Care & Home Support	35	4	2	Blowing Point Care	£15.10	T/C from Jane to advise on choice of agency. Jane decided to go ahead with Blowing Point Care.
PER14264	21/05/2020 4:13 PM	Complete	22/05/2020 12:48 PM	Standard Personal Care & Home Support	34	7	2	Kangaroo Healthcare	£15.10	SU agreed to go with Kangaroo healthcare for 6 weeks free care only.
PER80815	22/05/2020 12:08 PM	Complete	22/05/2020 1:07 PM	Standard Personal Care & Home Support	35	11	10	Primavera Domiciliary Care Services Limited	£14.50	Broker allocated POC to Primavera as not allocated POC to them recently.
PER71933	26/05/2020 1:41 PM	Complete	26/05/2020 3:40 PM	Standard Personal Care & Home Support	35	10	10	Core Outreach and Care Services	£15.10	Susan requested that the brokerage officer select a provider on her behalf, as she has no knowledge of care providers.  * package awarded to Core Outreach as they are able to start on the 30/5/2020.
PER82909	26/05/2020 4:44 PM	Complete	27/05/2020 10:30 AM	Standard Personal Care & Home Support	35	5	1	Sinan Care	£15.15	Only provider that Bid
PER30462	27/05/2020 11:33 AM	Complete	27/05/2020 1:33 PM	Standard Personal Care & Home Support	34	12	11	Angels Caring Care Ltd	£15.10	Angels Caring Care selected due to fair distribution.

PER3320	28/05/2020 11:10 AM	Complete	28/05/2020 1:10 PM	Standard Personal Care & Home Support	34	9	6	Foremost Care UK Limited	£15.10	package awarded to Foremost Care UK, fair distribution of new packages and GOOD cqc rating.
PER71232	28/05/2020 11:47 AM	Complete	28/05/2020 1:47 PM	Standard Personal Care & Home Support	34	10	10	Angels Caring Care Ltd	£15.10	awarded to Angels Caring Care, reason: fair distribution of new packages and current GOOD cqc rating
sl PER35648 280520	28/05/2020 1:45 PM	Complete	28/05/2020 2:45 PM	Standard Personal Care & Home Support	32	5	3	Kangaroo Healthcare	£15.10	provider selected by su as they were the only agency to state had turkish speakers
PER76047	28/05/2020 3:03 PM	Complete	28/05/2020 3:30 PM	Standard Personal Care & Home Support	36	6	6	Orchid Care	£15.10	POC awarded to Orchid Care as broker has not given POC to them.
PER47855	28/05/2020 3:28 PM	Complete	29/05/2020 11:00 AM	Standard Personal Care & Home Support	34	10	3	Loyal Care Consortium Ltd	£15.10	S/u's daughter has selected Loyal Care.
PER7542	29/05/2020 12:24 PM	Complete	29/05/2020 1:24 PM	Standard Personal Care & Home Support	34	10	6	Core Outreach and Care Services	£15.10	New poc awarded to Core Outreach, for fair distribution of new packages and GOOD cqc rating.

## Brokerage LA Performance (By Provider June 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Type	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER24845	01/06/2020 3:35 PM	Complete	01/06/2020 4:35 PM	Support at Home	Standard Personal Care & Home Support	34	11	9	Foremost Care UK Limited	£15.10	Email rec'd from NOK he has selected Foremost Care
PER76649	02/06/2020 9:24 AM	Complete	02/06/2020 11:23 AM	Support at Home	Standard Personal Care & Home Support	33	8	3	Mears Care - Laindon	£16.75	Broker chose Mears to enable fair distribution of services as both Kangaroo and Loyal Care have been awarded with many packages by broker.



