

## Provider Feedback

*"We really do wish more of our commissioners could 'be more Lincs'. The challenge and support that we get from you is invaluable. I have worked with a number of local authorities across England and Wales in relation to Shared Lives services and I can say that in my view Lincolnshire Local Authority have been incredibly supportive of us as a provider. I feel that as a provider we are part of a bigger team & that we all share the same vision of providing the very best services to the people we support."*

**Chief Executive: PSS (UK) Ltd**

*"The whole team at LCC are one of the best councils I have worked with, they are responsive and proactive. Our Senior Contract Officer is a consummate professional with a knack of building relationships to get the best out of people, she is supportive, has innovative ideas and is not afraid to support and guide domiciliary care providers when asked."*

**Regional Manager: Key 2 Care**

*"Swallow Lodge went through a very difficult time last year when they received an overall rating of "Inadequate" in their CQC inspection, we received the new rating yesterday with the overall rating increased to "Good". This is a massive achievement and could not have been achieved without your support and expertise, you are always there to give us advice, feedback and at times constructive feedback to enable us to reflect on our practices. This has only been achieved by us all working together in partnership. You're very approachable and are always there to support us at any time. I feel that I can discuss any concerns or issues with you and not feel judged. You want the best for all of the Service users we support and ensure that they are receiving the highest level of support. I feel our supported living services and respite service would not be where they are today without your support and knowledge."*

**Regional Head of Operations: Making Space**

*"We have a professional and focused Contract Management process in place that allows for challenge and promotes a continuous improvement culture. Our contracts manager understands our service and the pressures we are under and is fully supportive in developing solutions alongside us to enable excellent contract delivery against the contract."*

**Carers First: Carers Support Service Provider**

*"Our Contract Officer has approached our partnership working with the right blend of being sympathetic to the challenges, being supportive to create solutions, and highlighting risk when needed and addressing effectively. Where we have faced challenges in the relation to the commissioner and provider partnership, our Contract Officer has been open and transparent and always available to have honest conversations. Where Poor Practice Concerns have not met the threshold meetings have been arranged to address issues raised in the right way to achieve the desired learning outcomes for all parties. We do share our concerns over processes to improve partnership working and we feel these are welcomed and acted upon so we can always maintain an open dialogue."*

**Head of Quality and Safeguarding: Linkage**

*"Our Contract Officer has taken the time to ensure she understands our service and how our organisation works, she has taken time to engage with the staff team and many of our hard-to-reach clients have been happy to speak with her during our Annual Contract review meeting. Our relationship is built on honest and open communication, with mutual respect and trust. Our Contract Officer has always been mindful of our limits as a provider with a very small team and has supported us to make improvements and changes to service delivery."*

**Positive Health: Sexual Health Outreach and HIV Prevention Service**

*"You're a lovely Council to work with, very understanding, very approachable and very supportive. I also want to say thank you personally to you for all the support you give our branch!!"*

**Regional Manager: Sage care**

*"As a provider, to feel that the contract manager has a clear understanding of the contract, a desire to see it succeed and a commitment to protect it from unnecessary distraction has given us the ability to focus on delivering the services we set out to achieve and with the flexibility to understand barriers that have been introduced within this time and an appetite to grasp new opportunities, we feel we have been able to thrive and grow in ways that haven't always been possible elsewhere."*

**Head of Service: One You Lincolnshire Integrated Lifestyle Service**

*"I'd really appreciate your help with setting up a similar provider forum in Northants as I couldn't have been more proud to be part of a provider/ local authority team that works so well together and long may it continue. I will definitely be recommending this in the future."*

**Area Manager: Ceracare**

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