

Stradia Open Book Accounting Workshop

07/03/2018

Attendees

Paul Gledhill	Stradia
Jayne Marshall	WMBC
Donna Locke	WMBC
Simon Fillingham	WMBC
Julie Walker	WMBC
Keith Sales	WMBC
Lisa Lawton	Allied Healthcare
Gary Nagle	Professional Carers
Matt Gotts	WMBC
Bev Peers	Community Caring
Victoria Cassidy	WMBC
Tina Taylor	Carewatch
Angela Henegan	T.L Care
Melanie Russell	T.L Care
Hazel Murphy	Premier Care
Dave Mguinn	Premier Care
Claire Doyle	WMBC

Apologies

David Hammond	WCFT
Will Ivatt	CCG
Julie Walker	WMBC
Christine Owen	WCFT
Jason Oxley	WMBC
Iain Stewart	WCFT

Actions

- Need to agree how we will take forward the Wirral OBA model.
- Will need to build in contract systems process.
- Chart of accounts to be developed – how will we do this?
- Starting point is a cost structure and a further breakdown of consumables.
- Target cost contract or target price contract?
- Where will we set the target price at?
- Is the target price a zonal cost? Or a Wirral wide cost?
- How do we define costs within the target price?
- Pain/gain share-how will it work?
- Cost reduction will need to be built in the contract.
- Cost reduction opportunity log.
- Put audit process in contract and time basis (quarterly/yearly)?
- Providers to arrange a meeting –Hazel from premier care to organise.
- Providers to feed back to L.A after their provider meeting.
- Wirral view to be sent to providers.
- List of incentives to be shared from providers, bus passes, money off etc.
- Can we share all provider's details/contacts with each other?
- Service user's forums? Add to older people's parliament- Carol Jones.

Action Plan

What? Who? When?

- What is the Wirral experience?
- Connectivity –providers/community
- Provide evidence of progression
- Fail to demand – demand to fail
- Smart objectives
- Weasley words – might, probably

Timeline

	Commissioners	Who?	Providers	Who?	
05/03/2018	1. Push and promote events & 1:1 meetings.	Donna, Julie, Jayne	1. Meet/Partnership scoping.	Hazel Murphy to arrange/ all Providers	
	2. Share key contacts in Dom care sector.	Donna, Julie	2. Continuous improvement	LA, Providers, WCFT	
	3. Wirral carers award.	Donna	3. Communications to promote sector.	LA, Providers, WCFT	
	4. 'Connect' the market, chamber of commerce.	Donna, Keith			
	5. Further promote 'Livewell' directory.	Jayne, Mal, Vicky Lynch			
	01/04/2018	6. Book in Dom care provider forum.	Claire, Jayne, Donna, Julie		
		7. Influence Mark Camborne re: community safety hub "eyes & ears"	Mark Camborne, Jayne		
01/05/2018	1. Older Peoples Parliament.	Donna, Carol Jones	1. Meet jointly to discuss partnering scope meetir	LA & Providers	
	2. Customer/service user forum.	Donna, Julie	2. Career progression training	LA, Providers, WCFT	
	3. Extend invitation to careereer pathway & feed in eg: initiatives/training	Donna, Julie, Providers	3. Surveys.	All providers	
	4. Develop community activity with Dom care providers-link to public health.	Donna, Public health, CIC	4. 17th April Risk management workshop	ALL	
01/06/2018	1. Stradia Partnering workshop 2nd/3rd May	ALL	1. Stradia Partnering workshop 2nd/3rd May	ALL	
	1. Feedback and promote the VSA workstream.	Donna, Karen, DR. Tom			
	2. Roll out trusted assessor to other providers.	Donna, Julie, Providers			

Group Session's.

Session 1:

What is the value margin component's for domiciliary care in Wirral?