PER9191	02/06/2020 3:32 PM	Complete	05/06/2020 2:54 PM	Support at Home	Standard Personal Care & Home Support	27	8	1	Alpha Care Specialists (Edmonton)	£17.50	Only provider that Bid
PER83388	03/06/2020 1:02 PM	Complete	03/06/2020 3:02 PM	Support at Home	Standard Personal Care & Home Support	35	13	12	Foremost Care UK Limited	£15.10	Broker advised the list given by broker yesterday were from a 'biding' system which offers live capacity from care agencies who have carers in the postal code area. SIL suggests to try Foremost Care and broker agreed to send referral to agency.
PER54155	04/06/2020 4:07 PM	Complete	05/06/2020 11:52 AM	Support at Home	Standard Personal Care & Home Support	33	14	9	North London Asian Care	£15.10	SW advise SU does not speak English, but only speaks Urdu or Gujarati, so a care agency with a carer who can speak required language is chosen. Broker identified that NLAC is likely to be the only one.
SL PER59436 050620	05/06/2020 12:06 PM	Complete	05/06/2020 12:41 PM	Support at Home	Standard Personal Care & Home Support	33	7	4	Sinan Care	£15.00	Care Place choice - Sinan Care chosen as daughter requested broker to choose. Broker chose agency as agency has not been awarded by broker recently and according to the allocations spreadsheet recorded by team.
PER83642	08/06/2020 10:58 AM	Complete	08/06/2020 12:52 PM	Support at Home	Standard Personal Care & Home Support	32	9	5	Verity Healthcare (Haringey)	£14.50	nok selected Verity Healthcare as they are able to provide support in E17 and N9.
PER28441	08/06/2020 12:06 PM	Complete	08/06/2020 1:06 PM	Support at Home	Standard Personal Care & Home Support	35	13	11	Bluebird Care (Enfield)	£15.10	Sarah confirmed that MS has used Bluebird Care in the past, and would be happy to go with them again.
PER69453	08/06/2020 4:14 PM	Complete	09/06/2020 10:00 AM	Support at Home	Standard Personal Care & Home Support	34	11	9	Elmich Care Support at Home	£15.10	Nicola has chosen Elmich care based on the location of the offices.

PER83227	09/06/2020 11:13 AM	Complete	09/06/2020 11:46 AM	Support at Home	Standard Personal Care & Home Support	34	8	8	Loyal Care Consortium Ltd	£15.10	Simon selected Loyal Care as they are already know to him and the s/user (Loyal Care currently provide the short term support on behalf of Enablement).
PER83373	09/06/2020 11:30 AM	Complete	09/06/2020 1:30 PM	Support at Home	Standard Personal Care & Home Support	34	11	8	Core Outreach and Care Services	£15.10	He requested I choose the provider. Core Outreach selected due to fair distribution and good CQC
PER52247	09/06/2020 12:11 PM	Complete	09/06/2020 1:11 PM	Support at Home	Standard Personal Care & Home Support	34	10	8	Angels Caring Care Ltd	£15.10	package awarded to Angels Caring Care for fair distribution of new packages and GOOD cqc rating.
PER58732	09/06/2020 3:01 PM	Complete	09/06/2020 5:01 PM	Support at Home	Standard Personal Care & Home Support	35	13	11	Redyfne	£15.10	T/c to s/u's land lady). She agreed for me to choose the provider. Redyfne selected due to fair distribution and good CQC
PER81022	10/06/2020 2:36 PM	Complete	10/06/2020 3:36 PM	Support at Home	Standard Personal Care & Home Support	34	10	9	Core Outreach and Care Services	£15.10	SU suggests third agency listed on CP: Core Outreach.
PER51362	11/06/2020 12:22 PM	Complete	11/06/2020 2:22 PM	Support at Home	Standard Personal Care & Home Support	32	9	6	Global North London Business School	£15.10	He requested I choose the provider. Global North London Business School selected due to fair distribution and good CQC
PER22980	12/06/2020 1:12 PM	Complete	12/06/2020 2:39 PM	Support at Home	Standard Personal Care & Home Support	33	9	6	Mears Care - Laindon	£16.75	Awarded to Mears as already providing to wife
PER56120	12/06/2020 1:31 PM	Complete	12/06/2020 2:31 PM	Support at Home	Standard Personal Care & Home Support	34	12	10	Core Outreach and Care Services	£15.10	S/u's daughter has selected Core Outreach

