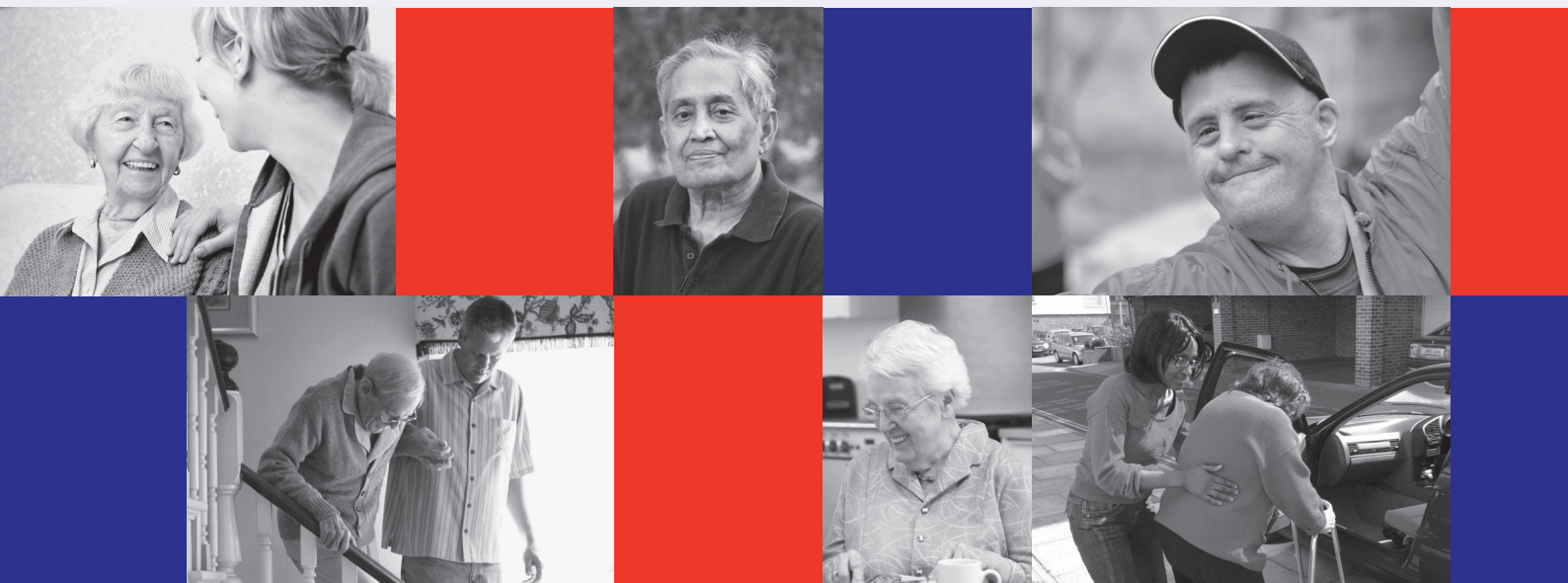


# The Homecare Deficit 2016

A report on the funding of older people's  
homecare across the United Kingdom

Version 1 | October 2016



# About UKHCA

United Kingdom Homecare Association (UKHCA) is the national professional and representative association for organisations who provide care, including nursing care, to people in their own homes.

As a member-led professional association, our mission is to promote high quality, sustainable care services so that people can continue to live at home and in their local community.

For more information please see [www.ukhca.co.uk](http://www.ukhca.co.uk)

Our second report analysing the average fees paid by councils in Great Britain and the Health and Social Care Trusts in Northern Ireland once again exposes the extent of the deficit in funding for homecare services for older people across the United Kingdom.

The data demonstrates the level of risk that many councils place on a system intended to support elderly and disabled people, who should rightly expect their care needs to be properly supported by a workforce that is adequately rewarded.

UKHCA estimates that the size of the deficit of state-funded homecare in the UK is around £513 million in 2016-17. We believe that if this were invested in homecare services, it would not only make a significant contribution to stabilising the homecare sector, it would also reduce a proportion of the demand for increased spending on health services.

In order for councils to set rates which are sustainable, they must understand what the costs are. However, only 13% of those councils which responded to our question could provide us with their calculation of the cost of homecare following the introduction of the new National Living Wage (see [page 61](#)).

While outside the scope of our data, we note an apparent increase in homecare providers handing back contracts to their statutory sector purchasers on the basis of inadequate fee levels. With around 80% of homecare services purchased by the state, this has potentially critical implications for people supported by homecare services.

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# Headline figures

**£513 million**

The estimated deficit in state-funded homecare for the UK in 2016-17 (see [page 10](#)).

**4.6 million**

The estimated weekly hours of homecare purchased by the state in the UK.

**208**

The number of councils and Health and Social Care Trusts in the UK which purchase homecare from the independent and voluntary sector (see [page 62](#)).

**96%**

The proportion of councils and trusts which responded to our Freedom of Information request, in full or in part (see [page 63](#)).

**£16.70**

The minimum price for homecare necessary to deliver sustainable homecare which meets the National Minimum Wage (see [page 12](#)).

**£14.58**

The weighted average hourly price paid by councils in Great Britain and Northern Ireland's Health and Social Care Trusts during a sample week in April 2016 (see [page 16](#)).

**13%**

The proportion of councils which provided UKHCA with their calculation of the cost of homecare in their local area (see [page 61](#)).

**10%**

The proportion of councils that paid homecare providers at or above UKHCA's Minimum Price for Homecare (see [page 13](#)).

# Disclaimer and Caution

This report contains data supplied under Freedom of Information legislation by local authorities and Health and Social Care Trusts in Northern Ireland.

On a few occasions, the data received from these bodies appeared to be erroneous. We used our best endeavours to seek clarification from authorities, corrected obvious errors or omitted questionable data.

The fee rates provided by councils and Trusts in this report have not been independently verified and the data should not be used by care providers as an alternative to the accurate pricing of individual tender bids, nor by councils or other purchasers to set maximum prices in contracts.

UKHCA accepts no responsibility for actions taken or refrained from solely by reference to the contents of this report.

# Why we produced this report

Over 4.6 million hours of state-funded homecare are purchased each week in the UK, with some 873,500 people estimated to be supported at home to live independently within their local community.<sup>1</sup>

Homecare services make a major contribution to the wellbeing and safety of older and disabled people, and increasing attention is being paid to whether homecare services are sufficiently funded to be economically viable, whether local care markets are stable and whether the homecare workforce are properly rewarded for the valuable work they undertake.

There has been an apparent increase in homecare providers handing back homecare contracts to their statutory sector purchasers on the basis of inadequate fee levels.<sup>2</sup>

This report provides a snapshot of the rates councils and Northern Ireland's Health and Social Care Trusts paid for older people's homecare<sup>3</sup> during a sample week in April 2016. We used data obtained from Freedom of Information requests to 211 public bodies, 208 of which confirmed that

they purchased services from the independent and voluntary sector.

The methodology is described on [page 62](#).

This report updates our previous findings from a similar exercise undertaken 18 months previously and published in March 2015.<sup>4</sup>

This second report again exposes the extent of the deficit in funding for homecare services for older people across the United Kingdom. It demonstrates the level of risk that many councils place on a system intended to support elderly and disabled people, who should rightly expect their care needs to be properly supported by a workforce that is properly rewarded. Our key findings are summarised on [page 9](#).

Since our previous report was published, Government introduced the statutory National Living Wage across the UK in April 2016,<sup>5</sup> increasing the costs for many providers.

Scottish Government and local councils in Scotland made a commitment to ensure that front-line social care workers receive the (voluntary) Scottish Living Wage<sup>6</sup> of £8.25 per hour from

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1. Estimates by UKHCA, based on collections of national data for 2014-15, the latest complete set available.

2. For example, see the ADASS Budget Survey 2016, page 18. URL: <https://www.adass.org.uk/adass-budget-survey-2016-full-report>

3. We have confined our enquiry to the care for older people, partly because services for this group make up the bulk of many independent and voluntary sector providers' work, and because services for younger adults often attract significantly higher rates, which may mask the reality of the underfunding of older people's care when these prices are included.

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4. See: Angel, C (2015) The Homecare Deficit, A report on the funding of older people's homecare across the United Kingdom, Version 1 (March 2015). See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

5. The National Living Wage is paid to workers aged 25 years and above, which is the majority of the homecare workforce. See: [www.gov.uk/government/publications/national-living-wage-nlw/national-living-wage-nlw](http://www.gov.uk/government/publications/national-living-wage-nlw/national-living-wage-nlw).

6. See: <http://scottishlivingwage.org>.

# Why we produced this report

October 2016.<sup>7</sup> A number of councils in England are also showing an interest in contracting with employers willing to pay careworkers the higher (non-statutory) Living Wage.<sup>8</sup>

Each of these initiatives has added cost pressures on to employers' wage bills, in order to comply with, or remain competitive against, higher wage levels in the local workforce.

UKHCA estimates that the statutory sector purchases over 80% of all homecare delivered in the UK,<sup>9</sup> so the rates that they pay to their independent and voluntary homecare providers are a significant determining factor in the overall terms and conditions experienced by the workforce.

Inadequate fee levels paid to providers illustrate the root cause of unacceptably low pay and conditions of the homecare workforce, and genuine risks of underpayment of National Minimum Wage, including the National Living Wage for workers aged 25 years and above.

The inability (or unwillingness) of central Government to hold local commissioners to account on this issue, makes them complicit in a systemic failure, which continues to require urgent action.

In addition to supplying the evidence in this report, we make recommendations for action on [page 11](#).

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7. See: <http://news.scotland.gov.uk/Speeches-Briefings/First-Minister-Statement-2a35.aspx>

8. See: [www.livingwage.org.uk/what-living-wage](http://www.livingwage.org.uk/what-living-wage).

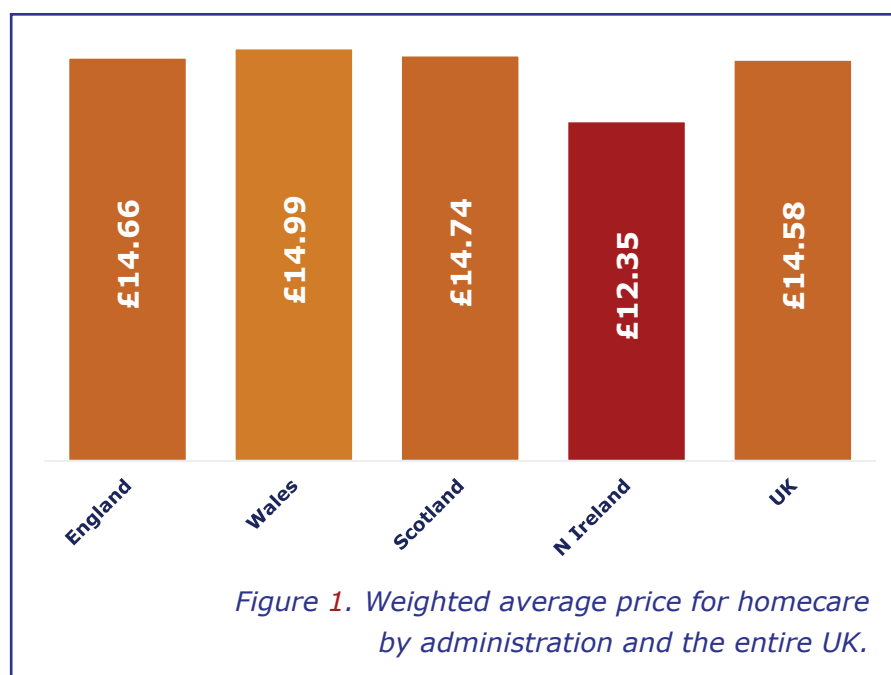
9. This calculation is based on collections of national data for spend by local authorities in England, Scotland and Wales and the Health and Social Care Trusts in Northern Ireland of £3.83 billion, compared to an estimate of £713 million paid by self-funders. See: UKHCA (2016) An Overview of the Domiciliary Care Market in the United Kingdom. [www.ukhca.co.uk/downloads.aspx?ID=109](http://www.ukhca.co.uk/downloads.aspx?ID=109).



## Average price paid for homecare for older people

The weighted average price<sup>1</sup> for an hour of homecare for older people in a sample week during April 2016 was as follows:

- United Kingdom: £14.58
- England: £14.66
- Wales: £14.99
- Scotland: £14.74
- Northern Ireland: £12.35



estimates is necessary to comply with National Minimum Wage Regulations (including careworkers' travel) and the costs of running the service in a sustainable way (see page 12).

Astonishingly, seven authorities had an average price so low that it was unlikely to cover even the direct costs of employing homecare workers, which we estimate to be £11.94 per hour.<sup>3</sup>

The rates paid by the majority of councils in the UK demonstrate the significant risk of non-compliance with National Minimum Wage within the homecare sector.

## The Voluntary Living Wages

Using a comparable calculation of the costs of payment for the UK Living Wage,<sup>4</sup> we found just three councils where the average price, if correct, might enable providers servicing the needs of older people to pay the Voluntary Living Wage.<sup>5</sup> In our view, none of

## The National Minimum Wage

Just one in ten councils was paying their local providers an average price of £16.70 per hour,<sup>2</sup> the rate UKHCA

1. We describe how weighted average is calculated on page 65.

2. Just 20 (10.4%) of the 193 councils who provided an average price declared a rate at or above UKHCA's published Minimum Price for Homecare in the sample week.

3. £11.94 per hour is the figure we believe is only sufficient to meet the direct employment costs of homecare workers, before the costs of running the service are included.

4. The "National Living Wage" has the force of law and is a statutory minimum pay rate for workers aged 25 years and above. The "Living Wage", "London Living Wage" and "Scottish Living Wage" are not statutory obligations. We refer to these as the "Voluntary Living Wage" to avoid confusion.

5. Bath and North East Somerset, Oxfordshire, and Wiltshire were paying an average price above £19.03 per hour.

# Key findings

the London boroughs were paying rates high enough to support the London Living Wage, despite several councils having made public statements about being “Living Wage” councils.

Where councils pay an unrealistic price while expecting employers to pay a Living Wage they run the risk that their providers cease to be economically viable, or that essential activities like training and care coordination are sacrificed to increase wages to the required rate. We believe that the aspirations of such councils are little more than empty promises to local workers.

## The size of the funding deficit

Comparing the average prices that councils reported in response to our Freedom of Information enquiries, we estimate that state-funded homecare across the UK is running a deficit of £513 million in 2016-17, assuming all homecare had been purchased at UKHCA’s Minimum Price for Homecare of £16.70 per hour.

## Bringing services “in-house”

Over the last year, we have heard a number of councils consider whether they should increase (or recreate) in-house homecare provision as a response to the fragility of their local market. We suggest that the cost implications of so doing are significant, and will result in the unintended consequence of labour market

competition with the authority’s existing independent and voluntary sector providers.

## Costing of homecare services

Only *twenty-four* councils (13% of those who responded to the request) could provide us with their calculation of the costs of homecare.

Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area. See [page 61](#) for more information.

## Risks associated with under-funded care

Low prices paid for homecare services creates risk, including poor terms and conditions for the workforce, insufficient resources to organise the service and insufficient training for the complex work that supports the increasingly frail and disabled individuals who qualify for state-funded support.

Without addressing this underfunding, the independent and voluntary sector will continue to struggle to recruit and retain careworkers with the right values, training and qualifications.

Ultimately, the care market will become economically unsustainable, with a consequent inability for the state to enable older and disabled people to live independently at home.

# Recommendations

The findings in this updated report lead us to make the following recommendations:

- 1.** Officers and elected members of councils (and the boards of Northern Ireland's Health and Social Care Trusts) should compare the average prices their authority pays for homecare for older people with UKHCA's Minimum Price for Homecare of £16.70 per hour, as described on [page 12](#) of this report.
- 2.** Authorities and providers should enter into transparent, open-book costing exercises to assess the actual costs of care in the local area, taking into account wage expectations of the local labour market and actual business costs.
- 3.** Authorities must pay a rate which is *at least* consistent with National Minimum Wage and the full costs of running a homecare service, including a level of profit or surplus that enables providers to remain viable within a diverse and sustainable local homecare market.
- 4.** Authorities which aspire to payment of the Voluntary Living Wages should factor these additional costs into the prices they pay their providers.
- 5.** Authorities, through their national bodies, should be willing to work with UKHCA and our member organisations to understand the implications of under-funded homecare services.
- 6.** Governments of all four UK administrations should take responsibility for holding commissioning bodies to account, preferably by requiring statutory regulators to undertake effective oversight of the commissioning functions of councils and Trusts.
- 7.** Providers should not enter into contracts with authorities unless they are confident that prices are sustainable and enable the right quality to be delivered.
- 8.** Providers are encouraged to bring this paper to the attention of the authorities (or Trusts) with which they trade, as the starting point for an open dialogue.
- 9.** Governments in each UK administration must ensure that purchasing authorities have sufficient resources to pay the necessary fees to providers so that they can meet their legal and social responsibilities.

# UKHCA's Minimum Price for Homecare

We have compared the average prices paid by authorities with UKHCA's well-established Minimum Price for Homecare, which was £16.70 per hour in the period covered in our sample week.<sup>1</sup> The findings are stark:

- **Only one in ten authorities** paid an average price at or above UKHCA's Minimum Price of £16.70 per hour;
- **Seven authorities** paid average prices which we believe are unlikely even to cover careworkers' wages and on-costs of £11.94 per hour.

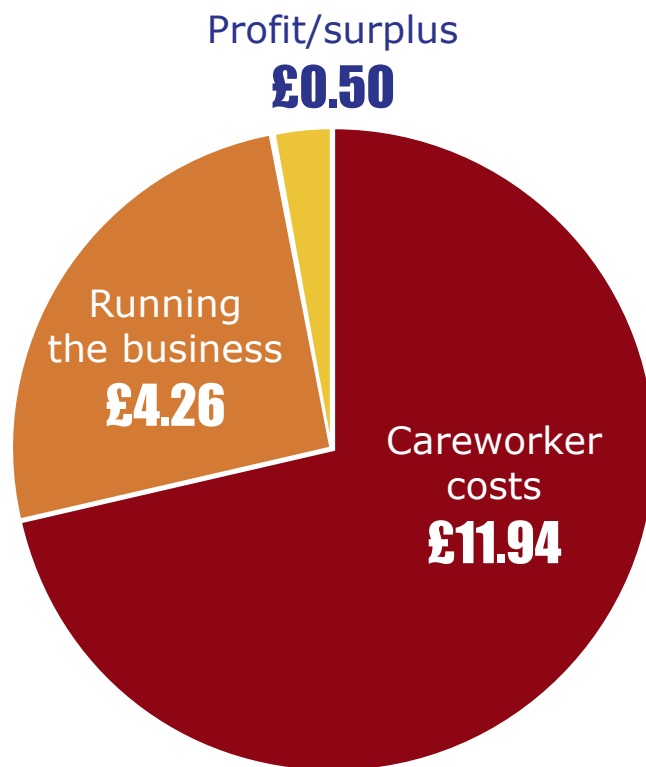
The assumptions used to calculate UKHCA's Minimum Price are summarised in figures 2 and 4. They are based on an accurate knowledge of costs, informed by a range of major providers.

UKHCA's minimum price is designed to cover the cost of an hour of homecare commissioned by local authorities, while enabling providers to meet their legal obligations (including the National Minimum Wage) and the ability to run a sustainable business.

The prices used in UKHCA's calculations assume that councils and Health and Social care Trusts pay providers solely by reference to careworkers' "contact time"<sup>2</sup> and that:

1. UKHCA has published a minimum price for homecare since February 2014, and has kept it regularly updated as new minimum wage levels have been announced. See: Angel, C (2015) A Minimum Price For Homecare, version 3.1. [www.ukhca.co.uk/downloads.aspx?ID=434](http://www.ukhca.co.uk/downloads.aspx?ID=434).

2. "Contact time" is the time the worker spends in a service user's home providing care. It is used extensively by councils for paying providers, and is therefore often used to calculate workers' wages.