Group 1	Group 2
<ul style="list-style-type: none"> • Credibility and existing relationships/reliability • Unique offer/experience • How to measure (capture evidence) • Staff value/listen/loyalty • Training-continuous improvement, joint initiatives • Surveys, 1:1 and appraisals. • Corporate business strategies • Aspirations? • Influence local market • Local knowledge/demographical experience • Emotional attachment and investment in region • Ethical charter • Informal alliance and rapport with all providers • Wirral £ 	<ul style="list-style-type: none"> • Excellent partnering relationships • Social value • “trusted assessor” – evidence to innovation • Community connectivity • Strong links connected to Wirral dom care supply chain • Links to the 3rd and voluntary sector • Link to local GP'S/partnership working/relationships • Employ/training local people-career pathway • Based on Wirral, geographical culture • Community safety –eyes and ears in the community • Local engagement • Safety for staff and clients • Employer initiatives • Taster sessions • Staff awards • Fully trained, consistent workforce • “variable” contracts • Promoting independence/person centred • Families know local people.

Session 2:
Providers

1. Do we have the right breakdown of cost components?
2. Do we need more?
3. We need an exact definition for each component decided on
4. We need a list of disallowed costs

Cost of Carer	Overheads	Disallowed Costs
<ul style="list-style-type: none"> • Hourly rate-£8.50 • NI – 8% • Holiday pay- £12.07 • Pension -3% • Sickness – 2% • Notice/suspension pay • Travel time – 10% - 14% • Mileage – 20p – 23p • Training 0.5% • Bank holidays-1.5% • Waiting time- 3% • Top ups <p>Labour – hourly rate</p> <p>Plant-car, insurance, fuel</p> <p>Materials – consumables, uniforms etc.</p>	<ul style="list-style-type: none"> • Recruitment • Retention • Development • Comms/advertising • ICT • Software • ECM/monitoring • Contracted salaries • CQC • UKHCA • Registration • Utilities • Local office • Vehicles/insurance • GDPR • Health and safety • Alarms • Uniforms/gloves/aprons • Stationary costs • Management structure • NFC tags/fobs 	<ul style="list-style-type: none"> • Providers suspension • Utilisation costs • System failure • Bespoke training • Pool car (purchase, maintenance and insurance) • Agency staff cost • System development • Pay cost (difference) • MAR sheet • Enhanced rates/costs • ECM/ phone charges

Commissioners

1. How do you define the Commissioners overall budget for domiciliary care?
2. What are your defined cost components?
3. What is your list of disallowed costs?

Wirral Council	WCFT	CWP	CCG	Other Commissions
ISCH <ul style="list-style-type: none"> • Jayne • Donna • Julie • Claire • Helen • QA Team • Systems • Business intelligence • Complaints and professional standards • Safeguarding • Amanda 	<ul style="list-style-type: none"> • % of annual contract <ul style="list-style-type: none"> - Social workers - STAR - CAT Team - OT - CADT - IDT - RCR • Staff costs • Digital costs • Overheads. 	???	<ul style="list-style-type: none"> • Iain Stewart • Digital (ADAM) • Overheads 	<ul style="list-style-type: none"> • WIS • EIP/CIC • Advocacy hub • Assistive Technology
			CSU	
			<ul style="list-style-type: none"> • Sam Olubodan • Assessor's? • Nurses? 	
Resources				
<ul style="list-style-type: none"> • Accountancy • HR/OD • Payroll • Legal • Procurement • Digital • PFU 				
Delivery				
<ul style="list-style-type: none"> • Direct payments • EDT 				

Session 3

Having defined cost components earlier now list likely components to be included in both local overhead and corporate overhead for both Providers and Commissioners.

Providers

Corporate Overheads	Local Overheads
<ul style="list-style-type: none"> • Director • Shareholders • HR • Finance • I.T Software • Payroll • Invoicing • Vehicles • Banking • Leasing (equipment and premises) • Utilities • Registration • Legal • Insurances • HMRC • Corporation tax • Consultancy fees • Health and safety • Depreciation • VAT/Tax • Furniture • Interest (bank) • Debtors • Bid writers • Start-up cost 	<ul style="list-style-type: none"> • Carers • Enablers • Care coordinators • Administration • Recruitment • Managers • Senior/supervisors • Bus development • Agency staff • Consumables • Pension cost • Levy • Accounts • CQC • Reward scheme

Commissioners

Corporate Overheads	Local Overheads
<ul style="list-style-type: none"> • Corporate assets • Democratic services • Payroll • Legal • Accountancy • Digital • Secretarial • Training department • Procurement • SLT • Systems • Business intelligence • Utilities. 	<ul style="list-style-type: none"> • I.T Equipment • Training courses