PER11583	12/06/2020 1:34 PM	Complete	12/06/2020 2:34 PM	Support at Home	Standard Personal Care & Home Support	34	10	7	Core Outreach and Care Services	£15.10	Attempted to contact next of kin for choice of provider. No response on mobile phone. Core Outreach chosen due to good CQC ratings, location of offices to service user and ability to start at very short notice
PER46846	12/06/2020 4:22 PM	Complete	12/06/2020 6:21 PM	Support at Home	Standard Personal Care & Home Support	34	5	2	Core Outreach and Care Services	£15.10	new package awarded to Core Outreach as they currently have the better CQC rating out of the 2 providers.
PER52013	15/06/2020 9:45 AM	Complete	15/06/2020 10:45 AM	Support at Home	Standard Personal Care & Home Support	33	4	3	Angels Caring Care Ltd	£15.10	package awarded to Angels Caring Care  reason: fair distribution of new packages / current GOOD cqc rating
PER78720	15/06/2020 12:28 PM	Complete	15/06/2020 2:28 PM	Support at Home	Standard Personal Care & Home Support	34	9	6	Unique Care UK	£15.10	new package awarded to Unique Care UK, reason: fair distribution of new packages.
PER82993	16/06/2020 12:06 PM	Complete	16/06/2020 1:30 PM	Support at Home	Standard Personal Care & Home Support	34	9	5	Loyal Care Consortium Ltd	£15.10	T/C to the nok (Mark), to discuss setting up the long term care via 1 of the 5 providers sourced via CarePlace.* Mark selected Loyal Care, due to SS already being known to the agency,
PER52061	16/06/2020 3:39 PM	Complete	16/06/2020 5:39 PM	Support at Home	Standard Personal Care & Home Support	34	10	10	Redyfn	£15.10	Checked CarePlace. Out of the three providers daughter in law requested, Redyfn are the only one to accept the revised hours.
PER75603	23/06/2020 12:38 PM	Complete	23/06/2020 2:38 PM	Support at Home	Standard Personal Care & Home Support	31	7	7	Orchid Care	£15.10	Daughter chose Orchid Care. Broker advised daughter to agree AX date asap and then start date

PER12974	24/06/2020 10:08 AM	Complete	24/06/2020 12:08 PM	Support at Home	Standard Personal Care & Home Support	32	9	8	Blowing Point Care	£15.10	T/C to s/user, he selected Blowing Point Care as the office is based close to where he lives, and they also have a GOOD cqc rating.
SL PER69556 240620	24/06/2020 11:47 AM	Complete	24/06/2020 12:26 PM	Support at Home	Standard Personal Care & Home Support	33	10	10	Blowing Point Care	£15.10	placesu wife given list of all higher rated cqc resultsBlowing point appointed choice left to broker fair shared
PER40239	25/06/2020 12:45 PM	Complete	25/06/2020 2:45 PM	Support at Home	Standard Personal Care & Home Support	32	5	1	Loyal Care Consortium Ltd	£15.10	Only provider that Bid
PER51893	25/06/2020 4:32 PM	Complete	25/06/2020 4:44 PM	Support at Home	Standard Personal Care & Home Support	33	7	5	Angels Caring Care Ltd	£15.10	She requested I choose a provider with a good CQC rating, Angels Caring Care selected due to fair distribution.
PER74998	29/06/2020 10:40 AM	Complete	29/06/2020 11:39 AM	Support at Home	Standard Personal Care & Home Support	34	7	6	Primavera Domiciliary Care Services Limited	£15.10	new package awarded to Primavera, due to Good cqc rating and fair distribution of new packages.
SL PER76179 290620	29/06/2020 3:13 PM	Complete	29/06/2020 4:13 PM	Support at Home	Standard Personal Care & Home Support	32	10	10	Primavera Domiciliary Care Services Limited	£15.10	providersspoke with Primavera as selected by me due to cqc and fair rotationemailed