*Figure 2: Distribution of costs in UKHCA's Minimum Price for Homecare of £16.70 per hour.*

- Workers are paid for "contact time" at the prevailing National Minimum Wage;<sup>3</sup>
- All other "working time" (applicable travel time, supervision and training) is paid at the same rate;
- No enhanced rates are paid for unsocial hours, weekends or public holidays;
- Workers' business mileage is reimbursed at a reasonable rate;
- Workers receive full statutory paid holiday entitlements;
- Workers are enrolled in a Workplace Pension scheme;

3. Reference to the National Minimum Wage includes the National Living Wage, applicable to careworkers aged 25 years and above.

# UKHCA's Minimum Price for Homecare

- The care provider covers all reasonable operating costs;
- The provider achieves a profit or surplus of 3%, which is just sufficient to enable a sustainable business.

Our Minimum Price does not take account for the demanding tasks required of homecare workers; employers' ability to be competitive within their local employment market; nor the additional costs associated with providing care services to individuals who fund their own care. However, our Minimum Price does provide a measure against which local authority prices can be judged.

Only 20 (10.4%) of the 193 authorities who answered the question were paying an average at or above UKHCA's minimum price of £16.70 per hour.<sup>4</sup> We note that the prices paid by some of these councils are likely to reflect the greater travel time associated with very rural areas.

## UKHCA's Minimum price for Homecare: £16.70 per hour

Seven councils are paying rates at or below careworkers' direct costs of £11.94 per hour:

- Blackburn with Darwen
- Gateshead
- Knowsley
- North Tyneside
- Sefton
- South Tyneside
- Western HSC Trust

*Figure 3: Councils paying an average price at or below £11.94 per hour.*

Our estimate of careworkers' wages and on-costs comes to £11.94 per hour.<sup>5</sup> Astonishingly, seven authorities told us that they pay an average price below this figure (see figure 3).

4. Authorities paying an average price above UKHCA's Minimum Price are: Aberdeen City, Bath and North East Somerset, Bracknell Forest, Carmarthenshire, Dorset, Glasgow City, Herefordshire, Kingston upon Thames, Milton Keynes, NHS Highland, North Somerset, Oxfordshire, Poole, Somerset, South Gloucestershire, Southampton, Swindon, Wiltshire, Windsor and Maidenhead, Wokingham.

5. £11.94 per hour covers wages for time providing care (without any enhancements for unsocial hours working); careworkers' travel time and mileage, the costs of statutory holiday pay, time spent while training; employers' National Insurance contributions and pension contributions.

# UKHCA's Minimum Price for Homecare

## Breakdown of UKHCA's Minimum Price for Homecare

Cost	Assumption	Hourly cost
Basic pay for "contact time" (see below)	National Minimum/Living Wage combined	£7.13
Enhancement for unsocial hours	None	£0.00
Travel time	11.4 minutes to 1 hour of contact time	£1.35
<b>Wage costs:</b>		<b>£8.48</b>
National Insurance	9.5% of gross pay	£0.81
Holiday pay	12.07% of gross pay	£1.02
Training & supervisory time	1.73% of gross pay	£0.15
Pension contributions	1% of gross pay	£0.08
Distance travelled	4 miles per hour at £0.35/mile	£1.40
<b>On-costs:</b>		<b>£3.46</b>
<b>Costs of sale:</b>	<b>Wage costs + on-costs</b>	<b>£11.94</b>
Running the business (see page 15)	27% of total price	£4.26
Profit or surplus	3% of total price	£0.50
<b>Overheads:</b>		<b>£4.76</b>
<b>Total hourly price:</b>	<b>Costs of sale + overheads</b>	<b>£16.70</b>

*Figure 4: Assumptions in UKHCA's Minimum Price for Homecare, using statutory pay rates for the National Minimum Wage and National Living Wage between 1<sup>st</sup> April and 30<sup>th</sup> September 2016.*

### Note on assumption of pay rate for "contact time"

UKHCA's Minimum Price is calculated on a blended pay rate, as follows:

We estimate 86.3% of the front-line homecare workforce is aged 25 years and above and must therefore receive the National Living Wage (currently £7.20 per hour).

We assume that the remaining 13.7% of the workforce receive the rate applicable to workers aged 21 years, but not yet aged 25 years. This was £6.70 per hour.<sup>1</sup>

This produces a blended hourly pay rate of £7.13 per hour, when rounded to the nearest penny.<sup>2</sup>

1. The National Minimum Wage rate for workers under 25 years increased on 1<sup>st</sup> October 2016.

2. The calculation can therefore be expressed as  $(£7.20 \times 0.863) + (£6.70 \times 0.137) = £7.13$ .

# UKHCA's Minimum Price for Homecare

## Note on providers' operating costs ("Running the business")

UKHCA's Minimum Price for Homecare includes reasonable operating costs, as follows:

- **Branch staff**, including Registered Manager, assessors, supervisors, coordinators, finance and admin staff and quality assurance.
- **Office costs**, including rent, rates, maintenance, utilities, insurance, cleaning and equipment hire.
- **Training costs**, including induction training, external training and qualifications.
- **Recruitment costs**, including advertising and criminal record disclosures;
- **IT equipment**, including computers, licenses, telephones and electronic call monitoring.
- **Marketing costs**, including tendering and contract management, advertising and promotional materials.
- **Consumables**, including uniforms and personal protective equipment.
- **Finance costs**, including bank charges, interest and depreciation.
- **Print, postage and stationery.**
- **Business travel**, including fuel, tax, insurance, mileage, accommodation and subsistence.
- **Legal and professional**, including legal fees, accountancy and registration fees.
- **General costs**, including donations, subscriptions, translation services, general expenses.

UKHCA's Minimum Price for Homecare is updated regularly. Figures used in this report relate to prices in Version 3.1, which were valid between 1<sup>st</sup> April and 30<sup>th</sup> September 2016.

The most up-to-date version of UKHCA's Minimum Price for Homecare is available from [www.ukhca.co.uk/downloads.aspx?ID=434](http://www.ukhca.co.uk/downloads.aspx?ID=434).



# The four UK administrations

## UK administrations compared to the national average

The weighted average price for older people's homecare in the United Kingdom was £14.58 per hour.

Figure 5 shows the average price for each UK administration compared to the United Kingdom as a whole.

When the equivalent calculations are undertaken for each UK administration, the extremely low average price paid in Northern Ireland of £12.35 per hour becomes particularly apparent.

## Number of hours purchased by price

While weighted averages provide useful headline figures, they mask the range of average prices paid by authorities.

Figure 6 illustrates the average prices in £1.00 price bands by the number of hours purchased by councils across the UK, showing the concentration of prices between £13.00 and £17.00 per hour. (See also figure 11 on page 20, which illustrates the data as a scatter diagram).

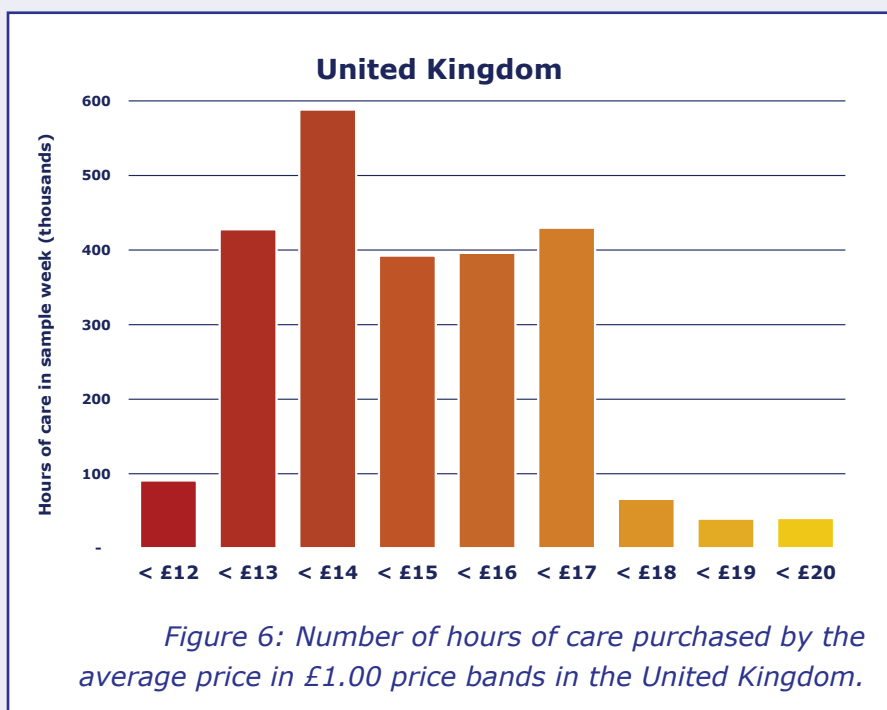
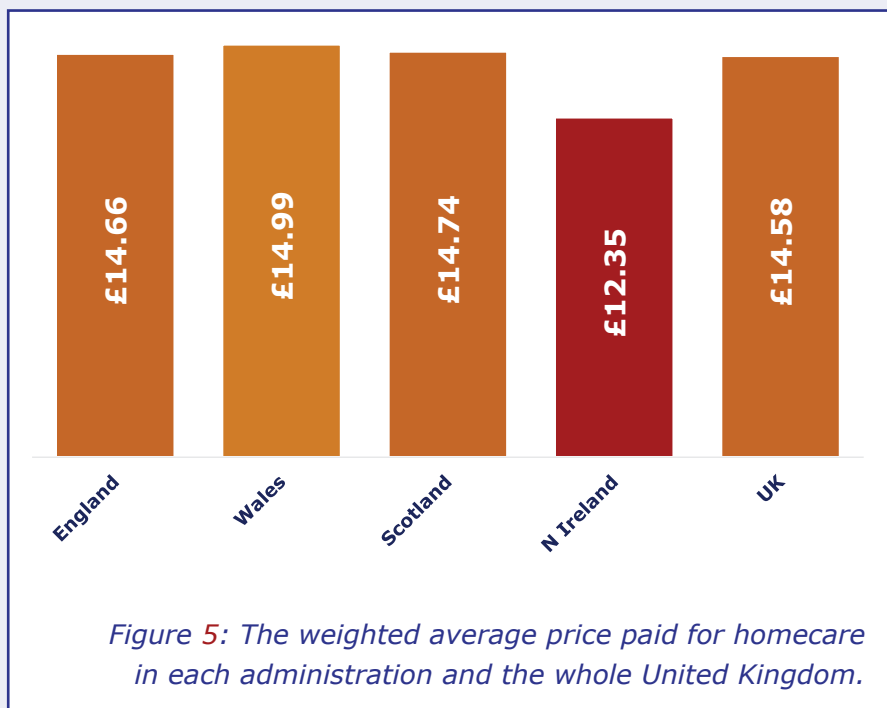
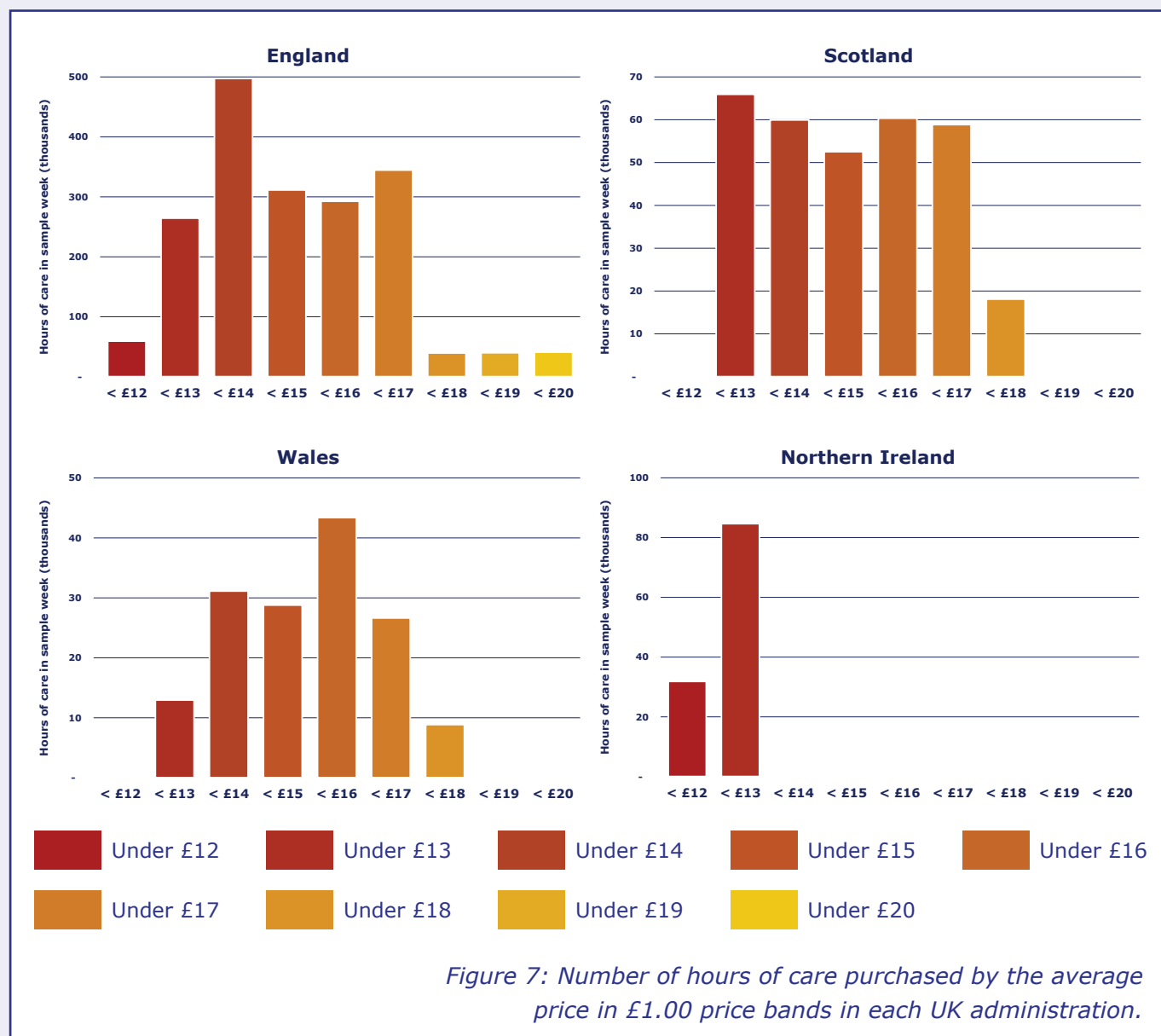


Figure 7 illustrates the distribution of average prices in each of the UK's four administrations.

The data suggest that the average prices in England are spread between £13.00 and £17.00 per hour, with a much wider distribution of average



# The four UK administrations



prices than the other administrations and a significant proportion of care purchased between £13.00 and £14.00 per hour.

In Scotland and Wales the range of rates are in a slightly more concentrated

grouping, with fewer hours purchased at very high or low average prices.

The extremely low average prices paid by Northern Ireland's Health and Social Care Trusts are particularly apparent.

# UK Administrations and Government Regions

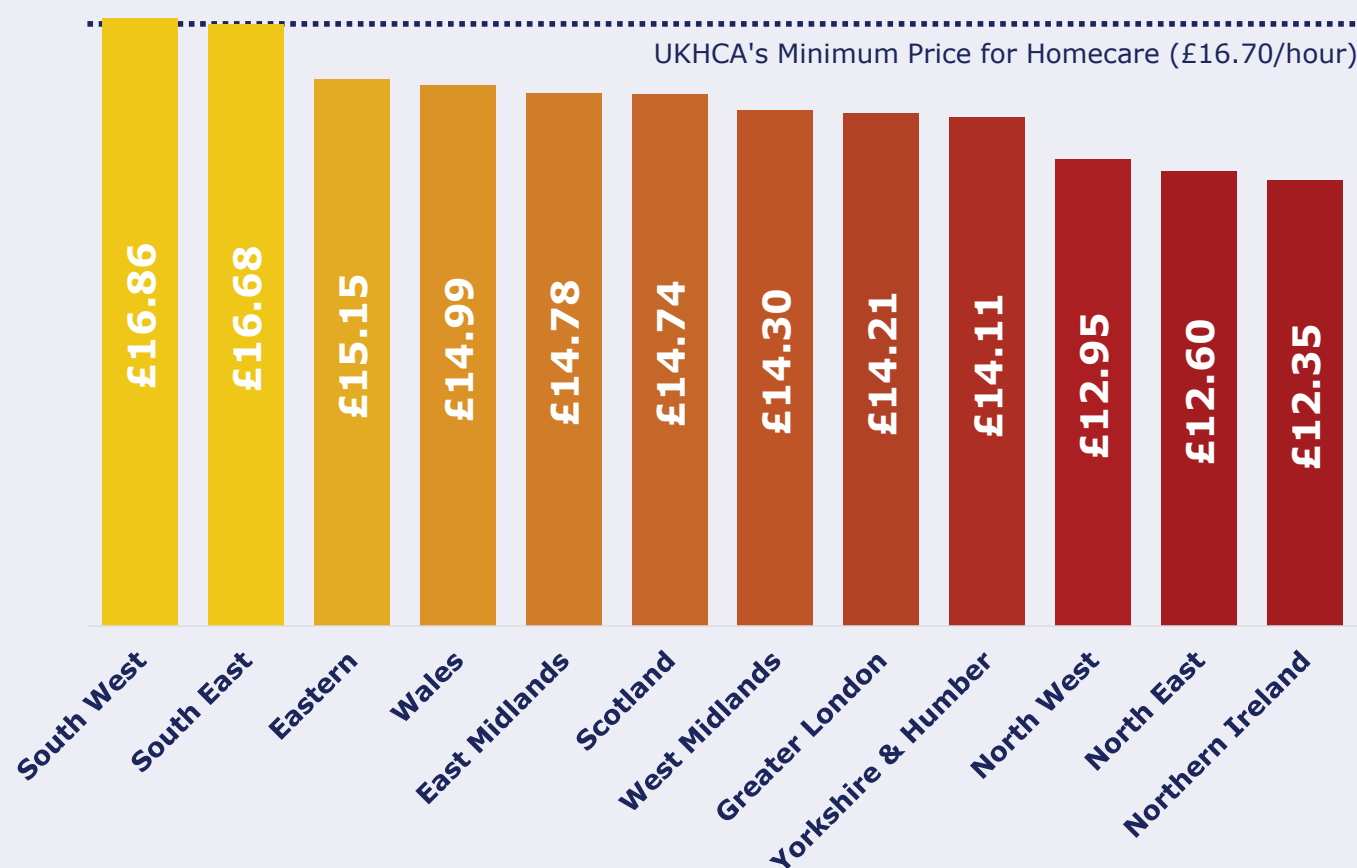


Figure 8. The weighted average price paid for care in the devolved administrations and England's government regions.

The average prices submitted by authorities in each of England's government regions and the devolved administrations are compared in figures 8 to 11.

Regions showing the lowest weighted average hourly prices for homecare are Northern Ireland (£12.35) and the North East and North West of England (£12.60 and £12.95 respectively).

This is consistent with our findings 18 months previously. These three regions account for over half of all the 48 authorities in the lowest quartile of average prices in the UK.<sup>1</sup>

In general terms, the average prices across England's regions suggest a north-south divide, with average prices decreasing the further north one looks, with the exception of London.

