

## **Appendix 1**

### **CONSULTATION**

#### **CONSIDERATION OF FEEDBACK FROM PROVIDERS**

The following aspects of the marketplace have been consulted with:

- Residential and nursing care
- Supported living
- Extra care
- Domiciliary Care
- Shared Lives

Feedback and comments were received from the following number of providers:

- Residential and nursing care: 14
- Supported living: 9
- Domiciliary Care: 1
- Shared Lives: 1

In total, 25 providers responded to the consultation.

Some providers sent multiple comments; therefore, the actual number of responses in the table (overleaf) does not agree to the above breakdown of providers who responded.

During the 2021-22 fee setting process the Council commissioned consultants (C.co) to undertake an independent and objective Cost of Care Exercise to provide assurance on both the approach taken to setting local rates and costs to be considered.

As the exercise found the Council had a robust and comprehensive costing model for the in-scope types of care (which included Residential and Nursing Care) that supports the calculation of care fees and meets legislative and market requirements, no changes have been made to the models used during the 2022-23 exercise.

Ref	Comment	Qty	Response
<b>1</b>	<b><u>Residential/Nursing</u></b>		
1.1	Is the Council committed to continuing to pay an enhanced fee to Real Living Wage Providers?	3	The Council has agreed to continue to offer an enhanced fee rate for those providers who are committed to paying all staff the Real Living Wage in 2022-23.
1.2	Increased costs of general employment (nurses, managers, deputies ancillary staff) where salaries are dictated by market forces	2	The Council has uplifted all staff in line with RLW/NLW within the fee models
1.3	We are currently employing more staff than the model proposes, due to Covid	1	The Council recognises that there will be variance in the marketplace in terms of the staffing structure employed, with some homes employing more staff than others. The staffing levels used within the fee models were derived from the independent work of CIPFA C.co. Additional Covid grant monies are made available to Providers to assist with financial pressures.
1.4	We incur significant licencing costs with the introduction and ongoing operation of digital technologies	1	Operational costs have been amended to reflect the relevant inflation rate.
1.5	Significantly above inflation cost increases across insurance, food, utilities, cleaning and medical supplies, equipment, general supplies	6	The Council used the current CPI rate at the time of fee setting
1.6	Care homes are required to meet the 1.25% increase in National Insurance contributions	3	The Council has built in the increase in National Insurance contributions rate into the fee models used to calculate the fee rates
1.7	Real Living Wage Providers fee rates are increasing at a lower rate than Standard Fee Rate Providers.	1	The Council fee rate models incorporate the increase in RLW or NLW into each of the models. For 22/23 the increase in RLW is from £9.50 to £9.90 (4.21%) and the increase in NLW, used in the

			Standard Rate model, is from £8.91 to £9.50 (6.6%).
--	--	--	--

<b>2</b>	<b>Supported Living</b>	
2.1	What has been built into the fee model for sickness?	3 The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting
2.2	Has there been any allowance made for the additional bank holiday in 2022?	1 The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting. No change has been made to the bank holiday allowance.
2.3	Why is the Supporting People rate lower than the Supported Living rate?	3 We are looking to do a review of Supporting People funding for Wirral during the 2022-2023 financial year.
2.4	Why are the waking nights paid at the same rate as the sleeping night?	1 Following the judgement of the Supreme Court Appeal (Mencap vs Tomlinson), Wirral is not looking to move from the position that we outlined in our rates and fee model.
2.5	Can the Council confirm if there will be continued support with the cost of PPE	1 Any future government funding will be passported to Providers to assist with additional costs, as per previous rounds of funding.
2.6	Costs are increasing at a rate much higher than inflation	1 The Council used the current CPI rate at the time of fee setting
2.7	The Real Living Wage of £9.90 is below the current market rate	1 The Council has agreed to continue to offer an enhanced fee rate for those providers who are committed to paying all staff the Real Living Wage in 2022-23. The Council is aware that some providers may pay at a higher rate than Real Living Wage which will be based on a business decision.
2.8	The ratio of staff to management support we operate is high	1 The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting
2.9	Increased costs of general employment (senior support, service managers)	1 The Council has uplifted all staff in line with RLW/NLW within the fee models
2.10	Allowance for training days is low	1 The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting
2.11	No allowance for maternity/paternity cover	1 The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting

<b>3</b>	<b>Domiciliary Care</b>		
3.1	Allowance for managerial/coordinator costs is low	1	The Council has uplifted all staff in line with RLW/NLW within the fee models
3.2	Travel time allowance is low	1	The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting
3.3	Recruitment costs uplift is low	1	The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting. Additional Government funding has been and will continue to be passported to providers to assist with costs of recruitment and retention.
3.4	No uplift is given against insurance costs	1	The Council applied the current CPI rate at the time of fee setting
3.5	Increase in digital technology costs	1	Operational costs have been amended to reflect the relevant inflation rate.
3.6	Profit margin is low	1	The fee models were derived from the independent work of CIPFA C.co and approved at the 21/22 fee setting

<b>4</b>	<b>Shared Lives</b>		
4.1	Management fee is insufficient	1	The Council acknowledges the current management fee requires uplift and has accommodated this as part of the 22-23 fee setting consultation