## Brokerage LA Performance (By Provider July 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER83735	01/07/2020 1:55 PM	Complete	01/07/2020 3:55 PM	Standard Personal Care & Home Support	32	7	1	Angels Caring Care Ltd	£15.10	Only provider that Bid
PER49921	02/07/2020 11:06 AM	Complete	02/07/2020 12:06 PM	Standard Personal Care & Home Support	35	7	6	North London Homecare & Support Ltd	£18.60	T/C from daughter to confirm her choice of agency, she has agreed to go ahead with North London Home Care and confirmed family will fund top up directly to the agency
PER27612	02/07/2020 11:56 AM	Complete	02/07/2020 1:55 PM	Standard Personal Care & Home Support	33	8	5	Surecare Enfield	£15.10	Daughter selected Sure Care, no reason given however they currently have a GOOD cqc report.action
PER81744	03/07/2020 2:43 PM	Complete	07/07/2020 10:00 AM	Standard Personal Care & Home Support	33	10	6	Cyprian Care	£15.10	Care Place bids received - Cyprian Care - offered acceptance and have a Turkish speaking carer available
PER14011	03/07/2020 3:11 PM	Complete	03/07/2020 5:10 PM	Standard Personal Care & Home Support	32	9	5	Sinan Care	£15.10	T/C to s/user, He selected Sinan Care as they have assessed and agreed to his preferred visit times
PER35252	03/07/2020 3:25 PM	Complete	03/07/2020 4:25 PM	Standard Personal Care & Home Support	33	9	9	Elmich Care Support at Home	£15.10	Elmich Care selected as I've awarded to them least recently than the others who accept Enfields rate
PER36677	03/07/2020 5:54 PM	Complete	06/07/2020 8:30 AM	Standard Personal Care & Home Support	33	13	12	Loyal Care Consortium Ltd	£15.10	Selected provider due to time frame to start POC and good cqc rating
PER33695	07/07/2020 11:19 AM	Complete	07/07/2020 12:19 PM	Standard Personal Care & Home Support	32	6	3	Sinan Care	£15.10	Sinan Care selected due to fair distribution and good CQC
PER79562	07/07/2020 12:26 PM	Complete	07/07/2020 2:25 PM	Standard Personal Care & Home Support	33	14	14	Blowing Point Care	£15.10	Blowing Point Care selected due to price, location and cqc rating.
PER78497	07/07/2020 1:26 PM	Complete	07/07/2020 2:45 PM	Standard Personal Care & Home Support	33	9	8	Redyfne	£15.10	Package awarded to Redyfne, reason: GOOD cqc rating, and office location based close to the s/user (in EN1).

PER73144	08/07/2020 10:41 AM	Complete	08/07/2020 11:41 AM	Standard Personal Care & Home Support	34	14	14	Surecare Enfield	£15.10	Checked CarePlace. 14 providers have accepted (x2 do not accept Enfield's rate).T/c to s/u's nephew, Martin Lemay (07949245747), explained referral to arrange long-term care. He requested I choose the provider, Surecare selected due to fair distribution and good CQC
PER83543	08/07/2020 11:22 AM	Complete	08/07/2020 1:22 PM	Standard Personal Care & Home Support	34	9	5	Westminster Homecare (Enfield/WF)	£15.10	CarePlace responses, see file upload.* T/C to the daughter, she requested that the Broker / Council select 1 of the providers on her mother behalf.* New package awarded to Westminster Homecare
PER81001	09/07/2020 4:37 PM	Complete	09/07/2020 6:37 PM	Standard Personal Care & Home Support	34	9	8	Kangaroo Healthcare	£15.10	Package awarded to Kangaroo Healthcare, reason: fair distribution of new packages.action
PER64635	10/07/2020 3:27 PM	Complete	13/07/2020 4:00 PM	Standard Personal Care & Home Support	34	10	4	Angels Caring Care Ltd	£15.10	Email from Angels Caring Care advising they assessed but the Punjabi speaking carer
PER13248 PJ	13/07/2020 11:37 AM	Complete	13/07/2020 1:36 PM	Standard Personal Care & Home Support	35	11	9	Core Outreach and Care Services	£15.10	Core Outreach was selected by S/W
PER41823	13/07/2020 12:39 PM	Complete	13/07/2020 2:39 PM	Standard Personal Care & Home Support	34	10	9	Orchid Care	£15.10	Orchid Care - Chosen by NOK for CQC rating and location of offices.
PER73959	13/07/2020 4:50 PM	Complete	14/07/2020 2:50 PM	Standard Personal Care & Home Support	33	5	4	Core Outreach and Care Services	£15.10	SU decided to choose Core Outreach.
PER79170	13/07/2020 6:09 PM	Complete	14/07/2020 11:00 AM	Standard Personal Care & Home Support	33	14	14	BMF Social Care Limited	£15.10	Provider: BMF Social Care - chosen by Claire McFarquhar due to cqc ratings
PER8258	14/07/2020 10:43 AM	Complete	14/07/2020 12:43 PM	Standard Personal Care & Home Support	32	11	8	Core Outreach and Care Services	£15.10	Contact with brokerage team regarding care agency and have requested Core Outreach to be approached
SL PER80689 14.07.20	14/07/2020 2:43 PM	Complete	14/07/2020 4:39 PM	Standard Personal Care & Home Support	33	5	1	Loyal Care Consortium Ltd	£15.10	Only provider that bid
PER36583	14/07/2020 4:19 PM	Complete	15/07/2020 10:19 AM	Standard Personal Care & Home Support	33	12	12	Core Outreach and Care Services	£15.10	NOK: daughter Lesley Halverson chose provider