1. See Appendix 5 on page 69 for the complete list

# UK Administrations and Government Regions

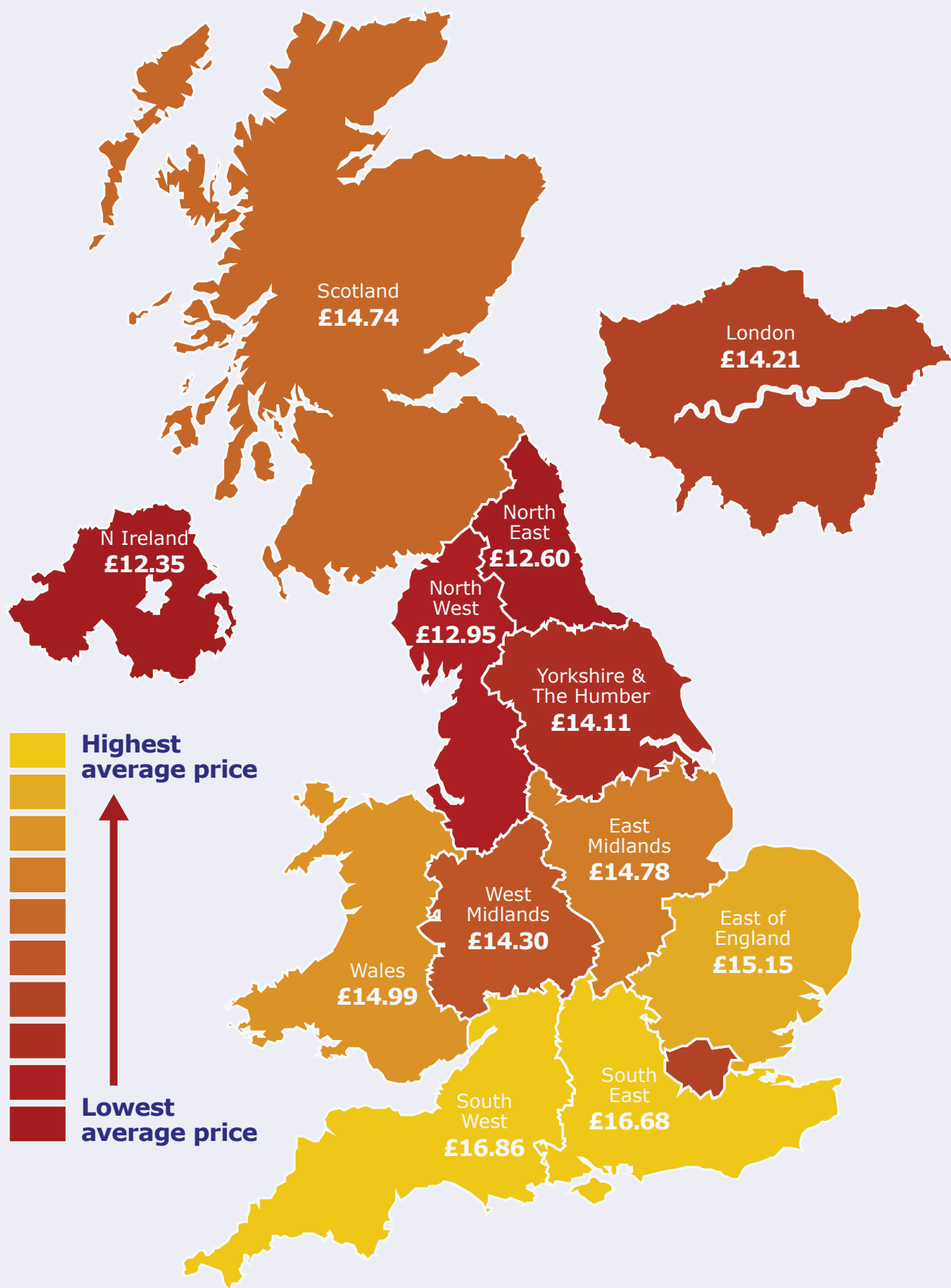


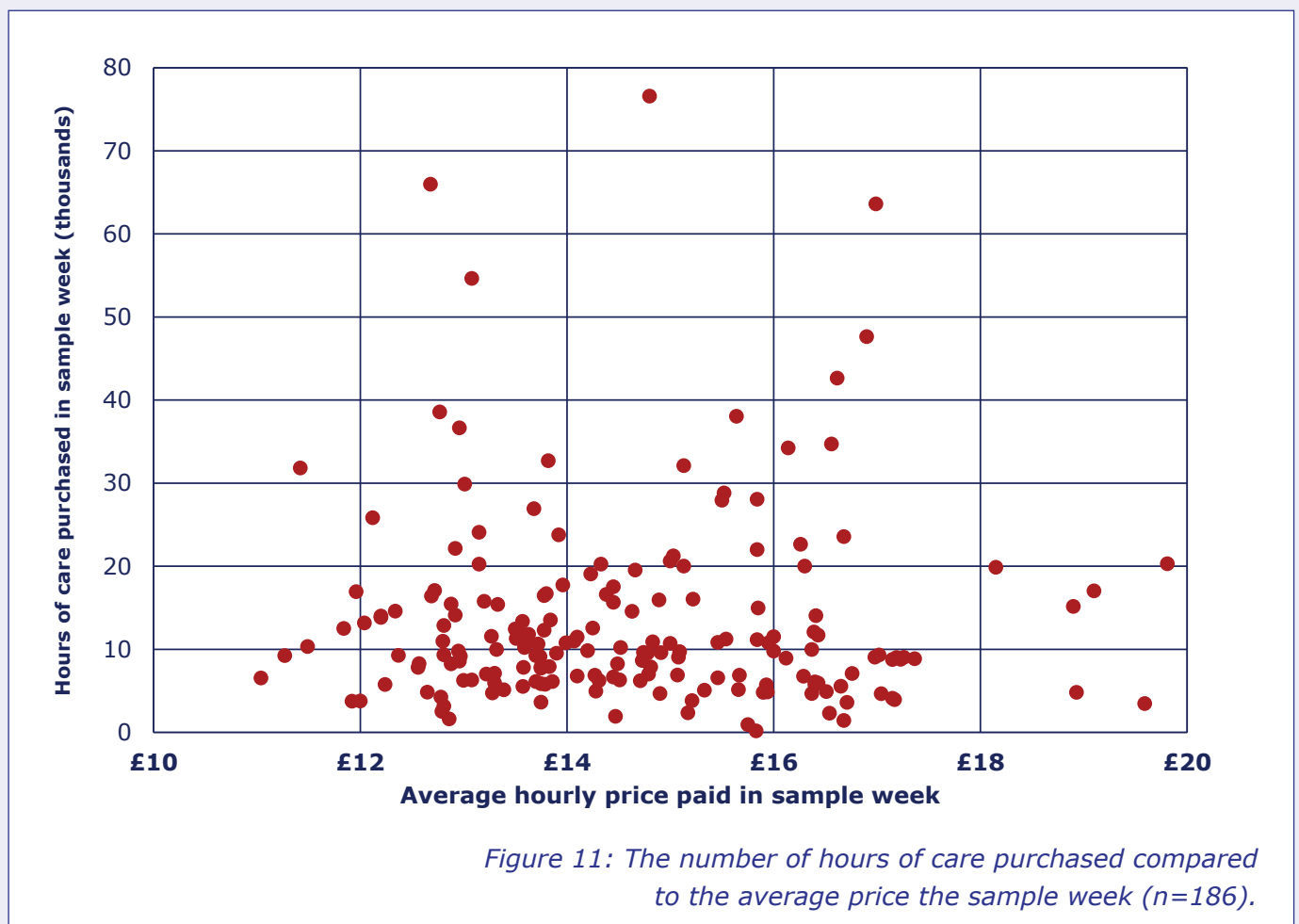
Figure 9. The weighted average hourly price paid for homecare in each government region and the devolved administrations.

# UK Administrations and Government Regions

Government Region	Lowest price	Weighted average price	Highest price	Hours purchased
East of England	£11.39	£15.15	£68.18	249,995
East Midlands	£12.20	£14.78	£18.50	146,438
Greater London	£10.00	£14.21	£40.00	348,095
North East	£10.15	£12.60	£20.02	110,608
North West	£10.04	£12.95	£40.00	279,919
South East	£10.00	£16.68	£32.00	172,355
South West	£12.42	£16.86	£27.00	238,535
West Midlands	£10.00	£14.30	£29.80	186,194
Yorkshire & Humber	£11.13	£14.11	£29.64	157,237
Wales	£9.85	£14.99	£35.63	151,709
Scotland	£10.55	£14.74	£27.95	315,694
Northern Ireland	£11.07	£12.35	£13.15	116,458
<b>United Kingdom</b>	<b>£9.85</b>	<b>£14.58</b>	<b>£68.18</b>	<b>2,473,236</b>

Figure 10. Range of prices paid and the total hours of care purchased in the sample week (with rounding and excluding missing data).

The scatter diagram in figure 11 plots the number of hours of care purchased by the average price in each authority.

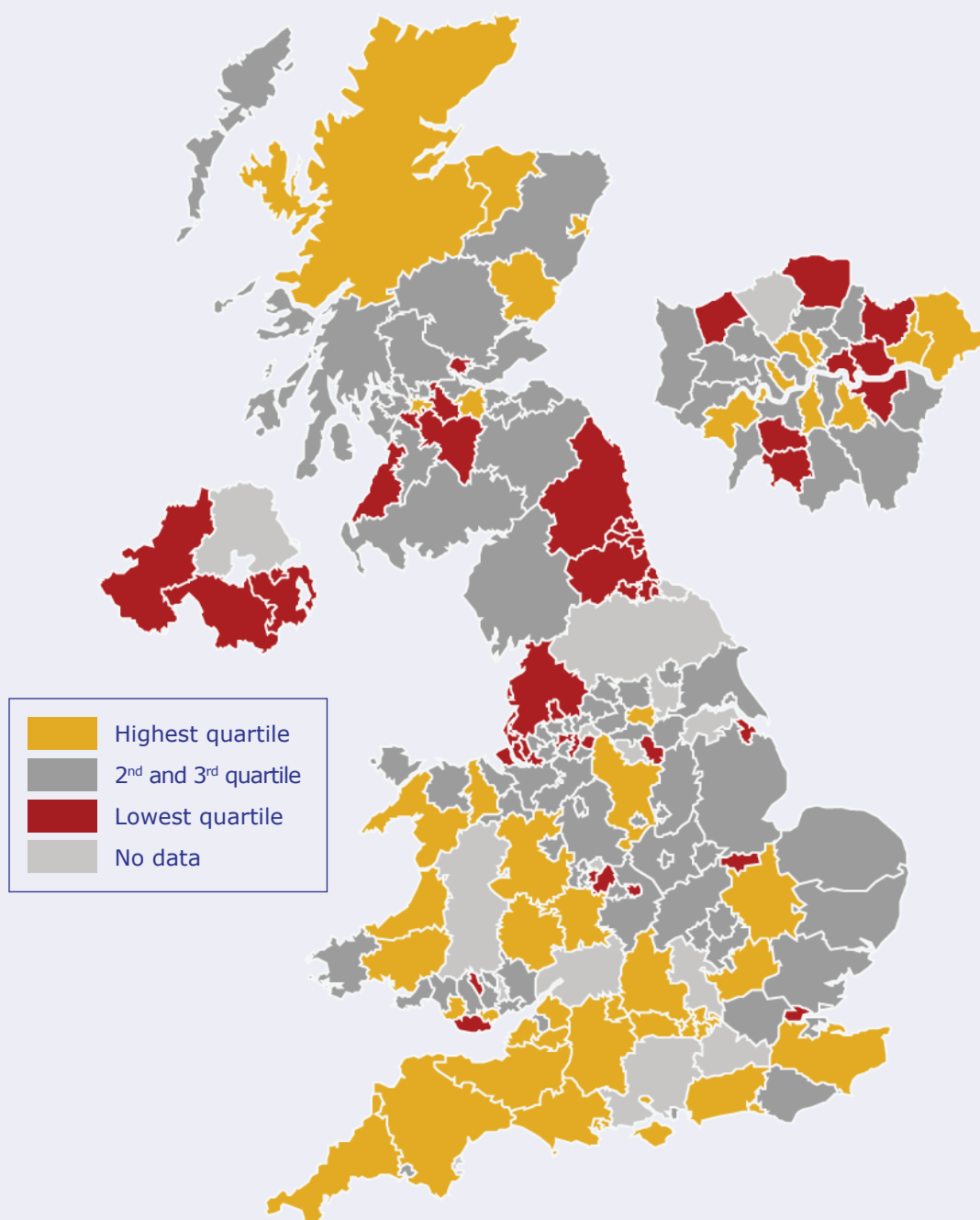


# Highest and lowest average prices

Councils (and the Health and Social Care Trusts in Northern Ireland) with average prices in the highest and lowest quartiles (top and bottom 25% of all rates) are illustrated in figure 12 and listed in appendices 4 and 5 on page 68.

It is particularly notable that councils with the highest average prices are

located in the south of the UK, Wales the north of Scotland and are generally rural authorities (where careworkers' travel may be longer). The lowest prices tend to be in the north of England, London and Northern Ireland. However this group of low-paying authorities includes those with extensive rural areas.



*Figure 12. Councils and Health and Social Care Trusts with average hourly prices in the highest and lowest quartiles across the UK.*

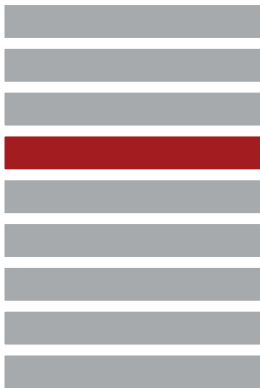
# The East Midlands Region

## The East Midlands - Key Facts

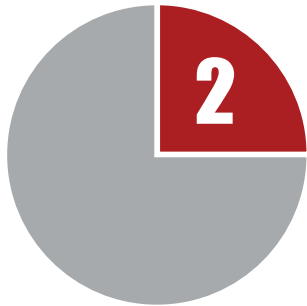
**£14.78** per hour

average in the region, compared to £14.66 per hour in England.

**No** Councils pay UKHCA's Minimum Price for Homecare of £16.70 per hour.



**4<sup>th</sup> highest** average price of England's nine government regions.



**2 councils** have average prices in the lowest 25% in England.

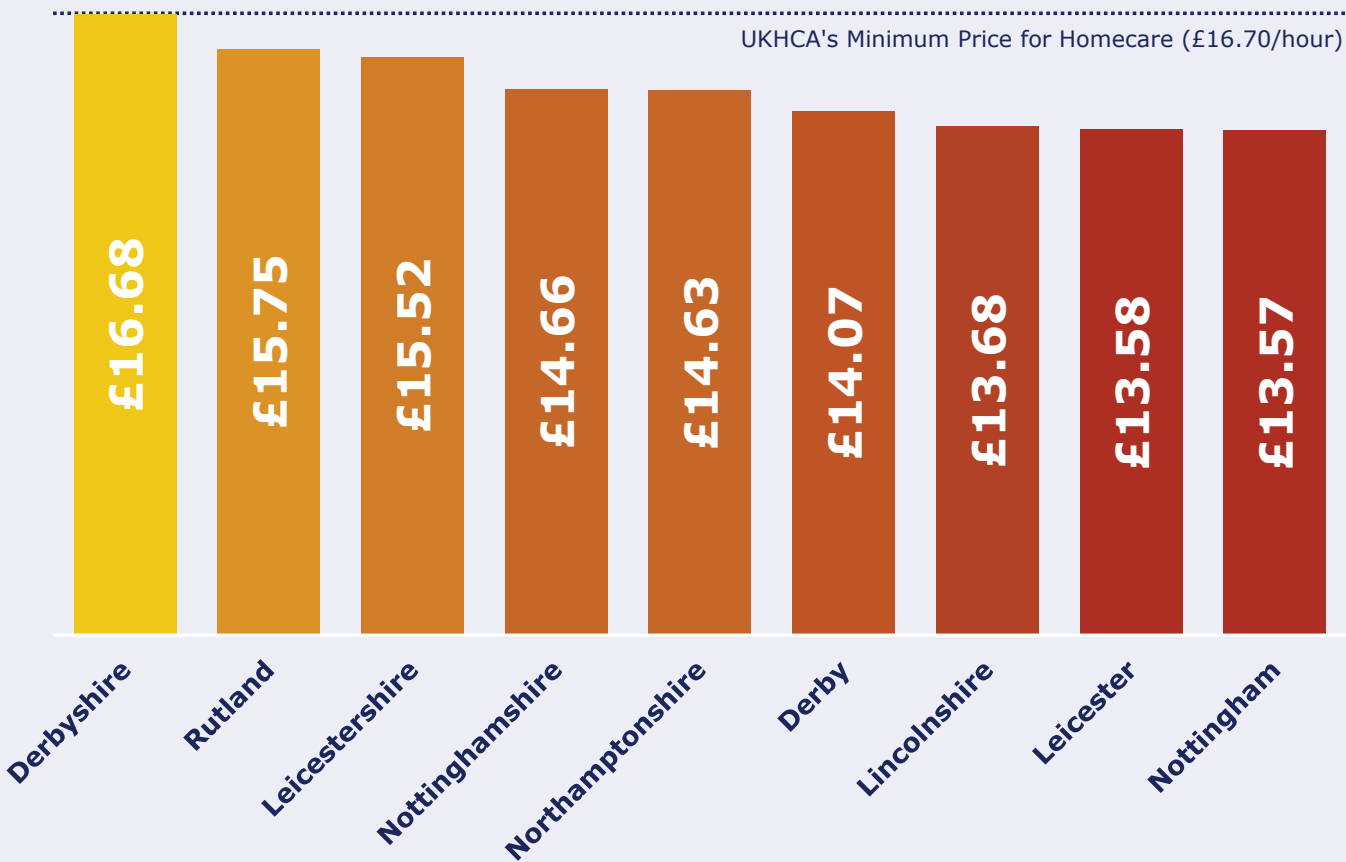


Figure 13. Weighted average price paid to independent and voluntary sector homecare providers by councils in the East Midlands region during a sample week in April 2016.

# The East Midlands Region

All nine councils in the East Midlands provided the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 13 and 14.

The weighted average price for homecare in the East Midlands was £14.78 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This was £0.12 per hour above the weighted average for England, which was £14.66 per hour.

The weighted average price for the East Midlands was the fourth highest of England's nine government regions and the fifth highest of all 12 government regions in the UK.

The average prices paid by individual authorities ranged from £13.57 to £16.68 per hour.

In general terms, there has been a 9.4% increase in the weighted average price in the region since we undertook a similar exercise 18 months earlier (before the introduction of the National Living Wage).<sup>2</sup> However, these increases are not uniform across the region; the range between individual authorities was between 0% and 14% (median 8.5%).<sup>3</sup>

No authority in the East Midlands paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>4</sup>

Looking at the range of prices paid by individual authorities (see figure 14), Nottingham City Council paid the lowest price of any authority within the region, with at least one provider receiving £12.20 for an hour of care. Conversely, Nottinghamshire County Council paid a maximum price of £18.50 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with caution.<sup>5</sup>

Of the eight authorities responding to the relevant question in our Freedom of Information request, only 2 (25%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area, and provided us with a breakdown of their calculation.<sup>6</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

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1. See page 65 for an explanation of how we calculate the weighted average price.

2. The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

3. These figures compare data gathered eighteen months apart, with some variation in the sample.

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4. See page 12 for details of UKHCA's Minimum Price for Homecare.

5. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

6. The responses from a further 6 suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

# The East Midlands Region

Authority	Minimum price	Average price	Maximum price	Hours purchased
Derby	£13.36	£14.07	£14.78	10,991
Derbyshire	£13.68	£16.68	£16.33	23,552
Leicester	£12.89	£13.58	£14.09	7,815
Leicestershire	£14.50	£15.52	£16.28	28,810
Lincolnshire	£13.56	£13.68	£13.85	26,925
Northamptonshire	£12.82	£14.63	£18.50	14,557
Nottingham	£12.20	£13.57	£16.82	13,344
Nottinghamshire	£13.21	£14.66	£17.17	19,530
Rutland	£15.75	£15.75	£15.75	914
<b>East Midlands</b>		<b>£14.78</b>		

*Figure 14. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the East Midlands region during a sample week in April 2016.*



# The Eastern Region

## The Eastern Region - Key Facts

**£15.15** per hour

average in the region,  
compared to £14.66  
per hour in England.



**3<sup>rd</sup> highest**

average price of  
England's nine  
government regions.



**2 councils**

have average  
prices in the lowest  
25% in England.

