

Summary

This thesis describes the different ways of purchasing household assistance in the Social Support Act ('Wmo'). Now the 'Wmo' has been introduced, municipalities themselves are responsible for purchasing this service, which was until the 1st of January 2007 part of the Exceptional Medical Expenses Act ('AWBZ').

The aim of this research is to explain in more detail different ways of purchase, that municipalities complete before selecting the deliverers of the service. A comparison between different procedures of the purchase is made.

By means of interviews the process of purchase of five municipalities has been investigated. All five have been involved in a different procedure of the purchase process. Clear differences and similarities were found and addressed in this report. The following procedures are chosen in this research:

- 'Openbare aanbesteding'
- 'Zeeuws model'
- 'Niet openbare aanbesteding'
- 'Zorgveiling'
- 'Vouchers'

By activating the 'Wmo', municipalities obtain the accessibility to change management of the local needs of the market. Options are developed to choose the optimal way of using the purchase for each municipality. Different issues are considered in choosing the optimal procedure; such as costs, the quality of the household assistance and the responsibility of clients.

The performance of the purchase period has been an important part of this research. The cooperation between various municipalities by sharing knowledge has been a tremendous success. This way, knowledge was increased and due to the lack of experience in purchase of the household assistance. Results show the motivation and problems by the municipalities during the procedure.

From the results it can be concluded that the focus of each municipalities differ. For some municipalities the emphasize is on the quality of household assistance and for others the price or flexibility of the client gains priority. Three issues are recommended that can support municipalities in the future, which emphasize the cooperation between municipalities and the informing role to the client.