PER55357	15/07/2020 10:59 AM	Complete	15/07/2020 12:19 PM	Standard Personal Care & Home Support	33	6	4	Elmich Care Support at Home	£15.10	Package awarded to Elmich Care, reason: location is close to where Mr HK lives.
PER39929	15/07/2020 11:01 AM	Complete	15/07/2020 1:01 PM	Standard Personal Care & Home Support	29	3	1	Kangaroo Healthcare	£15.10	Only Provider that Bid
PER65773	15/07/2020 11:39 AM	Complete	15/07/2020 1:00 PM	Standard Personal Care & Home Support	33	10	9	Orchid Care	£15.10	package awarded to Orchid Care, reason: fair distribution of new packags
PER27124	15/07/2020 2:01 PM	Complete	15/07/2020 4:01 PM	Standard Personal Care & Home Support	34	12	11	Bluebird Care (Enfield)	£15.10	Bluebird care was chosen due to CQC ratings and family recommendations.Provider
PER83965	15/07/2020 3:34 PM	Complete	15/07/2020 5:34 PM	Standard Personal Care & Home Support	33	9	6	Global North London Business School	£15.10	Global North London Business School - Only provider that had Polish speaking Care worker
PER17667	15/07/2020 3:57 PM	Complete	15/07/2020 5:00 PM	Standard Personal Care & Home Support	34	10	8	Surecare Enfield	£15.10	Choice of provider due to CQC ratings and providing fairness across providers.  Provider: Sure Care Enfield
PER16534	17/07/2020 10:41 AM	Complete	17/07/2020 12:41 PM	Standard Personal Care & Home Support	34	12	12	Unique Care UK	£15.10	new package awarded to Unique Care UK, for fair distribution of new packages.
PER20197	17/07/2020 1:33 PM	Complete	17/07/2020 3:33 PM	Standard Personal Care & Home Support	32	4	1	Blowing Point Care	£15.10	Only provider that Bid
PER45788	20/07/2020 11:38 AM	Complete	20/07/2020 1:38 PM	Standard Personal Care & Home Support	33	13	12	BMF Social Care Limited	£15.10	new poc awarded to BMF Social Care, reason: Fair distribution of new packages and current GOOD cqc rating.
SL (PER83645 200720	20/07/2020 4:31 PM	Complete	27/07/2020 1:00 PM	Standard Personal Care & Home Support	34	8	3	Cyprian Care	£15.10	Only provider that was able to provide Kurdish Speaking care worker
PER84275	21/07/2020 11:08 AM	Complete	21/07/2020 1:08 PM	Standard Personal Care & Home Support	33	12	11	Bluebird Care (Enfield)	£15.10	Bluebird Care -chosen by NOK Jan as she used to work for them
PER58996	21/07/2020 3:37 PM	Complete	21/07/2020 4:59 PM	Standard Personal Care & Home Support	32	8	5	Surecare Enfield	£15.10	Sure Care Enfield - chosen by NOK "The report made for good reading as a well established company with the proper recruitment process, risk assessments and training in place.