**No** pay UKHCA's  
Minimum  
**Councils** Price  
for Homecare of  
£16.70 per hour.

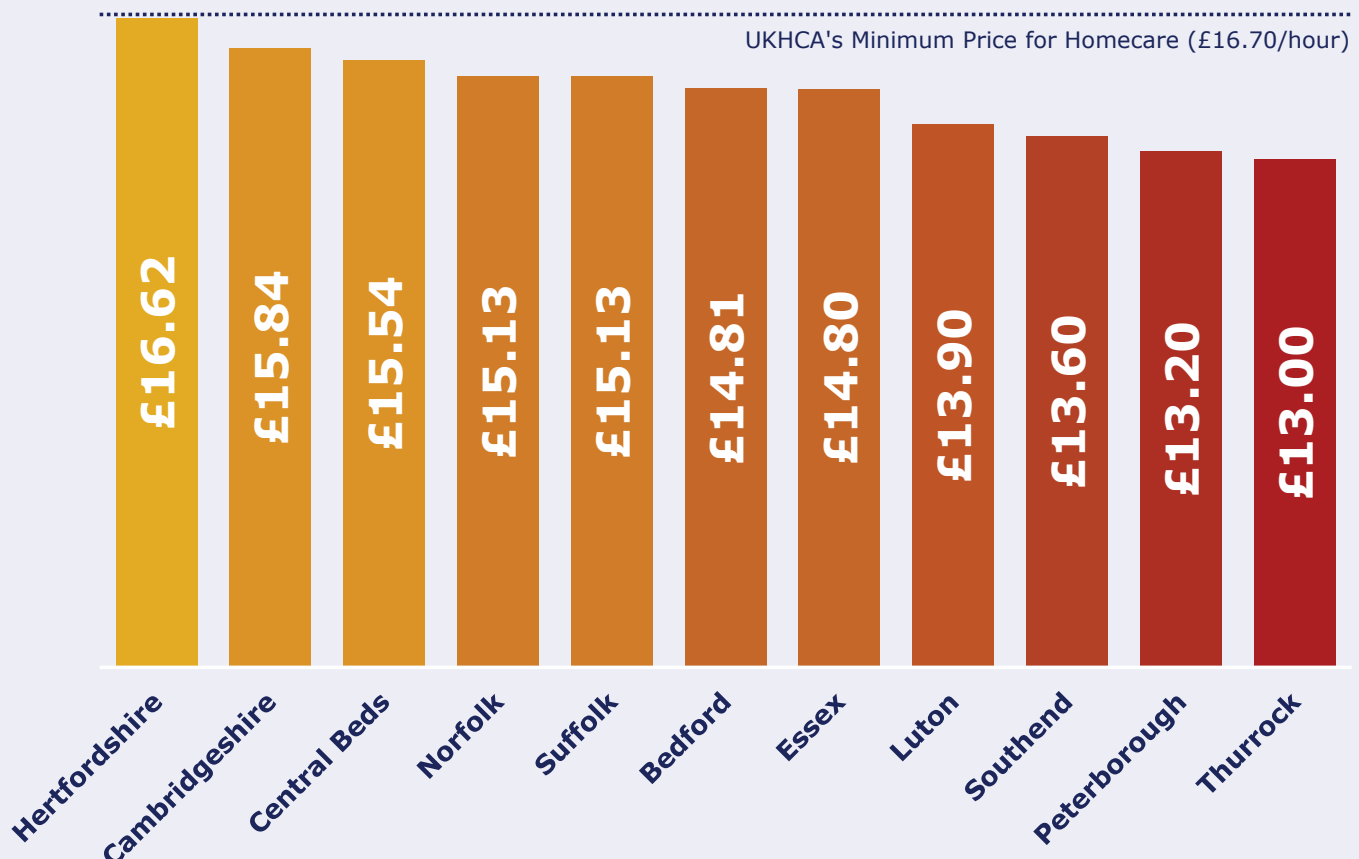


Figure 15. Weighted average price paid to independent and voluntary sector homecare providers by councils in the Eastern region during a sample week in April 2016.

# The Eastern Region

All eleven councils in the Eastern region provided the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 15 and 16.

The weighted average price for homecare in the Eastern region was £15.15 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This figure is based on data from the ten councils which supplied both an average price and the hours of care purchased in the sample week.<sup>2</sup> This was £0.49 per hour above the weighted average for England, which was £14.66 per hour.

The weighted average price for the Eastern region was the third highest of England's nine government regions.

The average prices paid by individual authorities ranged from £13.00 to £16.62 per hour, with two of eleven authorities paying rates which place them in the lowest quartile of all councils in England: Thurrock (£13.00 per hour) and Peterborough (£13.20 per hour).

In general terms, there has been a 7.7% increase in the weighted average price in the region since we undertook a similar exercise 18 months earlier

(before the introduction of the National Living Wage).<sup>3</sup> However, these increases are not uniform across the region; the range between individual authorities was between 0% and 12% (median 3.0%).<sup>4</sup>

No authority in the Eastern region paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>5</sup>

Looking at the range of prices paid by individual authorities (see figure 16), Peterborough City Council paid the lowest price of any authority within the region, with at least one provider receiving £11.39 for an hour of care. Conversely, Essex County Council paid a maximum price of £68.18 per hour on at least one occasion during the sample week. Please note that both these figures (particularly the very high rate reported by Essex) should be viewed with extreme caution.<sup>6</sup>

Of the eleven authorities responding to the relevant question in our Freedom of Information request, only one (9%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area, and provided us with a breakdown of

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1. See page 65 for an explanation of how we calculate the weighted average price.

2. Southend council did not provide the hours of care purchased in the sample week.

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3. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

4. These figures compare data gathered eighteen months apart, with some variation in the sample.

5. See page 12 for details of UKHCA's Minimum Price for Homecare.

6. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

# The Eastern Region

their calculation.<sup>7</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Essex County Council provided us with a figure for their estimated cost of care (£15.37 per hour), which we note was somewhat higher than the average price they paid in the sample week (£14.80 per hour).

Authority	Minimum price	Average price	Maximum price	Hours purchased
Bedford	£12.68	£14.81	£19.98	7,864
Cambridgeshire	£14.49	£15.84	£16.58	28,052
Central Bedfordshire	£12.10	£15.54	£19.57	11,220
Essex	£12.04	£14.80	£68.18	76,580
Hertfordshire	£11.56	£16.62	£22.64	42,644
Luton	£13.81	£13.90	£14.98	9,522
Norfolk	£13.96	£15.13	£17.40	19,994
Peterborough	£11.39	£13.20	£15.00	15,758
Southend	£13.60	£13.60	£13.60	..
Suffolk	£13.24	£15.13	£19.63	32,100
Thurrock	£13.00	£13.00	£13.00	6,261
<b>Eastern Region</b>		<b>£15.15</b>		

*Figure 16. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the Eastern region during a sample week in April 2016.*

7. Four authorities confirmed that they had not undertaken such a calculation, while the responses from a further six suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

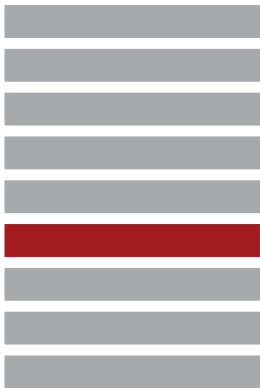
# Greater London

## Greater London - Key Facts

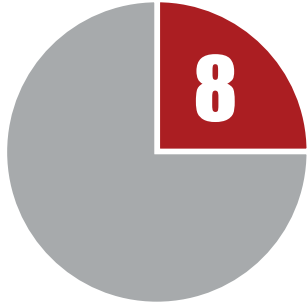
**£14.21** per hour

average in the region, compared to £14.66 per hour in England.

**only 1** pays UKHCA's Minimum Price for Homecare of £16.70 per hour.



**4<sup>th</sup> lowest** average price of England's nine government regions.



**8 councils** have average prices in the lowest 25% in England.

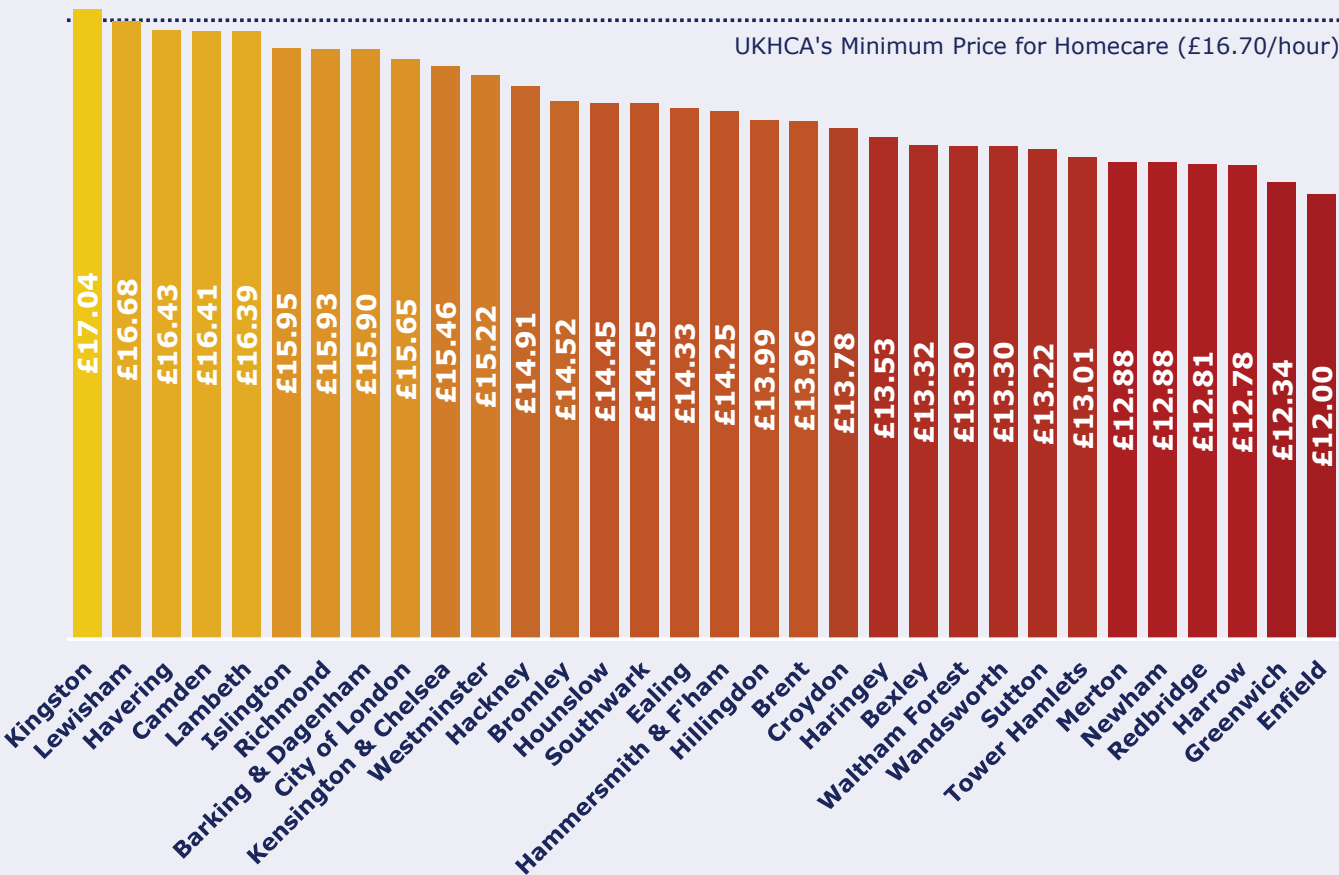


Figure 17. Weighted average price paid to independent and voluntary sector homecare providers by councils in Greater London during a sample week in April 2016.

Average prices paid in the majority of London Boroughs are extremely low, given the higher costs of living in the capital, and appear to be severely out of step with authorities within the East of England and the South East. These findings are consistent with our previous research 18 months previously.

Thirty-two of the thirty-three councils in Greater London (97%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 17 and 18. The London Borough of Barnet did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in Greater London was £14.21 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This figure is based on data from the thirty councils which supplied both an average price and the hours of care purchased in the sample week. This was £0.44 per hour below the weighted average for England, which was £14.66 per hour.

The weighted average price for Greater London was the fourth lowest of England's nine government regions and the fifth lowest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £12.00 to £17.04 per hour, with eight of thirty-three authorities paying rates which

place them in the lowest quartile of all councils in England.

This is extraordinary, given the political interest amongst local authorities in contracting with providers committed to paying the London Living Wage of £9.40 per hour.<sup>2</sup> Our estimate for the cost of homecare at the prevailing London Living Wage is £21.40 per hour.<sup>3</sup>

In general terms, there has been a 4.4% increase in the weighted average price in the region since we undertook a similar exercise 18 months earlier (before the introduction of the National Living Wage).<sup>4</sup> However, these increases are not uniform across the region; the range between individual authorities was between a reduction of 30% and an increase of 24% (median 5.9%).<sup>5</sup>

Only one authority in Greater London (Kingston-upon-Thames) paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>6</sup>

Councils offering low average prices in London should be particularly worried about the stability of their local workforce, given the high dependence on non-British EEA nationals in the

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1. See page 65 for an explanation of how we calculate the weighted average price.

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2. See [www.livingwage.org.uk/news/new-london-living-wage-rate-has-been-announced](http://www.livingwage.org.uk/news/new-london-living-wage-rate-has-been-announced).

3. Angel, C (2015) A Minimum Price for Homecare, version 3.1, pages 28-30. See [www.ukhca.co.uk/downloads.aspx?ID=434](http://www.ukhca.co.uk/downloads.aspx?ID=434).

4. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

5. These figures compare data gathered eighteen months apart, with some variation in the sample.

6. See page 12 for details of UKHCA's Minimum Price for Homecare.

homecare workforce (14%)<sup>7</sup> at a time when freedom of movement of EEA nationals is at risk.

Looking at the range of prices paid by individual authorities (see figure 18), Newham Council paid the lowest price of any authority within the region, with at least one provider receiving £10.00 for an hour of care. Conversely, Kingston-upon-Thames paid a maximum price of £40.00 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>8</sup>

Of the thirty-one authorities responding to the relevant question in our Freedom of Information request, only two (6%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area. Even so, only one authority actually provided us with a breakdown of their calculation, as they were requested to.<sup>9</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

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7. Analysis of data from the National Minimum Data set for Adult Social Care (NMDS-SC) maintained by Skills for Care. The national average for England's Government regions is 6.4%.

8. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

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9. 25 authorities confirmed that they had not undertaken such a calculation, while the responses from a further 4 suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Barking & Dagenham	£12.36	£15.90	£18.88	4,812
Barnet	..	..	..	..
Bexley	£13.32	£13.32	£13.32	9,965
Brent	£10.20	£13.96	£27.32	17,742
Bromley	..	£14.52	..	10,212
Camden	£15.00	£16.41	£21.40	14,035
City of London	£13.97	£15.65	£16.80	..
Croydon	£10.61	£13.78	£23.35	16,446
Ealing	£11.22	£14.33	£15.60	20,251
Enfield	£12.00	£12.00	£12.00	3,772
Greenwich	£11.85	£12.34	£16.30	14,582
Hackney	£12.69	£14.91	£17.65	9,587
Hammersmith & Fulham	£10.85	£14.25	£23.04	12,548
Haringey	£11.10	£13.53	£15.00	12,061
Harrow	£11.00	£12.78	£16.09	4,236
Havering	£16.43	£16.43	£16.43	11,700
Hillingdon	£11.48	£13.99	£30.00	10,763
Hounslow	£12.50	£14.45	£23.80	15,654
Islington	£10.35	£15.95	£22.71	10,769
Kensington & Chelsea	£14.96	£15.46	£15.97	6,548
Kingston	£13.62	£17.04	£40.00	4,651
Lambeth	£11.95	£16.39	£31.12	12,081
Lewisham	£15.52	£16.68	£17.20	..
Merton	£11.99	£12.88	£16.99	8,235
Newham	£10.00	£12.88	£17.00	15,423
Redbridge	£11.30	£12.81	£17.24	12,853
Richmond	£14.00	£15.93	£28.29	5,698
Southwark	£11.50	£14.45	£16.66	17,510
Sutton	£12.09	£13.22	£16.50	7,012
Tower Hamlets	£12.75	£13.01	£14.86	29,877
Waltham Forest	£12.83	£13.30	£15.38	7,109
Wandsworth	£11.62	£13.30	£13.80	5,944
Westminster	£14.96	£15.22	£15.50	16,021
<b>Greater London</b>		<b>£14.21</b>		

Figure 18. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in Greater London during a sample week in April 2016.

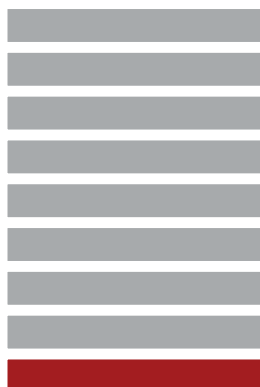
# The North East Region

## The North East - Key Facts

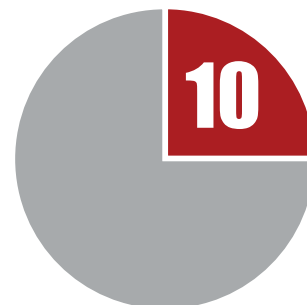
**£12.60** per hour

average in the region, compared to £14.66 per hour in England.

**No** pay UKHCA's Minimum Price for Homecare of £16.70 per hour.



**The lowest** average price of England's nine government regions.



**10 councils** have average prices in the lowest 25% in England.

UKHCA's Minimum Price for Homecare (£16.70/hour)



Figure 19. Weighted average price paid to independent and voluntary sector homecare providers by councils in the North East during a sample week in April 2016.



# The North East Region

The weighted average price that councils in the North East pay was the lowest of England's nine government regions and the second lowest of all twelve government regions in the UK, with consistently low average prices between each council. Only the weighted average price paid in Northern Ireland (£12.35 per hour) was lower than the North East Region (see [page 58](#)).

Eleven of the twelve councils in the North East (92%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 19 and 20. Redcar and Cleveland Council did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in the North East was £12.60 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This figure is based on data from the ten councils which supplied both an average price and the hours of care purchased in the sample week. This was £2.06 per hour below the weighted average for England, which was £14.66 per hour.

The average prices paid by individual authorities ranged from £11.27 to £13.28 per hour, with ten of eleven authorities paying rates which place them in the lowest quartile of all councils in England.

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1. See [page 65](#) for an explanation of how we calculate the weighted average price.

In general terms, there has been a 8.2% increase in the weighted average price in the region since we undertook a similar exercise 18 months earlier (before the introduction of the National Living Wage).<sup>2</sup> However, these increases are not uniform across the region; the range between individual authorities was between a reduction of 1% and an increase of 14% (median 5.8%).<sup>3</sup>

No authority in the North East paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>4</sup>

Councils in the North East region must question how they are able to demonstrate their ability to comply with their market-shaping responsibilities under the Care Act 2014 for sustainable local markets.<sup>5</sup>

Looking at the range of prices paid by individual authorities (see [figure 20](#)), Darlington Borough Council paid the lowest price of any authority within the region, with at least one provider receiving £10.15 for an hour of care. Conversely, Northumberland County Council paid a maximum price of £20.02 per hour on at least one occasion during the sample week. Please note that both

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2. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

3. These figures compare data gathered eighteen months apart, with some variation in the sample.

4. See [page 12](#) for details of UKHCA's Minimum Price for Homecare.

5. See particularly paragraph 4.31 of the Care And Support Statutory Guidance. URL: [www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4](http://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4).

# The North East Region

these figures should be viewed with extreme caution.<sup>6</sup>

Of the ten authorities responding to the relevant question in our Freedom of Information request, only two (20%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area.

Even so, only one authority actually provided us with a breakdown of their calculation, as they were requested to do.<sup>7</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Darlington	£10.15	£13.28	£15.02	4,733
Durham	£13.15	£13.15	£13.15	24,064
Gateshead	£10.45	£11.92	£16.79	3,746
Hartlepool	£12.86	£12.65	£19.52	4,825
Middlesbrough	£12.12	£12.24	£12.32	5,755
Newcastle-u-Tyne	£11.82	£12.69	£13.44	16,399
North Tyneside	£11.27	£11.27	£11.27	9,232
Northumberland	£12.46	£12.72	£20.02	17,068
Redcar & Cleveland	..	..	..	..
South Tyneside	£10.90	£11.55	£12.20	..
Stockton-on-Tees	£11.91	£12.80	£14.50	10,952
Sunderland	£11.00	£12.20	£17.00	13,834
<b>North East Region</b>		<b>£12.60</b>		

*Figure 20. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the North East during a sample week in April 2016.*

6. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

7. Four authorities confirmed that they had not undertaken such a calculation, while the responses from a further four suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

# The North West Region

## North West Region - Key Facts

**£12.95** per hour

average in the region, compared to £14.66 per hour in England.



