**Domiciliary Care and Community Support Providers (including Direct Payments) Fees Consultation 2022/23**

**Q & A**

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| **No.** | **Question and Answer** |
| **1.** | **Q.** Can the presentation be shared after the consultation meeting?  **A.** Yes, the presentation was shared in advance of the meeting and can be published on the dedicated section for fee consultation on the Sefton website. |
| **2.** | **Q.** In terms of Community Support / outreach, what element of calculation do you put in for travel time/costs for staff?  **A.** The Community Support rate is currently aligned to the Domiciliary Care rate and the travel time is based on 10% of the staff hourly rate. This equates to 6 minutes. |
| **3.** | **Q.** So, in your modelling you have assumed that the journey time between calls is a 6-minute journey?  **A.** Yes, we have looked at the average based on where the packages of care are geographically delivered and the mileage between calls. |
| **4.** | **Q.** Has there been consideration, for the Community Support rate, that the journeys may be longer for the specialist care that takes place over larger geographical areas?  **A.** The rate is currently aligned to the Domiciliary Care rate, however as part of feedback on the proposals Providers may wish to include any information on differences to travel time for Community Support. |
| **5.** | **Q.** Will the uplift be backdated?  **A.** Yes, the fees will be backdated to the 1st April 2022 and once the fee rate is ratified by Cabinet it will be automatically implemented in our finance system. |
| **6.** | **Q.** What about Direct Payment hours?  **A.** This will be for the Direct Payment Agency rate (i.e., where recipient is using a CQC registered Provider). The increase implemented would be in line with the agreed Domiciliary Care rate. |

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| **7.** | **Q.** Is the proposed 3% figure for net profit or gross profit?  **A.** There is no distinction outlined in models such as that of the UKHCA, however the 3% is added to the calculations which include all staffing and other / running the business costs. |
| **8.** | **Q.** The 3% margin will be squeezed because of an increase in energy and mileage costs and businesses cannot provide care for 0% profit. Can we see the breakdown of this calculation please?  **A.** The 3% profit level was calculated in the previous Market Oversight exercise conducted by RedQuadrant and is the profit margin calculated by the UKHCA at that time and also in their recent October 2021 report. |
| **9.** | **Q.** The costs for training and recruitment have increased dramatically in the last year. Can you please share the rationale for the ‘other costs’?  **A.** The ‘other costs’ are based on the previous cost of care exercise carried out by RedQuadrant. The following table provides further information:   |  |  |  |  | | --- | --- | --- | --- | | **Element** | **RedQuadrant Rate was £13.83 (2017/18) - of which £3.04 was attributed to 'Other Costs'** (also sometimes referred to as *"Running the business"*) | **% of the £3.04** | **Using these figures the breakdown of the £3.89 'Other Costs' within proposed 2022/23 fee rate would be** | | Direct Supervisor Costs | *£0.72* | *0.237851662* | £0.93 | | Uniform Costs | *£0.06* | *0.020460358* | £0.08 | | Training | *£0.09* | *0.030690537* | £0.12 | | Registration Fees (including DBS checks) | *£0.02* | *0.00511509* | £0.02 | | Recruitment | *£0.09* | *0.028132992* | £0.11 | | IT and Communications (e.g. mobile phone) | *£0.16* | *0.051150895* | £0.20 | | Administration | *£0.75* | *0.248081841* | £0.97 | | Roster Management Tool/Electronic Monitoring | *£0.04* | *0.012787724* | £0.05 | | Central/Regional Management | *£0.40* | *0.132992327* | £0.52 | | Support services | *£0.47* | *0.153452685* | £0.60 | | Premises | *£0.24* | *0.079283887* | £0.31 | |  | *£3.04* | *1* | **£3.89** |   However, please note that:   * Since the RedQuadrant exercise, other costs have been increased by the CPI rate. The figures above are therefore calculated based on the RedQuadrant exercise calculations and for each element a figure they would equate to now as part of the overall £3.89 figure * There is continued acknowledgement that Providers have different service/cost/operational models |
| **10.** | **Q.** In terms of ‘other costs’, has there been any consideration for the cost of uniforms?  **A.** Please see details in question 9**.** The Workforce Recruitment and Retention and IPC grants will help with the additional challenges. These are in place for March 2022. At the moment we don’t know if these will be available after March 2022. We will be in touch in the next few weeks to offer support to help providers maximise the grant. |
| **11.** | **Q. I**n terms of recruitment, this has been stress-tested over the past 12 months and the market rate isn’t competitive against other sectors. The National Living Wage is far less attractive than other market segments outside of the care sector.  **A.** It is acknowledged that recruitment is an issueand Providers may wish to provide information on this (and associated costs) as part of their response to the consultation. The council has provided grant funding to support this and is also exploring how to support the sector with recruitment. In addition, as part of future commissioning work the Council will be engaging with Providers on how new commissioning and contracting models can better support Providers with staffing related issues. |