PER4788	21/07/2020 4:08 PM	Complete	21/07/2020 5:08 PM	Standard Personal Care & Home Support	32	7	4	Global North London Business School	£15.10	Global North London Business School - chosen by NOK sister Linda Sutton due to CQC ratings
PER83145	21/07/2020 5:42 PM	Complete	22/07/2020 9:15 AM	Standard Personal Care & Home Support	32	5	4	Jacaranda Healthcare	£15.10	Raymond requested that the Council / Broker select 1 of the providers.* new package awarded to Jacaranda Healthcare, reason: fair distribution of new packages.
PER38776	22/07/2020 3:57 PM	Complete	22/07/2020 5:57 PM	Standard Personal Care & Home Support	33	8	5	Westminster Homecare (Enfiled/WF)	£15.10	Explained to Dawn that if Dawn / SU can change agency as there is no commitment, but advised Dawn to contact brokerage to change if this is required.  Dawn chooses Westminster homecare
PER63302	22/07/2020 4:48 PM	Complete	22/07/2020 6:48 PM	Standard Personal Care & Home Support	34	9	8	Foremost Care UK Limited	£15.10	new package awarded to Foremost Care UK, reason: Location to s/user and GOOD cqc rating.
PER46499	23/07/2020 11:06 AM	Complete	23/07/2020 1:06 PM	Standard Personal Care & Home Support	38	9	9	Angels Caring Care Ltd	£15.10	Package awarded to Angels Caring Care, reason location to where s/user lives
PER23819	23/07/2020 5:36 PM	Complete	24/07/2020 10:00 AM	Standard Personal Care & Home Support	38	6	5	Angels Caring Care Ltd	£15.10	Angels Caring Care Ltd - Call made to Magnolia Unit - agency selected by client due to CQC ratings and location
PER84331	24/07/2020 10:15 AM	Complete	24/07/2020 11:45 AM	Standard Personal Care & Home Support	33	7	4	Core Outreach and Care Services	£15.10	Core Outreach -chosen by NOK Jake Wynne (jakeswynne@hotmail.com)
PER72416	24/07/2020 1:14 PM	Complete	24/07/2020 2:15 PM	Standard Personal Care & Home Support	32	10	8	North London Homecare & Support Ltd	£18.60	Request made to change provider. Daughter was recommended North London Home Care (NLHC).
PER26996	24/07/2020 1:54 PM	Complete	24/07/2020 3:54 PM	Standard Personal Care & Home Support	33	12	8	Surecare Enfield	£15.10	New provider: Sure Care Enfield - chosen by Susan Harper due to openness and clarity on company website
PER83355	28/07/2020 11:20 AM	Complete	28/07/2020 1:20 PM	Standard Personal Care & Home Support	35	11	9	Kanssas Home Care Ltd	£15.10	T/C to Gary, he selected Kanssas Homecare Ltd, GOOD cqc
SL PER35732 28.07.20	28/07/2020 11:34 AM	Complete	28/07/2020 11:50 AM	Standard Personal Care & Home Support	35	3	3	Orchid Care	£15.10	daughter chose orchid
PER60784 SH	29/07/2020 10:29 AM	Complete	29/07/2020 11:29 AM	Standard Personal Care & Home Support	34	6	3	Kangaroo Healthcare	£15.10	Only provider that was able to provide Male care worker



PER4137	29/07/2020 5:04 PM	Complete	29/07/2020 5:30 PM	Standard Personal Care & Home Support	35	6	5	Core Outreach and Care Services	£15.10	Package loaded onto Care Place - Awarded to Core Out Reach - disrupted fairly as i could see on the list they haven't been awarded a package.
PER56820	30/07/2020 10:56 AM	Complete	30/07/2020 12:56 PM	Standard Personal Care & Home Support	35	12	10	Loyal Care Consortium Ltd	£15.10	T/C to NOK, she selected Loyal Care due to continuity of care
PER83926	30/07/2020 3:42 PM	Complete	30/07/2020 5:00 PM	Standard Personal Care & Home Support	36	16	14	Bluebird Care (Enfield)	£15.10	NOK chose Bluebird Care based on ccq ratings and location

## Brokerage LA Performance (By Provider August 2020)

Client Reference	Sent To Providers	Package Status	Responses Required By	Service Level	No. Services Sent To	Responses	Positive Responses	Chosen Service	Unit Cost	Reason Provider Was Chosen
PER80472	03/08/2020 9:59 AM	Complete	03/08/2020 10:21 AM	Standard Personal Care & Home Support	40	10	8	Global North London Business School	£15.10	Email rec'd from daughter who confirmed that her choice of agency is Global Business School
PER84350	03/08/2020 10:19 AM	Complete	03/08/2020 11:19 AM	Standard Personal Care & Home Support	34	12	10	Kansas Home Care Ltd	£15.10	Kansas Homecare selected due to fair distribution.
SL PER62589 030820	03/08/2020 5:48 PM	Complete	04/08/2020 2:35 PM	Standard Personal Care & Home Support	35	2	1	Cyprian Care	£15.10	Only Provider that Bid
PER59796	04/08/2020 4:04 PM	Complete	04/08/2020 4:27 PM	Standard Personal Care & Home Support	35	8	8	Core Outreach and Care Services	£15.10	POC sourced via Care Place. Chosen Core Outreach as client expressed to SW that used them privately before
PER63988	05/08/2020 5:42 PM	Complete	06/08/2020 10:00 AM	Standard Personal Care & Home Support	34	8	8	Orchid Care	£15.10	Discussed DP ecard, financial contribution and care agency. Broker provided list of bided care agencies. Daughter Lisa chose Orchid Care
PER83989	10/08/2020 11:52 AM	Complete	10/08/2020 12:52 PM	Standard Personal Care & Home Support	35	3	3	Loyal Care Consortium Ltd	£15.10	Return T/C rec'd from Joseph Ward, to arrange the long term care for his father.* Joe selected Loyal Care, as his father is known the the agency,