**2<sup>nd</sup> lowest**

average price of England's nine government regions.



**11 councils**

have average prices in the lowest 25% in England.

**No** pay UKHCA's Minimum Price for Homecare of £16.70 per hour.

UKHCA's Minimum Price for Homecare (£16.70/hour)

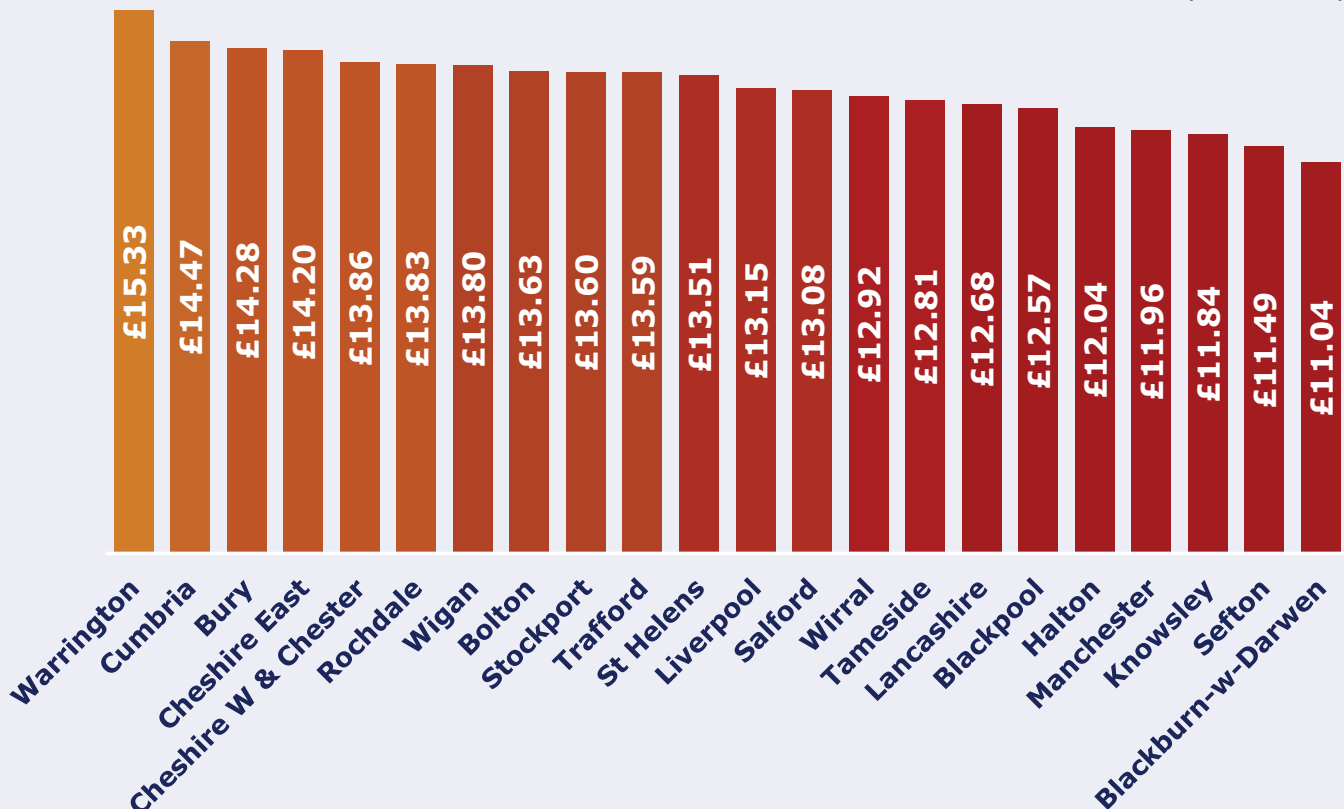


Figure 21. Weighted average price paid to independent and voluntary sector homecare providers by councils in the North West during a sample week in April 2016.

# The North West Region

Twenty-two of the twenty-three councils in the North West (96%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 21 and 22. Oldham Council did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in the North West was £12.95 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This was £1.71 per hour below the weighted average for England, which was £14.66 per hour.

The weighted average price for the North West was the second lowest of England's nine government regions and the third lowest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £11.04<sup>2</sup> to £15.33 per hour, with eleven of twenty-two authorities paying rates which place them in the lowest quartile of all councils in England.

In general terms, there has been a 6.4% increase in the weighted average

price in the region since we undertook a similar exercise eighteen months earlier (before the introduction of the National Living Wage).<sup>3</sup> However, these increases are not uniform across the region; the range between individual authorities was between a reduction of 14% and an increase of 24% (median 6.3%).<sup>4</sup>

No authority in the North West paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>5</sup>

Councils in the North West region must question how they are able to demonstrate their ability to comply with their market-shaping responsibilities under the Care Act 2014 for sustainable local markets.<sup>6</sup>

Looking at the range of prices paid by individual authorities (see figure 22), Warrington Council paid both the lowest price of any authority within the region, with at least one provider receiving £10.04 for an hour of care. Conversely, the council told us that it had also paid a maximum price of £40.00 per hour on at least one occasion during the sample week. Please note that both these

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1. See page 65 for an explanation of how we calculate the weighted average price.

2. In previous correspondence between UKHCA and Blackburn with Darwen Council, the authority advised that it commissions homecare services so that the careworkers' travel time is included in the total visit length. This is an unusual approach, but is not necessarily unreasonable. Where this is the case, a council's hourly price would appear to be marginally lower than other councils which pay a rate solely for the careworkers' "contact time".

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3. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

4. These figures compare data gathered eighteen months apart, with some variation in the sample.

5. See page 12 for details of UKHCA's Minimum Price for Homecare.

6. See particularly paragraph 4.31 of the Care and Support Statutory Guidance. URL: [www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4](http://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4).

# The North West Region

figures should be viewed with extreme caution.<sup>7</sup>

Of the twenty-one authorities responding to the relevant question in our Freedom of Information request, only seven (33%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area.

Even so, only six authorities actually provided us with a breakdown of their calculation, as they were requested to do.<sup>8</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Blackburn with Darwen	£11.04	£11.04	£11.04	6,535
Blackpool	£12.55	£12.57	£26.74	8,266
Bolton	£13.63	£13.63	£13.63	11,789
Bury	£13.25	£14.28	£15.17	4,938
Cheshire East	£12.45	£14.20	£18.00	9,822
Cheshire West and Chester	£13.86	£13.86	£13.86	6,114
Cumbria	£12.25	£14.47	£24.15	1,909
Halton	£10.59	£12.04	£16.00	13,166
Knowsley	£11.80	£11.84	£15.00	12,508
Lancashire	£11.19	£12.68	£16.50	65,977
Liverpool	£13.10	£13.15	£13.88	20,229
Manchester	..	£11.96	..	16,924
Oldham	..	..	..	..
Rochdale	£13.83	£13.83	£13.83	7,899
Salford	£13.08	£13.08	£13.08	6,295
Sefton	£10.95	£11.49	£18.20	10,312
St. Helens	£11.44	£13.51	£19.50	11,300
Stockport	£13.60	£13.60	£13.60	10,548
Tameside	£12.81	£12.81	£12.81	9,323
Trafford	£12.00	£13.59	£18.62	10,196
Warrington	£10.04	£15.33	£40.00	5,059
Wigan	£13.80	£13.80	£20.00	16,700
Wirral	£12.92	£12.92	£12.92	14,110
<b>North West Region</b>		<b>£12.95</b>		

*Figure 22. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the North West during a sample week in April 2016.*

7. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

8. Six authorities confirmed that they had not undertaken such a calculation, while the responses from a further eight suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

# The South East Region

## South East Region - Key Facts

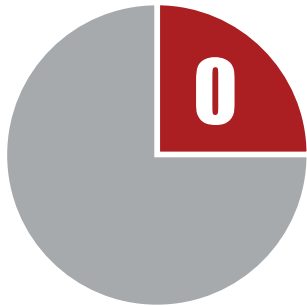
**£16.68** per hour

average in the region, compared to £14.66 per hour in England.

**only 6** Councils pay UKHCA's Minimum Price for Homecare of £16.70 per hour.



**2<sup>nd</sup> highest** average price of England's nine government regions.



**No council** has average prices in the lowest 25% in England.

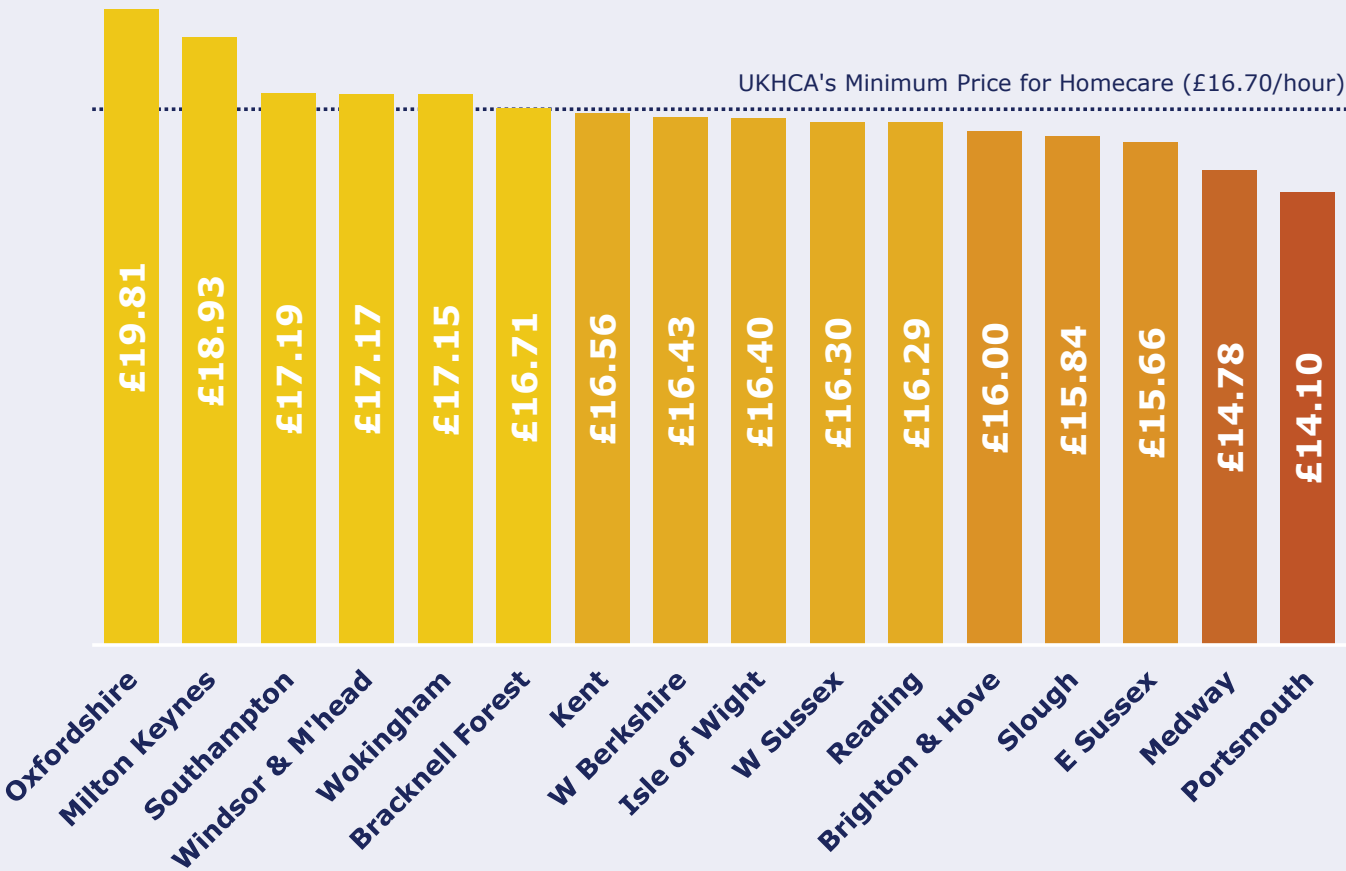


Figure 23. Weighted average price paid to independent and voluntary sector homecare providers by councils in the South East region during a sample week in April 2016.



# The South East Region

Sixteen of the nineteen councils in the South East region (84%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 23 and 24. Buckinghamshire, Hampshire and Surrey councils did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in the South East region was £16.68 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This was £2.02 per hour above the weighted average for England, which was £14.66 per hour.

The weighted average price for the South East region was the second highest of England's nine government regions. We have no doubt that this is influenced by the additional costs of living in the region. However, the rates shown in the data are still largely consistent with terms and conditions of employment which are around the National Minimum Wage if providers are able to cover their full operating costs.

The average prices paid by individual authorities ranged from £14.10 to £19.81 per hour.

In general terms, there has been a 7.3% increase in the weighted average price in the region since we undertook a similar exercise eighteen months earlier (before the introduction of the

National Living Wage).<sup>2</sup> However, these increases are not uniform across the region; the range between individual authorities was between a reduction of 8% and an increase of 23% (median 4.1%).<sup>3</sup>

Only six authorities in the South East region paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>4</sup>

Looking at the range of prices paid by individual authorities (see figure 24), Portsmouth City Council paid the lowest price of any authority within the region, with at least one provider receiving £10.00 for an hour of care. Conversely, Brighton and Hove City Council paid a maximum price of £32.00 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>5</sup>

Of the sixteen authorities responding to the relevant question in our Freedom of Information request, only five (31%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area. Even so, only three authorities actually provided us with a breakdown of their

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1. See page 65 for an explanation of how we calculate the weighted average price.

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2. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

3. These figures compare data gathered eighteen months apart, with some variation in the sample.

4. See page 12 for details of UKHCA's Minimum Price for Homecare.

5. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

# The South East Region

calculation, as they were requested to do.<sup>6</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make

objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Bracknell Forest	£16.71	£16.71	£16.71	3,609
Brighton and Hove	£15.00	£16.00	£32.00	9,769
Buckinghamshire	..	..	..	..
East Sussex	£10.40	£15.66	£20.80	5,138
Hampshire	..	..	..	45,623
Isle of Wight	£16.40	£16.40	£16.40	6,054
Kent	£11.91	£16.56	£23.82	34,707
Medway	£11.45	£14.78	£20.46	9,540
Milton Keynes	£14.12	£18.93	£27.48	4,808
Oxfordshire	£14.71	£19.81	£29.90	20,278
Portsmouth	£10.00	£14.10	£18.35	6,767
Reading	£13.65	£16.29	£18.00	6,756
Slough	£15.00	£15.84	£17.76	22,000
Southampton	..	£17.19	..	8,997
Surrey	..	..	..	..
West Berkshire	£12.12	£16.43	£24.00	5,918
West Sussex	£13.13	£16.30	£26.00	20,000
Windsor and Maidenhead	£13.50	£17.17	£21.94	3,929
Wokingham	£16.00	£17.15	£30.08	4,087
<b>South East Region</b>		<b>£16.68</b>		

*Figure 24. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the South East region during a sample week in April 2016.*

6. Five authorities confirmed that they had not undertaken such a calculation, while the responses from a further six suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.



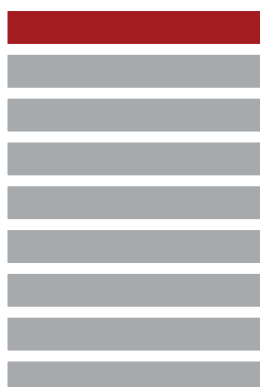
# The South West Region

## South West Region - Key Facts

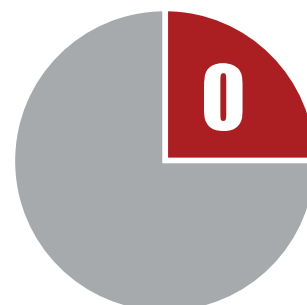
**£16.86** per hour

average in the region,  
compared to £14.66  
per hour in England.

**only 8** Councils pay UKHCA's  
Minimum Price  
for Homecare of  
£16.70 per hour.



**The highest**  
average price of  
England's nine  
government regions.



**No council**  
has average prices  
in the lowest 25%  
in England.

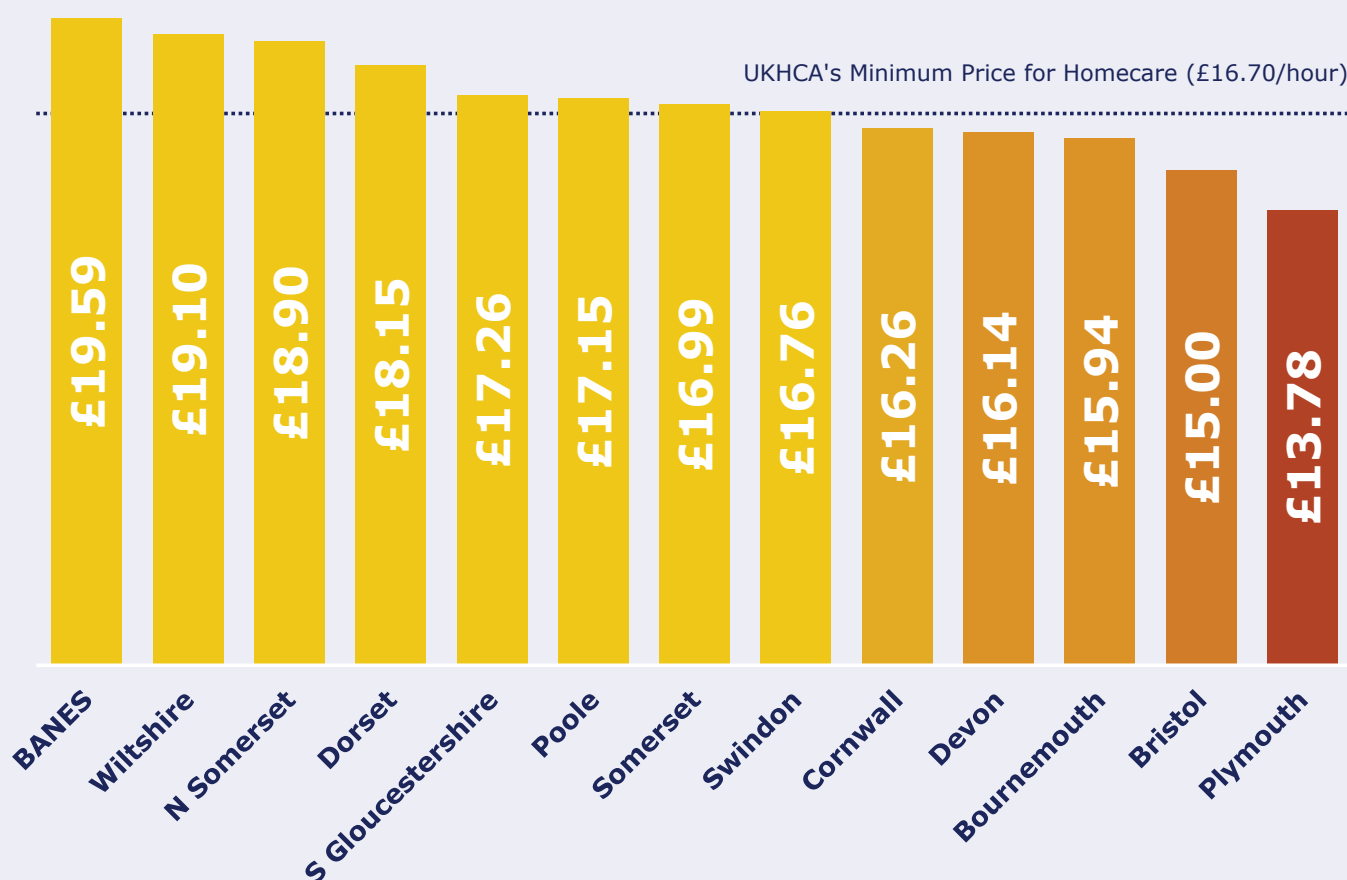


Figure 25. Weighted average price paid to independent and voluntary sector homecare providers by councils in the South West during a sample week in April 2016.