										and he would prefer continuity of carer(s)
SL PER34352 100820	10/08/2020 2:38 PM	Complete	10/08/2020 3:00 PM	Standard Personal Care & Home Support	33	5	1	Loyal Care Consortium Ltd	£15.10	Only Provider that Bid
PER27478	11/08/2020 1:37 PM	Complete	11/08/2020 2:37 PM	Standard Personal Care & Home Support	35	8	8	Loyal Care Consortium Ltd	£15.10	Call returned to Confirms she would choose Loyal Care Consortium to complete an assessment
SL PER80602 110820	11/08/2020 3:12 PM	Complete	11/08/2020 4:01 PM	Standard Personal Care & Home Support	34	4	3	Elmich Care Support at Home	£15.10	broker placed on care placebroker called su no answer3 providers had capacityi will keep retryinggot through su wants Elmichcalled Elmich confirmed can start this fridaybroker emailed them awaiting response then broker will load broker
PER29265	11/08/2020 3:36 PM	Complete	11/08/2020 5:36 PM	Standard Personal Care & Home Support	35	9	8	Westminster Homecare (Enfiled/WF)	£15.10	Call to DIL - decided to choose Westminster homecare as the provider as DIL states SU used them before she went to hospital and suggests would not mind using them again.
PER78314	11/08/2020 3:43 PM	Complete	11/08/2020 5:13 PM	Standard Personal Care & Home Support	36	6	6	Westminster Homecare (Enfiled/WF)	£15.10	Margaret requested the council / broker select on her mothers behalf.  action:  1. package awarded to WHC, as they are located close to where the s/user lives
PER21567	12/08/2020 10:24 AM	Complete	12/08/2020 11:23 AM	Standard Personal Care & Home Support	35	7	4	Jacaranda Healthcare	£15.10	POC loaded to Care Place - 3 providers placed bid (Bluebird, Loyal Care & Jacaranda)  T/C to son to discuss above and advise that LT support will be put in place to commence from 13/08/2020.  Son requested Brokerage to allocate the POC - awarded to Jacaranda as broker has not given a package to that agency recently.

PER40055	12/08/2020 10:39 AM	Complete	12/08/2020 11:11 AM	Standard Personal Care & Home Support	34	9	7	Bluebird Care (Enfield)	£15.10	T/call received from SU regarding request to change his care agency to Bluebird
PER29524	13/08/2020 11:49 AM	Complete	13/08/2020 1:49 PM	Standard Personal Care & Home Support	36	10	9	Surecare Enfield	£15.10	NOK would like to try Sure Care Enfield
PER77121	13/08/2020 12:58 PM	Complete	13/08/2020 2:57 PM	Standard Personal Care & Home Support	35	9	6	Redyfne	£15.10	Provider: Redyfne- email sent to NOK to chose provider Patricia Goulbourne
PER3757	17/08/2020 10:37 AM	Complete	17/08/2020 11:36 AM	Standard Personal Care & Home Support	35	9	9	Angels Caring Care Ltd	£15.10	POC allocated to Angels Caring Care as broker has not assigned package to them recently
PER73332	17/08/2020 1:16 PM	Complete	17/08/2020 3:16 PM	Standard Personal Care & Home Support	35	9	7	Elmich Care Support at Home	£15.10	Email rec'd from the daughter (Nadia), see file upload.* Nadia selected Elmich Care reason: It is close by to our home and their CQC rating is good.
PER79878	17/08/2020 1:23 PM	Complete	17/08/2020 3:23 PM	Standard Personal Care & Home Support	35	9	9	Primavera Domiciliary Care Services Limited	£15.10	Primavera - NOK asked me to choose so allocated for fairness across all providers
PER65875	17/08/2020 2:37 PM	Complete	17/08/2020 4:37 PM	Standard Personal Care & Home Support	33	7	3	BMF Social Care Limited	£15.10	POC to remain the same just a change in provider from Loyal Care to BMF Social. BMF Social chosen for fairness amongst providers
PER4213	18/08/2020 10:58 AM	Complete	18/08/2020 11:58 AM	Standard Personal Care & Home Support	36	9	7	Unique Care UK	£15.10	T/C to landline, spoke with husband to discuss choice of agency. He confirmed that he is happy for broker to make the decision on who the agency is. Broker awarded POC to Unique Care as not awarded to them recently
PER58918	18/08/2020 1:08 PM	Complete	18/08/2020 2:30 PM	Standard Personal Care & Home Support	34	5	3	Core Outreach and Care Services	£15.10	New provider: Core Outreach chosen by NOK Michael Pearce as email sent with a list of providers
PER74724	19/08/2020 9:37 AM	Complete	19/08/2020 11:00 AM	Standard Personal Care & Home Support	36	13	10	Westminster Homecare (Enfield/WF)	£15.10	Westminster Homecare - client wife asked me to choose a provider. They were chosen to provide fairness amongst providers
PER84274	20/08/2020 1:14 PM	Complete	20/08/2020 2:12 PM	Standard Personal Care & Home Support	36	4	4	Loyal Care Consortium Ltd	£15.10	T/C from son, he confirmed he would like to go ahead with Loyal Care