# The South West Region

Thirteen of the fifteen councils in the South West (93%) which purchase homecare services for adults from the independent and voluntary sector told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 25 and 26.<sup>1</sup> Neither Gloucestershire Council, nor the Torbay and South Devon NHS Foundation Trust (on behalf of Torbay Council) supplied this information in response to our Freedom of Information request.

The weighted average price for homecare in the South West was £16.86 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>2</sup> This was £2.20 per hour above the weighted average for England, which was £14.66 per hour.

The weighted average price for the South West was the highest of England's nine government regions. The average prices paid by individual authorities ranged from £13.78 to £19.59 per hour.

In general terms, there has been a 6.3% increase in the weighted average price in the region since we undertook a similar exercise eighteen months earlier (before the introduction of the National Living Wage).<sup>3</sup> However, these increases are not uniform across the

region; the range between individual authorities was between a reduction of 1% and an increase of 16% (median 8.1%).<sup>4</sup>

Eight authorities in the South West paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>5</sup> This is the only region in the UK where more councils pay above our Minimum Price than below it. Regrettably, this is still not much of a cause for celebration, as UKHCA's Minimum Price may not account for regional factors including local wage competition and higher travel times in rural areas.

Looking at the range of prices paid by individual authorities (see figure 26), Plymouth City Council paid the lowest price of any authority within the region, with at least one provider receiving £12.42 for an hour of care. Conversely, Bournemouth Borough Council paid a maximum price of £27.00 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>6</sup>

Of the fourteen authorities responding to the relevant question in our Freedom of Information request, only three

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1. Scilly Isles Council does not purchase homecare from the independent or voluntary sector and is therefore excluded from our data.

2. See page 65 for an explanation of how we calculate the weighted average price.

3. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

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4. These figures compare data gathered eighteen months apart, with some variation in the sample.

5. See page 12 for details of UKHCA's Minimum Price for Homecare.

6. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

# The South West Region

(21%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area. Even so, only one authority actually provided us with a breakdown of their calculation, as they were requested to do.<sup>7</sup> Unless

authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Bath and North East Somerset	£16.80	£19.59	£23.96	3,450
Bournemouth	£12.94	£15.94	£27.00	4,852
Bristol	£13.84	£15.00	£15.00	20,610
Cornwall	£16.00	£16.26	£21.00	22,634
Devon	£13.98	£16.14	£25.14	34,221
Dorset	£13.50	£18.15	£20.03	19,854
Gloucestershire	£16.00	..	£22.80	10,687
North Somerset	£14.05	£18.90	£22.85	15,161
Plymouth	£12.42	£13.78	£17.58	12,295
Poole	£14.67	£17.15	£18.16	8,751
Somerset	£16.72	£16.99	£18.12	63,600
South Gloucestershire	£15.36	£17.26	£20.40	9,010
Swindon	£16.76	£16.76	£16.76	7,084
Torbay & S Devon NHS Foundation Trust	..	..	..	6,000
Wiltshire	£13.20	£19.10	£25.00	17,013
<b>South West Region</b>		<b>£16.86</b>		

Figure 26. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the South West during a sample week in April 2016.

7. Ten authorities confirmed that they had not undertaken such a calculation, while the responses from a further one suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

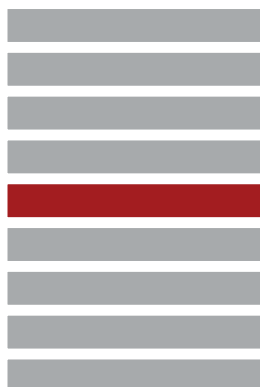
# The West Midlands Region

## The West Midlands - Key Facts

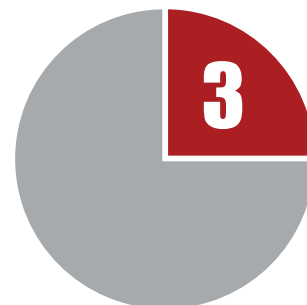
**£14.30** per hour

average in the region, compared to £14.66 per hour in England.

**only 1** Council pays UKHCA's Minimum Price for Homecare of £16.70 per hour.



**5<sup>th</sup> lowest** average price of England's nine government regions.



**3 councils** have average prices in the lowest 25% in England.

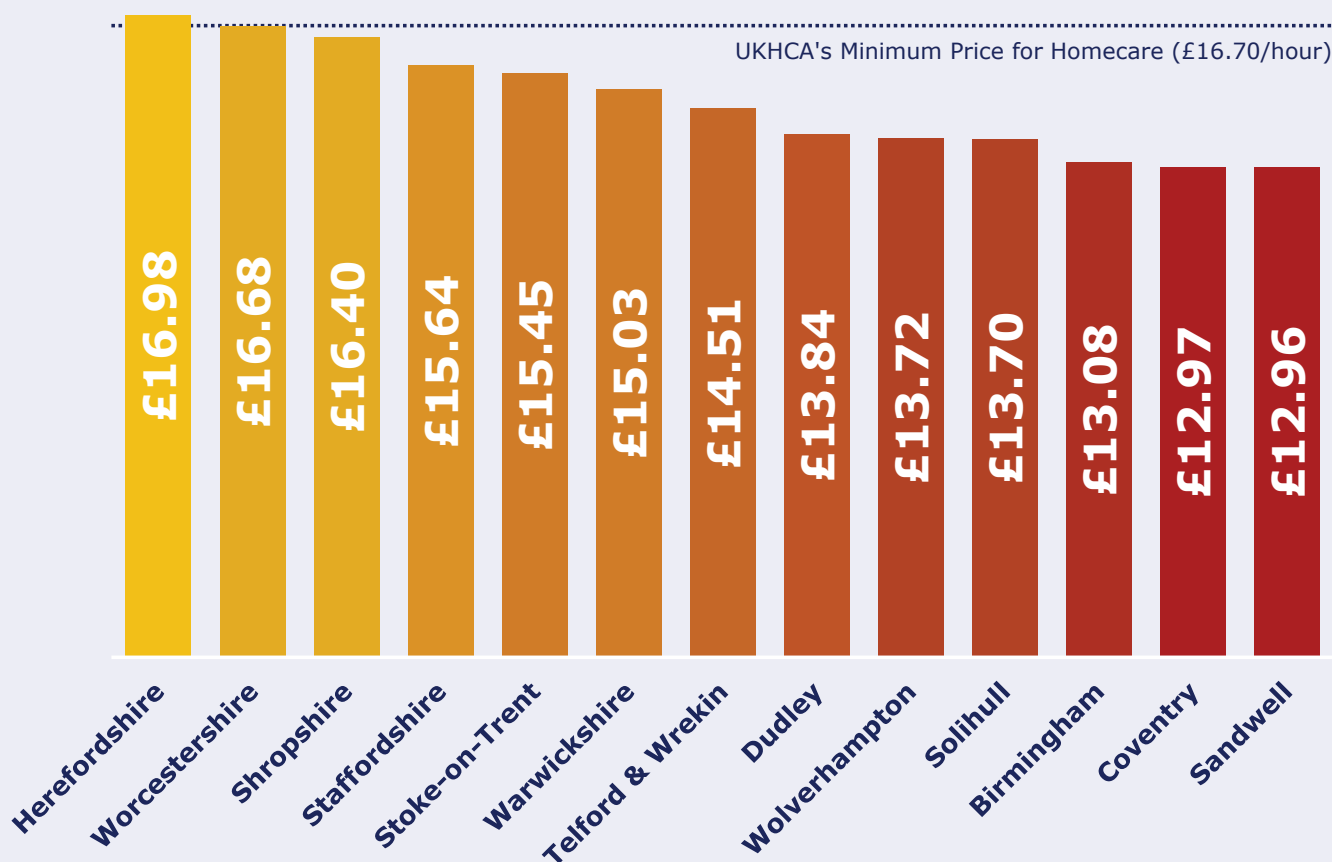


Figure 27 Weighted average price paid to independent and voluntary sector homecare providers by councils in the West Midlands during a sample week in April 2016.

# The West Midlands Region

Thirteen of the fourteen councils in the West Midlands (86%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 27 and 28. Walsall Council did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in the West Midlands was £14.30 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This figure is based on data from the twelve councils which supplied both an average price and the hours of care purchased in the sample week. This was £0.36 per hour below the weighted average for England, which was £14.66 per hour.

The weighted average price for the West Midlands was the fifth lowest of England's nine government regions and the sixth lowest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £12.96 to £16.98 per hour, with three of thirteen authorities paying rates which place them in the lowest quartile of all councils in England: Sandwell Metropolitan Borough Council, Coventry City Council and Birmingham City Council.

In general terms, there has been a 2.9% increase in the weighted average price in the region since we undertook a similar exercise eighteen months

earlier (before the introduction of the National Living Wage).<sup>2</sup> However, these increases are not uniform across the region; the range between individual authorities was between a reduction of 7% and an increase of 18% (median 6.1%).<sup>3</sup>

Only one authority in the West Midlands paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour: Herefordshire County Council.<sup>4</sup>

Looking at the range of prices paid by individual authorities (see figure 28), Birmingham City Council paid the lowest price of any authority within the region, with at least one provider receiving £10.00 for an hour of care. Conversely, Herefordshire County Council paid a maximum price of £29.80 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>5</sup>

Of the eleven authorities responding to the relevant question in our Freedom of Information request, only three (27%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area,

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1. See page 65 for an explanation of how we calculate the weighted average price.

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2. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

3. These figures compare data gathered eighteen months apart, with some variation in the sample.

4. See page 12 for details of UKHCA's Minimum Price for Homecare.

5. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

# The West Midlands Region

and provided us with a breakdown of their calculation.<sup>6</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how

they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Birmingham	£10.00	£13.08	£19.50	54,643
Coventry	£11.70	£12.97	£22.14	9,171
Dudley	£13.84	£13.84	£13.84	13,506
Herefordshire	£13.98	£16.98	£29.80	9,045
Sandwell	£10.96	£12.96	£15.58	8,581
Shropshire	£13.00	£16.40	£21.63	5,733
Solihull	£11.00	£13.70	£22.16	9,226
Staffordshire	£12.80	£15.64	£25.95	38,050
Stoke-on-Trent	£15.45	£15.45	£15.46	..
Telford and Wrekin	£12.89	£14.51	£21.23	6,300
Walsall	..	..	..	..
Warwickshire	£12.80	£15.03	£29.10	21,242
Wolverhampton	£13.72	£13.72	£13.72	9,278
Worcestershire	£10.46	£16.68	£28.66	1,420
<b>West Midlands</b>		<b>£14.30</b>		

*Figure 28. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in the West Midlands during a sample week in April 2016.*

6. Six authorities confirmed that they had not undertaken such a calculation, while the responses from a further two suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

# The Yorkshire & The Humber Region

## Yorkshire and the Humber - Key Facts

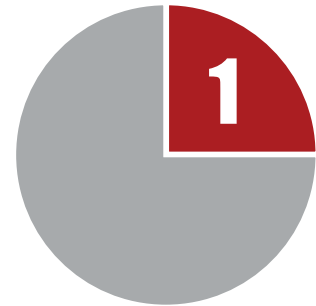
**£14.11** per hour

average in the region,  
compared to £14.66  
per hour in England.

**No** pay UKHCA's  
Minimum  
**Councils** Price  
for Homecare of  
£16.70 per hour.



**3<sup>rd</sup> lowest**  
average price of  
England's nine  
government regions.



**1 council**  
has an average  
price in the lowest  
25% in England.

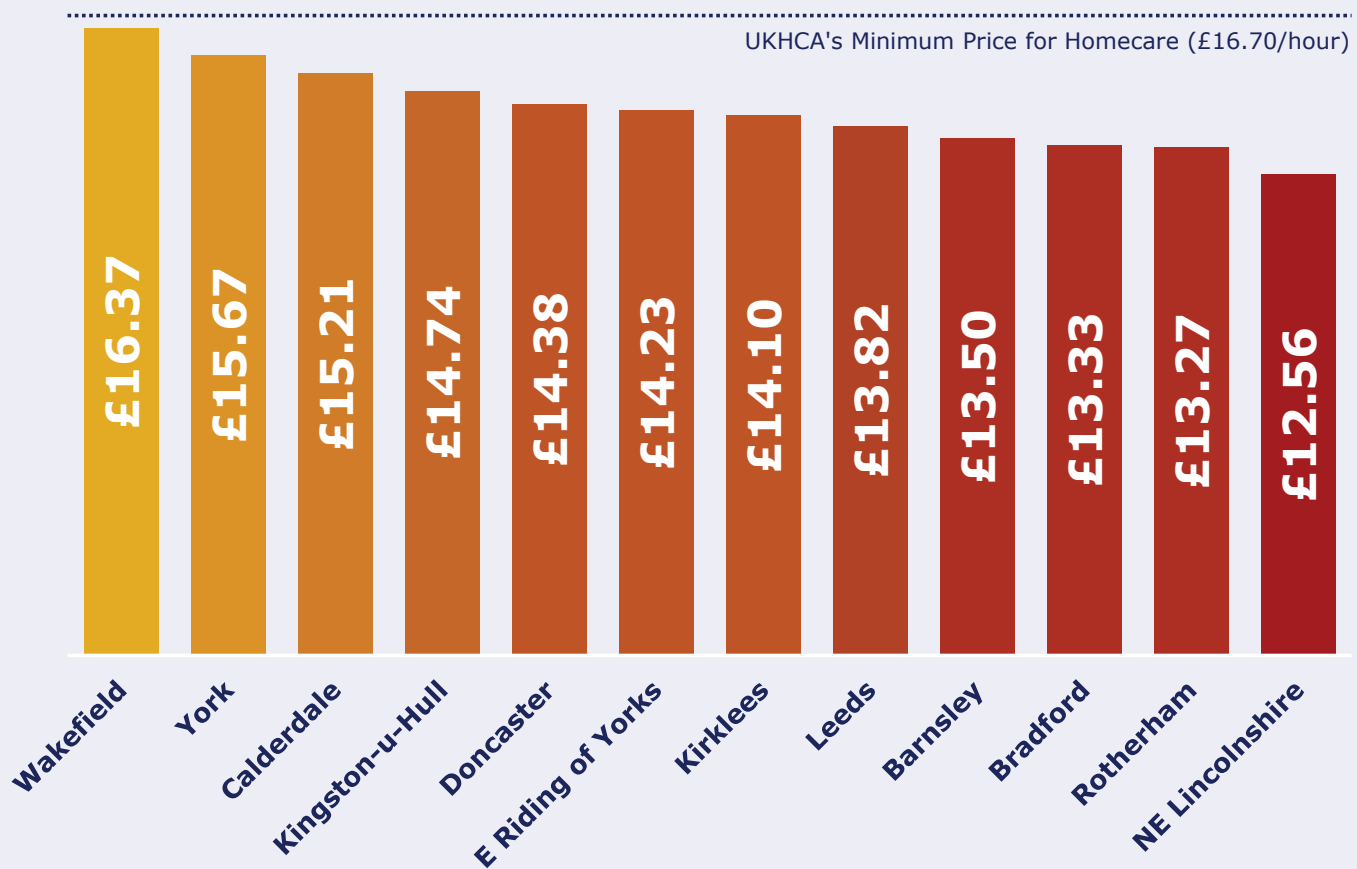


Figure 29. Weighted average price paid to independent and voluntary sector homecare providers by councils in Yorkshire and the Humber during a sample week in April 2016.



# The Yorkshire & The Humber Region

Twelve of the fifteen councils in Yorkshire and the Humber (80%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 29 and 30. North Lincolnshire, North Yorkshire and Sheffield Councils did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in Yorkshire and the Humber was £14.11 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This was £0.55 per hour below the weighted average for England, which was £14.66 per hour.

The weighted average price for Yorkshire and the Humber was the third lowest of England's nine government regions and the fourth lowest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £12.56 to £16.37 per hour, with one authority (North East Lincolnshire) paying rates which place them in the lowest quartile of all councils in England.

In general terms, there has been a 6.6% increase in the weighted average price in the region since we undertook a similar exercise 18 months earlier (before the introduction of the National Living Wage).<sup>2</sup> However, these increases are not uniform across the

region; the range between individual authorities was between 5% and 18% (median 7.3%).<sup>3</sup>

No authority in Yorkshire and the Humber paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>4</sup>

Looking at the range of prices paid by individual authorities (see figure 30), Hull City Council paid the lowest price of any authority within the region, with at least one provider receiving £11.13, while it also paid a maximum price of £29.64 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>5</sup>

Of the twelve authorities responding to the relevant question in our Freedom of Information request, only three (25%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area, and provided us with a breakdown of their calculation.<sup>6</sup> Unless authorities

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1. See page 65 for an explanation of how we calculate the weighted average price.

2. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

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3. These figures compare data gathered eighteen months apart, with some variation in the sample.

4. See page 12 for details of UKHCA's Minimum Price for Homecare.

5. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

6. Eight authorities confirmed that they had not undertaken such a calculation, while the responses from a further one suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.



# The Yorkshire & The Humber Region

complete such a calculation with their local providers, it is difficult to see how they can make objective judgements

about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Barnsley	£12.65	£13.50	£14.00	12,433
Bradford	£13.33	£13.33	£15.90	15,378
Calderdale	£12.69	£15.21	£20.00	3,814
Doncaster	£14.36	£14.38	£15.36	16,605
East Riding of Yorkshire	£12.34	£14.23	£17.00	19,061
Kingston upon Hull	£11.13	£14.74	£29.64	9,615
Kirklees	£14.10	£14.10	£14.10	11,457
Leeds	£11.60	£13.82	£14.28	32,686
North East Lincolnshire CCG	£12.56	£12.56	£12.56	7,820
North Lincolnshire	..	..	..	..
North Yorkshire	..	..	..	..
Rotherham	£12.48	£13.27	£13.39	11,545
Sheffield	£14.00	..	£15.25	..
Wakefield	£16.37	£16.37	£16.37	9,957
York	£14.83	£15.67	£18.00	6,866
<b>Yorkshire &amp; The Humber</b>		<b>£14.11</b>		

*Figure 30. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in Yorkshire and the Humber during a sample week in April 2016.*

# The UK Devolved Administrations

Social care is a devolved matter in Wales, Scotland and Northern Ireland.

The results of our Freedom of Information requests are provided in the following sections. Please see [page 16](#) for a comparison of the data for all four UK administrations.

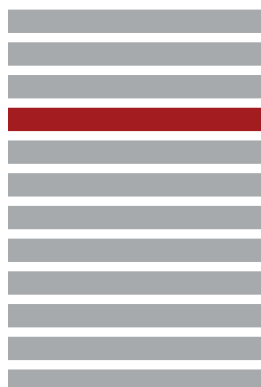
The findings of these enquiries should be of interest to government in each administration and the respective statutory regulators, as well as the authorities themselves.

## Wales - Key Facts

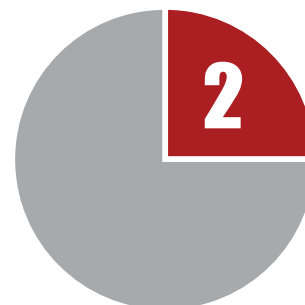
**£14.99** per hour

average in the region, compared to £14.58 per hour across the UK.