PER65404	21/08/2020 4:02 PM	Complete	21/08/2020 4:26 PM	Standard Personal Care & Home Support	36	3	2	Loyal Care Consortium Ltd	£15.10	POC accepted by 2 agencies. Broker awarded to Loyal Care as not allocated to them recently and they are able to start tonight PM call
PER26537	21/08/2020 4:38 PM	Complete	21/08/2020 6:38 PM	Standard Personal Care & Home Support	36	4	3	Loyal Care Consortium Ltd	£15.10	Elvan selected Loyal Care, as they are based in EN3 (closest to where Ezgi lives compared to the other 2 providers).
PER48260	24/08/2020 11:28 AM	Complete	24/08/2020 1:28 PM	Standard Personal Care & Home Support	35	7	7	Foremost Care UK Limited	£15.10	eil states would like to choose Foremost Care as they are based in Enfield town
PER56271	24/08/2020 2:50 PM	Complete	03/09/2020 12:00 PM	Standard Personal Care & Home Support	35	10	8	Cyprian Care	£15.10	Call to NOK to discuss available care agencies. Mary states she would like the same agency for SU as her mother is being attended to by Cyprian Care
PER17745	24/08/2020 3:37 PM	Complete	24/08/2020 5:37 PM	Standard Personal Care & Home Support	34	5	2	Elmich Care Support at Home	£15.10	T/C to DIL, to discuss the long term care for RM.selected Elmich Care, as they are located closer to where RM lives
PER34311	26/08/2020 11:26 AM	Complete	26/08/2020 12:26 PM	Standard Personal Care & Home Support	33	7	5	Elmich Care Support at Home	£15.10	Email received from BMF Social Care requesting to withdraw from poc as the carer in mind has to self-isolate for 2 weeks.Son previously requested I choose the provider, therefore Elmich Care selected due to fair distribution and good CQC
PER18005	27/08/2020 10:27 AM	Complete	27/08/2020 11:27 AM	Standard Personal Care & Home Support	34	5	5	Core Outreach and Care Services	£15.10	Checked CarePlace, 5 providers have accepted.T/c to s/u's daughter, she requested I choose the provider, Core Outreach selected due to fair distribution and good CQC
PER18106	27/08/2020 2:27 PM	Complete	27/08/2020 4:00 PM	Standard Personal Care & Home Support	35	4	3	Orchid Care	£15.10	Orchid Care - chosen via email by NOK
PER81316	27/08/2020 4:58 PM	Complete	27/08/2020 5:58 PM	Standard Personal Care & Home Support	33	6	6	Redyfne	£15.10	Checked CarePlace, five providers have accepted. Awarded to Redyfne due to fair distribution
PER84656	28/08/2020 2:50 PM	Complete	28/08/2020 3:20 PM	Standard Personal Care & Home Support	34	6	5	Loyal Care Consortium Ltd	£15.10	Checked CarePlace, 5 providers have accepted.Agreed with Manager to proceed with Loyal Care due to urgency and fair distribution.