**only 1** Council pays UKHCA's Minimum Price for Homecare of £16.70 per hour.



**4<sup>th</sup> highest** average price of council regions across the UK.



**2 councils** have average prices in the lowest 25% in the UK.

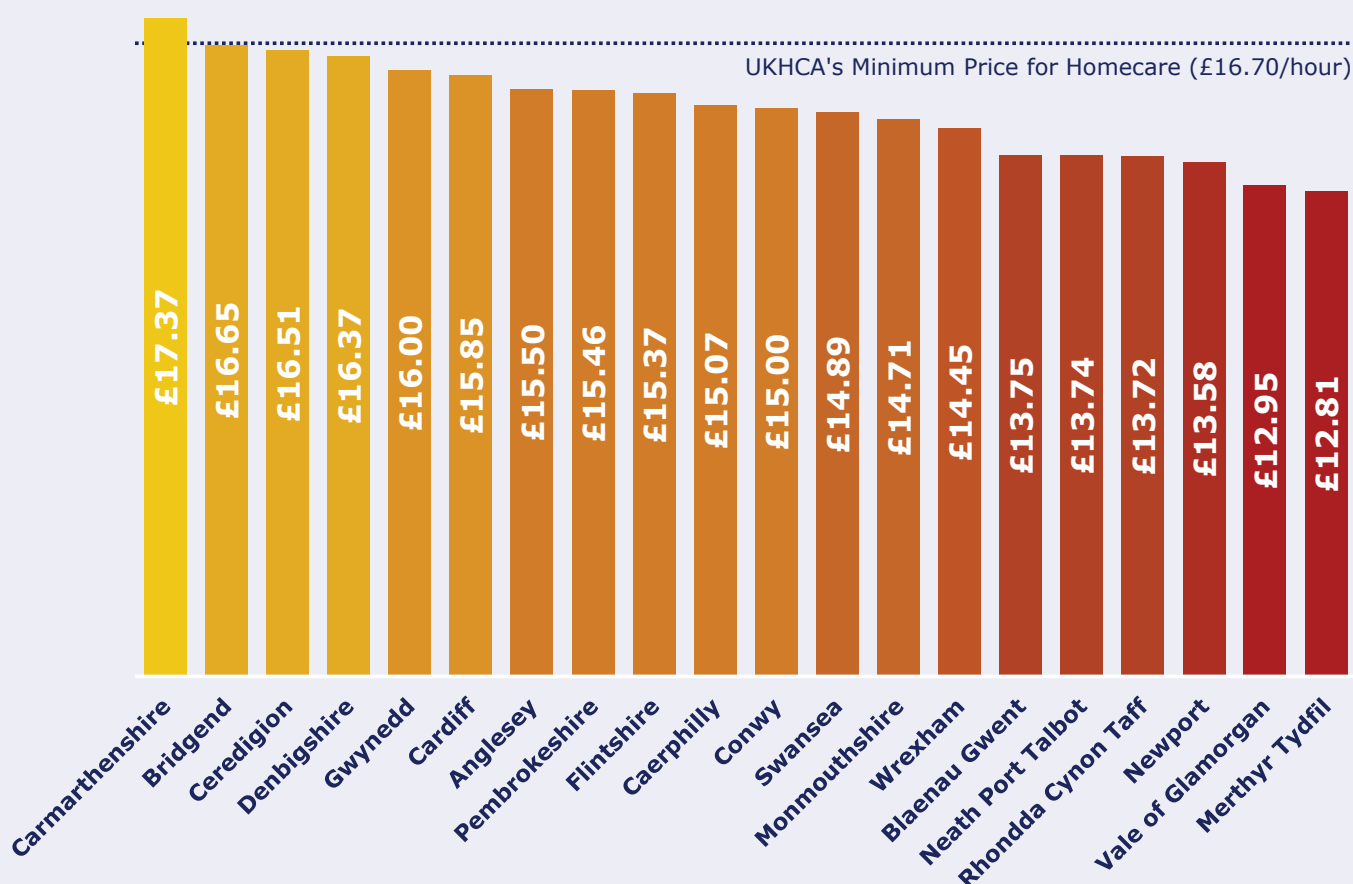


Figure 31. Weighted average price paid to independent and voluntary sector homecare providers by councils in Wales during a sample week in April 2016.

Twenty of the twenty-two councils in Wales (95%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 31 and 32. Powys County Council and Torfaen County Borough Council did not provide this information in response to our Freedom of Information request.

The weighted average price for homecare in Wales was £14.99 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>1</sup> This figure is based on data from the eighteen councils which supplied both an average price and the hours of care purchased in the sample week. This was £0.42 per hour above the weighted average price for the United Kingdom, which was £14.58 per hour. We compare the weighted average price in Wales with the other UK administrations on [page 16](#).

The weighted average price for Wales was the fourth highest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £12.81 to £17.37 per hour, with two of twenty authorities paying rates which place them in the lowest quartile of all authorities in the UK: Merthyr Tydfil and Vale of Glamorgan councils.

In general terms, there has been a 5% increase in the weighted average price in Wales since we undertook a similar exercise 18 months earlier (before

the introduction of the National Living Wage).<sup>2</sup> However, these increases are not uniform across Wales; the range between individual authorities was between 0% (a real-terms decrease) and an increase of 18% (median 6.4%).<sup>3</sup>

Only one authority in Wales paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour:<sup>4</sup> Carmarthenshire.

Looking at the range of prices paid by individual authorities (see figure 32), Rhondda Cynon Taff Council paid the lowest price of any authority within Wales, with at least one provider receiving £9.85 for an hour of care. Conversely, Cardiff Council paid a maximum price of £35.63 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>5</sup>

Of the twenty authorities responding to the relevant question in our Freedom of Information request, only two (10%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area, and provided us with a breakdown of

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1. See [page 65](#) for an explanation of how we calculate the weighted average price.

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2. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

3. These figures compare data gathered eighteen months apart, with some variation in the sample.

4. See [page 12](#) for details of UKHCA's Minimum Price for Homecare.

5. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

their calculation.<sup>6</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements

about whether the fees they pay are likely to sustain a stable care market in their local area.

Authority	Minimum price	Average price	Maximum price	Hours purchased
Blaenau Gwent	£12.21	£13.75	£16.57	5,852
Bridgend	£14.00	£16.65	£18.72	5,550
Caerphilly	£12.19	£15.07	£20.63	6,891
Cardiff	£10.50	£15.85	£35.63	14,969
Carmarthenshire	£15.30	£17.37	£19.88	8,850
Ceredigion	£15.95	£16.51	£17.75	4,896
Conwy	£15.00	£15.00	£15.00	10,693
Denbigshire	£11.22	£16.37	£16.79	4,673
Flintshire	£15.37	£15.37	£20.42	..
Gwynedd	£16.00	£16.00	£16.00	11,512
Isle of Anglesey	£15.50	£15.50	£15.50	..
Merthyr Tydfil	£12.57	£12.81	£13.05	3,158
Monmouthshire	£13.10	£14.71	£17.00	6,194
Neath Port Talbot	£13.49	£13.74	£14.54	9,123
Newport	£13.00	£13.58	£14.15	5,514
Pembrokeshire	£12.00	£15.46	£18.50	10,827
Powys	..	..	..	..
Rhondda Cynon Taff	£9.85	£13.72	£17.83	10,632
Swansea	£13.85	£14.89	£19.69	15,936
Torfaen	£12.96	..	£14.50	6,343
Vale of Glamorgan	£11.50	£12.95	£16.31	9,784
Wrexham	£13.57	£14.45	£15.13	6,655
<b>Wales</b>		<b>£14.99</b>		

*Figure 32. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in Wales during a sample week in April 2016.*

6. Fourteen authorities confirmed that they had not undertaken such a calculation, while the responses from a further four suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.

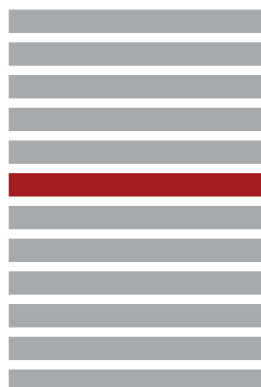
# Scotland

## Scotland - Key Facts

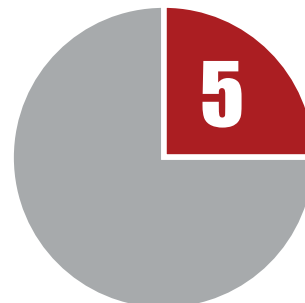
**£14.74** per hour

average in the region, compared to £14.58 per hour across the UK.

**only 3** pay UKHCA's Minimum Price  
**Councils** for Homecare of £16.70 per hour.



**6<sup>th</sup> highest**  
average price of council regions across the UK.



**5 councils**  
have average prices in the lowest 25% in the UK.

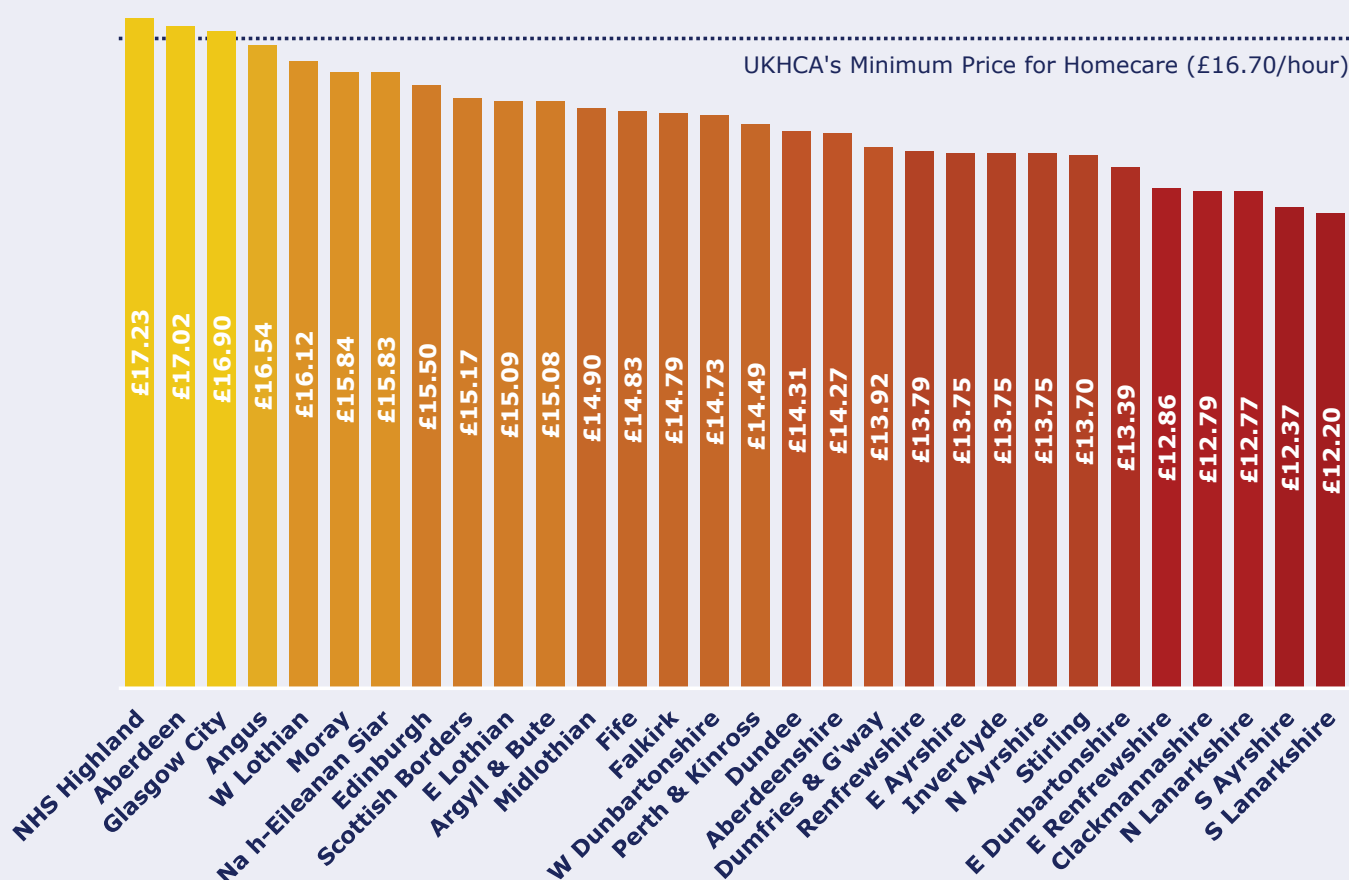


Figure 33. Weighted average price paid to independent and voluntary sector homecare providers by councils in Scotland during a sample week in April 2016.

All thirty councils in Scotland which purchase homecare services from the independent and voluntary sector<sup>1</sup> told us the average hourly rate they paid their external providers for homecare services, summarised in figures 33 and 34.

The weighted average price for homecare in Scotland was £14.74 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>2</sup> This was £0.16 per hour above the weighted average price for the United Kingdom, which was £14.58 per hour. We compare the weighted average price in Scotland with the other UK administrations on [page 16](#).

The weighted average price for Scotland was the sixth highest of all twelve government regions in the UK.

The average prices paid by individual authorities ranged from £12.20 to £17.23 per hour, with five of the thirty authorities paying rates which place them in the lowest quartile of all authorities in the UK: South Lanarkshire, South Ayrshire, North Lanarkshire, Clackmannanshire, East Renfrewshire.

Since our national data was requested, councils in Scotland are expected to subcontract with social care organisations paying the Scottish Living

Wage of £8.25 per hour at the time of writing.

In general terms, there has been a 7.7% increase in the weighted average price in Scotland since we undertook a similar exercise eighteen months earlier (before the introduction of the National Living Wage).<sup>3</sup> However, these increases are not uniform across Scotland; the range between individual authorities was between a reduction of 7% and an increase of 24% (median 2.9%).<sup>4</sup>

Only three authorities in Scotland paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour:<sup>5</sup> NHS Highlands (on behalf of Highlands Council), Aberdeen City Council and Glasgow City Council. This is particularly significant, given the policy direction for providers to pay the Scottish Living Wage. It would be helpful to repeat a similar Freedom of Information enquiry after authorities have implemented new rates to take account of the additional costs of the Scottish Living Wage, which we estimate needs to be at least £19.03 per hour, the same as the Voluntary Living Wage outside London.<sup>6</sup>

Looking at the range of prices paid by individual authorities (see figure 34),

1. Orkney and Shetland councils do not purchase homecare from the independent or voluntary sector and are therefore excluded from our data.

2. See [page 65](#) for an explanation of how we calculate the weighted average price.

3. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

4. These figures compare data gathered eighteen months apart, with some variation in the sample.

5. See [page 12](#) for details of UKHCA's Minimum Price for Homecare.

6. Angel, C (2015) A Minimum Price For Homecare, version 3.1, pages 28-30. URL: [www.ukhca.co.uk/downloads.aspx?ID=434](http://www.ukhca.co.uk/downloads.aspx?ID=434).

# Scotland

South Lanarkshire Council paid the lowest price of any authority within Scotland, with at least one provider receiving £10.55 for an hour of care. Conversely, Glasgow City Council paid a maximum price of £27.95 per hour on at least one occasion during the sample week. Please note that both these figures should be viewed with extreme caution.<sup>7</sup>

Of the twenty-eight authorities responding to the relevant question in our Freedom of Information request,

only two (7%) could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area. Even so, only one authority actually provided us with a breakdown of their calculation, as they were requested to do.<sup>8</sup> Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

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7. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

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8. Twenty-two authorities confirmed that they had not undertaken such a calculation, while the responses from a further four suggested that they had some form of engagement with providers about the costs (including the National Living Wage), but could not provide evidence of a breakdown of any calculations they may have undertaken.



Authority	Minimum price	Average price	Maximum price	Hours purchased
Aberdeen City	£13.80	£17.02	£17.50	9,307
Aberdeenshire	£12.70	£14.27	£19.61	6,863
Angus	£14.20	£16.54	£20.00	2,290
Argyll and Bute	£12.72	£15.08	£18.48	9,042
Clackmannashire	£12.55	£12.79	£17.75	2,501
Dumfries and Galloway	£10.84	£13.92	£22.66	23,764
Dundee City	£11.98	£14.31	£19.25	6,226
East Ayrshire	£11.59	£13.75	£14.96	7,860
East Dunbartonshire	£11.28	£13.39	£14.95	5,106
East Lothian	£13.98	£15.09	£18.48	9,714
East Renfrewshire	£11.96	£12.86	£13.86	1,608
Edinburgh	£15.50	£15.50	£15.50	27,923
Falkirk	£13.12	£14.79	£20.86	7,013
Fife	£13.50	£14.83	£15.50	10,881
Glasgow City	£11.82	£16.90	£27.95	47,632
Inverclyde	£12.50	£13.75	£16.60	3,633
Midlothian	£12.39	£14.90	£19.52	4,673
Moray	£13.84	£15.84	£17.95	11,161
Na h-Eileanan Siar	£13.00	£15.83	£17.50	159
NHS Highland	£15.64	£17.23	£20.75	8,792
North Ayrshire	£13.65	£13.75	£14.97	7,714
North Lanarkshire	£12.41	£12.77	£13.02	38,565
Perth and Kinross	£14.35	£14.49	£14.89	8,236
Renfrewshire	£13.33	£13.79	£15.36	5,766
Scottish Borders	£14.00	£15.17	£15.92	2,343
South Ayrshire	£12.00	£12.37	£13.34	9,256
South Lanarkshire	£10.55	£12.20	£19.17	13,996
Stirling	£12.37	£13.70	£22.00	6,099
West Dunbartonshire	£13.18	£14.73	£16.22	8,637
West Lothian	£14.28	£16.12	£21.41	8,934
<b>Scotland</b>		<b>£14.74</b>		

Figure 34. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by councils in Scotland during a sample week in April 2016.

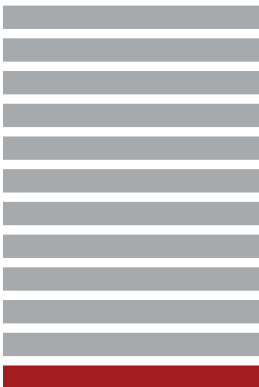
# Northern Ireland

## Northern Ireland - Key Facts

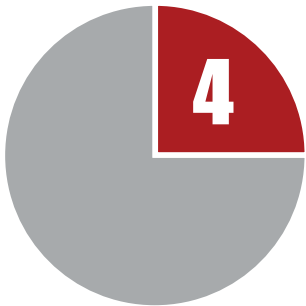
**£12.35** per hour

average in the region, compared to £14.58 per hour across the UK.

**No** Trust which provided data pays UKHCA's Minimum Price for Homecare of £16.70 per hour.



**The lowest** average price of all government regions in the UK.



**All 4 Trusts** providing data have average prices in the lowest 25% in the UK.

UKHCA's Minimum Price for Homecare (£16.70/hour)



Figure 35. Weighted average price paid to independent and voluntary sector homecare providers by the Health and Social Care Trusts in Northern Ireland during a sample week in April 2016.

The weighted average price for Northern Ireland was the lowest of all twelve government regions in the UK, consistent with our findings eighteen months previously. We believe that the rates paid for homecare in Northern Ireland are a matter of considerable public concern.

Four of the five Health and Social Care Trusts in Northern Ireland (80%) told us the average hourly rate they paid their independent and voluntary sector providers for homecare services, summarised in figures 35 and 36. While the Northern Health and Social Care Trust responded to our Freedom of Information request, the Trust withheld information on prices it paid on the grounds that providing the information would prejudice the commercial interests of independent sector homecare providers.<sup>1</sup>

The weighted average price for homecare in Northern Ireland was £12.35 per hour in the sample week in April 2016 (shortly after the National Living Wage was introduced).<sup>2</sup> This was £2.23 per hour below the weighted average price for the United Kingdom, which was £14.58 per hour).<sup>3</sup> We

compare the weighted average price in Northern Ireland with the other UK administrations on [page 16](#).

The average prices paid by the individual trusts ranged from £11.42 to £12.96 per hour, with all four of the five Trusts which provided information paying rates which place them in the lowest quartile of all authorities in the UK.

In general terms, there has been a 8.8% increase in the weighted average price in Northern Ireland since we undertook a similar exercise eighteen months earlier (before the introduction of the National Living Wage).<sup>4</sup> However, these increases are not uniform between the Trusts; the range between individual authorities was between 7% and 12% (median 8.7%).<sup>5</sup>

None of the Trusts which provided data paid an average price at or above UKHCA's Minimum Price for Homecare of £16.70 per hour.<sup>6</sup>

Looking at the range of prices paid by individual Trusts (figure 36), the Western HSC Trust paid the lowest price of any authority within Northern Ireland, with at least one provider receiving £11.07 for an hour of care. Conversely, the South Eastern NHS Trust paid a maximum price of £13.15

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1. In a similar exercise, undertaken eighteen months previously, the Northern Trust paid an average price of £11.90 per hour, compared to average prices ranging between £11.66 to £11.70 per hour in the other four Trusts in Northern Ireland.

2. See [page 65](#) for an explanation of how we calculate the weighted average price.

3. Northern Ireland's Health and Social Care Trusts purchase social care on a similar basis to councils in England, Wales and Scotland. The comparisons within this section of the report therefore compare Northern Ireland's Trusts with councils in the other UK administrations.

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4. UKHCA (2015) The Homecare Deficit. See: [www.ukhca.co.uk/downloads.aspx?ID=458](http://www.ukhca.co.uk/downloads.aspx?ID=458).

5. These figures compare data gathered eighteen months apart, with some variation in the sample.

6. See [page 12](#) for details of UKHCA's Minimum Price for Homecare.

# Northern Ireland

per hour on at least one occasion during the sample week.<sup>7</sup>

None of the Trusts responding to the relevant question in our Freedom of Information request, could confirm that they had undertaken their own calculation of providers' costs of delivering homecare in the local area,

and provide us with a breakdown of their calculation.<sup>8</sup> Unless the Trusts complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether the fees they pay are likely to sustain a stable care market in their local area.

Health and Social Care Trust	Minimum price	Average price	Maximum price	Hours purchased
Belfast HSC Trust	£12.92	£12.92	£12.92	22,145
Northern HSC Trust	..	..	..	28,270
South Eastern HSC Trust	£12.77	£12.96	£13.15	36,655
Southern HSC Trust	£12.12	£12.12	£12.12	25,838
Western HSC Trust	£11.07	£11.42	£11.76	31,820
<b>Northern Ireland</b>		<b>£12.35</b>		

*Figure 36. The range of prices paid to independent and voluntary sector homecare providers and the total hours of care purchased by the Health and Social Care Trusts in Northern Ireland during a sample week in April 2016.*

7. These figures are likely to include rates paid in exceptional circumstances or payment for specialist services which the councils were asked to remove from the data. In most cases, we regard the lowest and highest hourly rates paid in the data supplied by authorities as 'outliers'.

8. Three of the five Trusts confirmed that they had not undertaken such a calculation.

# Councils' calculations of the cost of care

We asked every council and Health and Social Care Trust in Northern Ireland to provide us with their calculation of the costs of homecare services in order to comply with the new National Living Wage.<sup>1</sup>

186 authorities answered this question (89% of the 208 councils purchasing services from the independent and voluntary sector).

Only twenty-four councils (13% of the 186 who responded) could provide such a calculation.

107 authorities (58%) confirmed that they had not done this calculation.

The remaining responses provided a variety of comments, some of which suggested that the authority may have done some form of engagement with their local providers, but did not include any calculations they had produced.

Undertaking such an exercise was particularly important, given the significant change in providers' costs created by the introduction of the National Living Wage in April 2016.

Unless authorities complete such a calculation with their local providers, it is difficult to see how they can make objective judgements about whether

the fees they pay are likely to sustain a stable care market in their local area.

Sustainable homecare services are essential across the whole UK. In the case of councils in England who have not undertaken such an exercise, we question how they can be confident that they have complied with the Care Act 2014.<sup>2</sup>

In our view, a properly conducted costing exercise would:

- Inform the authority's understanding of the actual costs of care in their area;
- Alert authorities to the risks to stability of the local homecare market;
- Assist the authority in budget planning and procurement;
- Enable open and honest discussions with providers about local market costs.

To be meaningful, authorities must engage with their providers in understanding the cost assumptions used in their cost modelling.

We strongly encourage authorities to undertake appropriate cost of care exercises with their providers (see our recommendations on [page 11](#)).

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1. We asked the councils to provide "A breakdown of any calculation undertaken by the council to assess providers' costs for delivering homecare services to the council, where the calculation was intended to include the costs of the National Living Wage from April 2016."

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2. Care and support statutory guidance. URL: [www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4](http://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#chapter-4). Paragraph 4.31 is particularly relevant.

# Methodology

## Use of Freedom of Information legislation

UKHCA contacted the 211 local government bodies with responsibility for commissioning social care for older people<sup>1</sup> with a request for a consistent data set using the Freedom of Information Act 2000 and the Freedom of Information (Scotland) Act 2002.

## The questions asked

We asked authorities to provide the prices paid to independent and voluntary sector homecare providers for the provision of regulated social care services delivered to people aged 65 years or above in their own home, over a 'reference period' of Monday 18<sup>th</sup> and Sunday 24<sup>th</sup> April 2016, inclusive, as follows:

- a. The lowest rate per hour paid to any individual provider during the Reference Period;
- b. The highest rate per hour paid to any individual provider during the Reference Period;
- c. The average ("arithmetic mean") price per hour paid to all providers for all hours of homecare services purchased during the Reference Period;
- d. The total hours of homecare purchased from all providers during the Reference Period.
- e. A breakdown of any calculation undertaken by the council to assess providers' costs for delivering homecare services to the council, where the

calculation was intended to include the costs of the National Living Wage from April 2016.

## The guidance we offered

The following guidance was provided to assist councils select the correct data-sample. In cases of doubt, the authority was asked to apply a 'common sense' interpretation to the request.

The authority was asked to **include** the following:

- Services delivered to adults aged 65 years and above;
- Services which are primarily designed to provide personal care and support, including prompting to undertake such activities.

The authority was asked to **exclude** the following items:

- Services provided to adults under 65 years of age;
- Services provided primarily to support people with a learning disability or a physical disability;
- Services which are charged by reference to a unit price, other than a price per hour (or part thereof);
- Direct payments made to people in lieu of the provision of services by the council;
- Services provided by any "in-house" homecare team, where the workforce is employed by the authority itself.

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1. This is every local authority in Great Britain and the five Health and Social Care Trusts in Northern Ireland

# Sample size and non-responders

## Sample size

In total, 199 (96% of 208) authorities responded to our questions, either in full or in part.<sup>1</sup>

193 (93%) authorities provided the average price they paid for older people's homecare during the sample week. We have provided the data received from all of these councils answers in the tables for each government region.

186 (89%) authorities supplied both an average price and hours of care purchased in the sample week and could therefore be included in our calculation

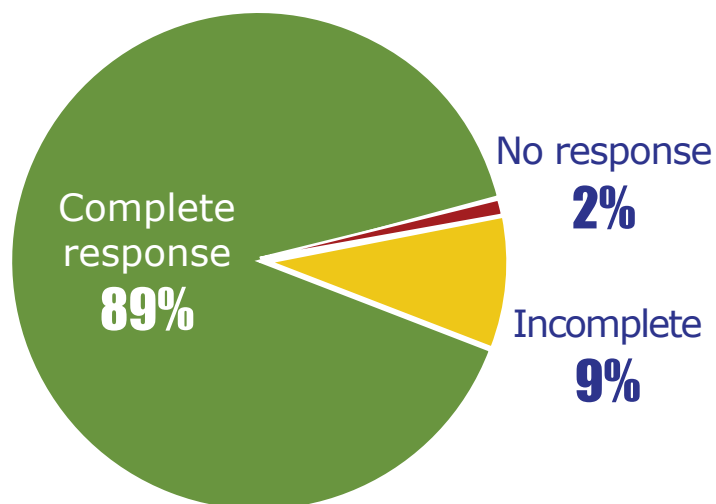
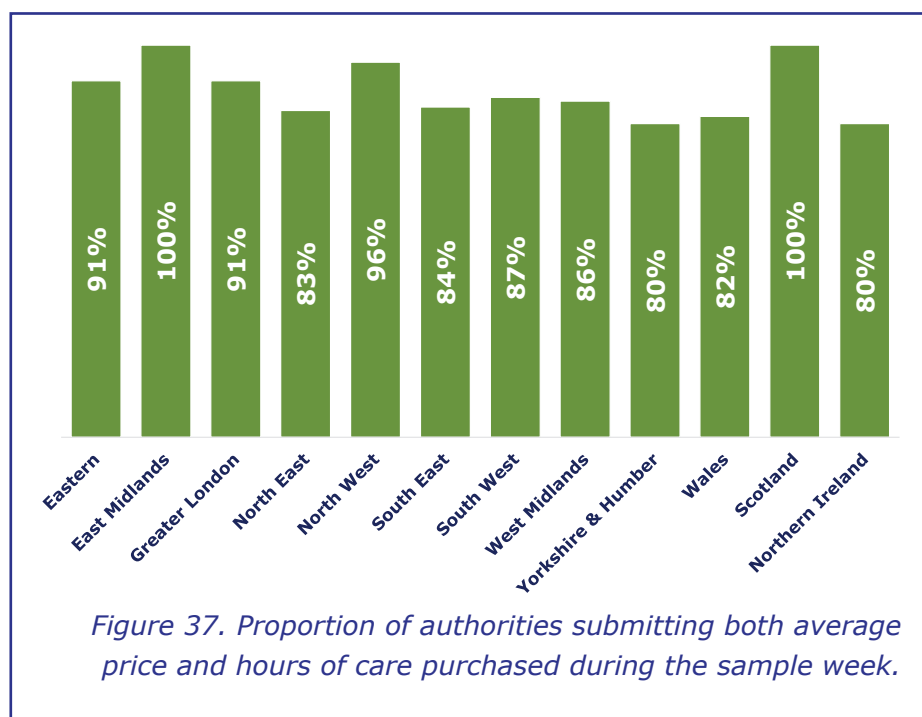


Figure 38. Proportion of complete and incomplete responses.

of a weighted average price. Figure 37 shows the proportion of complete responses by region.



## Non-responders

Three authorities (2%) did not reply within 40 working days of our original request, despite having received subsequent reminders. These local authorities are listed in Appendix 2.

1. Three authorities (Scilly, Orkney and Shetland Councils) confirmed that they do not purchase homecare from independent and voluntary sector providers and are excluded from our results.

# Authorities' speed of response

Each public body was sent the original Freedom of Information request by electronic mail and recorded delivery mail. We confirmed receipt with every authority approached.

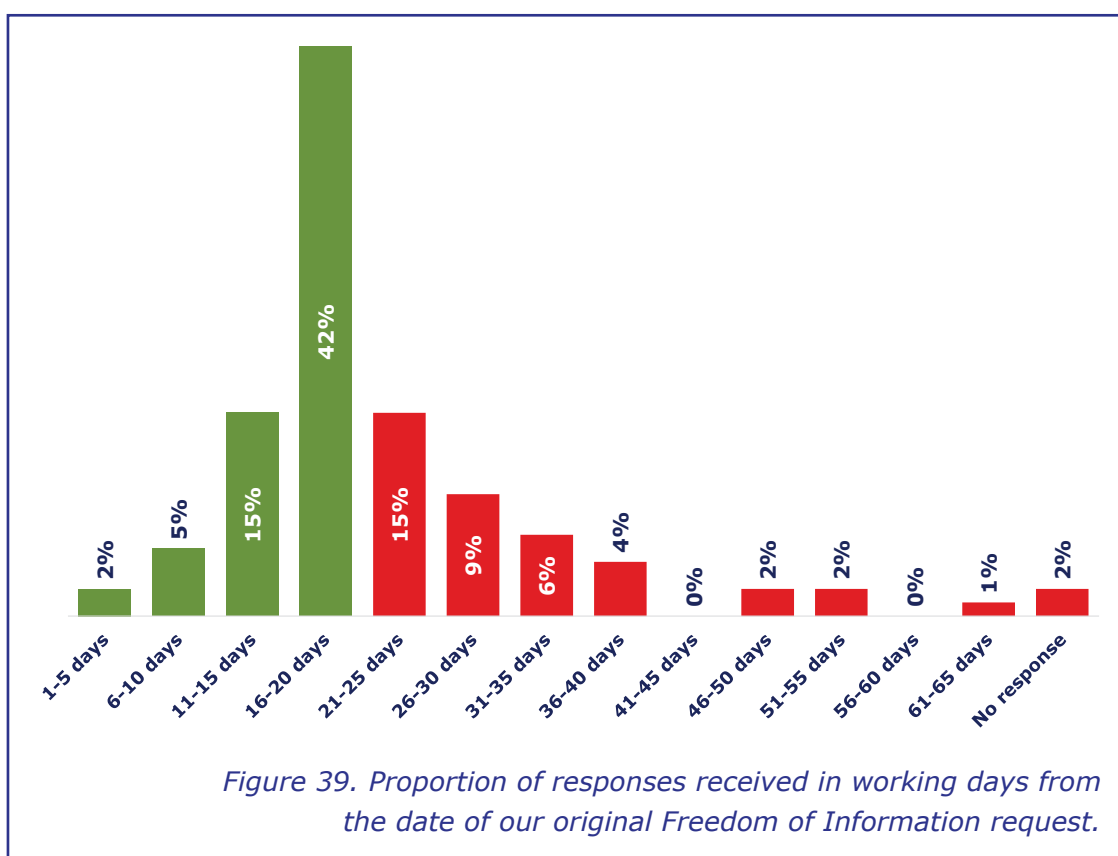
The average response time to our request was 20 working days (median 21 working days).

Almost two thirds of authorities (133 or 63%) responded in full or in part within the 20 working day limit specified in the Freedom of Information legislation.<sup>1</sup> The majority (42% of the total) did so in the final week.

After 20 working days one or more follow up requests were made to the authorities. Seventy-four (35%) replied late, with the slowest taking 65 working days.

Three authorities (1%) did not respond at all (see Appendix 2).

Figure 39 summarises the response rate in working days from our original request to each council. We acknowledge, with thanks, all those councils who supplied information promptly and with complete answers.



1. We exclude the three authorities who confirmed they do not purchase older people's homecare from these percentages.



# How we analysed the data

## Overall approach

We analysed the data as supplied by each authority as it was reported to us in the council or Trust's response.

Where we found a significant 'outlier' – data which appeared to be well outside the expected range - we offered the authority the opportunity to correct their original submission. In many cases the authority did so. On a limited number of occasions we excluded data which appeared to be erroneous.

Our calculations of national and regional average prices were based solely on the data supplied by authorities, excluding incomplete or erroneous responses.

## Average prices

Where we specify an **"average"** price for an individual authority, we are reporting the "arithmetic mean" value, supplied directly by the authority.

## Weighted average price

Where we refer to a **"weighted average"** within a UK administration or government region, we have calculated this in order to provide a figure which takes into account the different volumes of care that each individual authority in that administration or region purchases.

This approach avoids the mathematically incorrect procedure of trying to calculate an average value from data which are already averages.

# Appendices

## Appendix 1. Authorities which do not purchase from the independent or voluntary sector

We are grateful to the following councils who kindly responded to our request, but confirmed that they do not purchase services from the independent or voluntary sector:

- Isles of Scilly
- Orkney Islands
- Shetland Islands

We have excluded these authorities from our report, and therefore use a total of 208 as the denominator of the total number of councils in our report.

## Appendix 2. Authorities which failed to respond to our enquiry

We are confident that all 208 authorities in our sample received our original request under Freedom of Information legislation.

Three authorities (1%) did not respond to any part of our Freedom of Information request, despite reminders:

- Oldham
- Buckinghamshire
- Walsall

It is regrettable that these authorities either appear to have disregarded their legal obligations under the Freedom of Information Act 2000, or do not appear to operate sufficiently robust systems to respond to requests effectively.

## Appendix 3. Authorities providing incomplete responses

Nineteen authorities (9%) replied to our Freedom of Information request, but did not supply all the information we requested about prices or hours purchased:

- Anglesey
- Barnet
- City of London
- Flintshire
- Gloucestershire
- Hampshire
- Lewisham
- North Lincolnshire
- North Yorkshire
- Northern HSC Trust
- Powys
- Redcar and Cleveland
- Sheffield
- South Tyneside
- Southend-on-Sea
- Stoke-on-Trent
- Surrey
- Torbay & S Devon NHS Foundation Trust
- Torfaen

Some authorities declined to answer some or all of the questions about prices paid or hours purchased on the grounds of an exemption.<sup>1</sup> While withholding this information impacts on the data analysis, we are grateful to those authorities which provided a considered approach in applying the principles of Freedom of Information appropriately.

Some authorities confirmed that they did not hold some or all of the data requested in these questions. This is an appropriate response under the legislation, although we suggest that the data requested represent key indicators which the authority should be monitoring regularly in order to understand their costs and the local provider market.

We have included the data that was supplied in the tables in this report, and used the data (to the extent that we could) in the calculations of weighted average prices.

Officers and elected members of councils who wish to check why they did not supply some or all of the data requested, should make appropriate enquiries with their Freedom of Information teams.

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1. See: <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/refusing-a-request/>

# Appendices

## Appendix 4. Authorities with average prices in the highest quartile of all UK prices

Fifty-one councils with the highest average prices in our data are listed below. Prices range from £15.84 to £19.81 per hour.

• Aberdeen City . . . . . £17.02	• Kingston upon Thames . . . . . £17.04
• Angus . . . . . £16.54	• Lambeth . . . . . £16.39
• Barking and Dagenham . . . . . £15.90	• Lewisham . . . . . £16.68
• Bath & North East Somerset . . . £19.59	• Milton Keynes . . . . . £18.93
• Bournemouth . . . . . £15.94	• Moray . . . . . £15.84
• Bracknell Forest . . . . . £16.71	• NHS Highland . . . . . £17.23
• Bridgend . . . . . £16.65	• North Somerset . . . . . £18.90
• Brighton and Hove . . . . . £16.00	• Oxfordshire . . . . . £19.81
• Cambridgeshire . . . . . £15.84	• Poole . . . . . £17.15
• Camden . . . . . £16.41	• Reading . . . . . £16.29
• Cardiff . . . . . £15.85	• Richmond upon Thames . . . . . £15.93
• Carmarthenshire . . . . . £17.37	• Shropshire . . . . . £16.40
• Ceredigion . . . . . £16.51	• Slough . . . . . £15.84
• Cornwall . . . . . £16.26	• Somerset . . . . . £16.99
• Denbigshire . . . . . £16.37	• South Gloucestershire . . . . . £17.26
• Derbyshire . . . . . £16.68	• Southampton . . . . . £17.19
• Devon . . . . . £16.14	• Swindon . . . . . £16.76
• Dorset . . . . . £18.15	• Wakefield . . . . . £16.37
• Glasgow City . . . . . £16.90	• West Berkshire . . . . . £16.43
• Gwynedd . . . . . £16.00	• West Lothian . . . . . £16.12
• Havering . . . . . £16.43	• West Sussex . . . . . £16.30
• Herefordshire . . . . . £16.98	• Wiltshire . . . . . £19.10
• Hertfordshire . . . . . £16.62	• Windsor and Maidenhead . . . . . £17.17
• Isle of Wight . . . . . £16.40	• Wokingham . . . . . £17.15
• Islington . . . . . £15.95	• Worcestershire . . . . . £16.68
• Kent . . . . . £16.56	

## Appendix 5. Authorities with average prices in the lowest quartile of all UK prices

Forty-eight authorities (including Northern Ireland's Health and Social Care Trusts) with the lowest average prices in our data are listed below. Prices range from £11.04 to £13.28 per hour.

• Belfast HSC Trust . . . . . £12.92	• North East Lincolnshire . . . . . £12.56
• Birmingham . . . . . £13.08	• North Lanarkshire . . . . . £12.77
• Blackburn with Darwen . . . . . £11.04	• North Tyneside . . . . . £11.27
• Blackpool . . . . . £12.57	• Northumberland . . . . . £12.72
• Clackmannashire . . . . . £12.79	• Peterborough . . . . . £13.20
• Coventry . . . . . £12.97	• Redbridge . . . . . £12.81
• Darlington . . . . . £13.28	• Rotherham . . . . . £13.27
• Durham . . . . . £13.15	• Salford . . . . . £13.08
• East Renfrewshire . . . . . £12.86	• Sandwell . . . . . £12.96
• Enfield . . . . . £12.00	• Sefton . . . . . £11.49
• Gateshead . . . . . £11.92	• South Ayrshire . . . . . £12.37
• Greenwich . . . . . £12.34	• South Eastern HSC Trust . . . . . £12.96
• Halton . . . . . £12.04	• South Lanarkshire . . . . . £12.20
• Harrow . . . . . £12.78	• South Tyneside . . . . . £11.55
• Hartlepool . . . . . £12.65	• Southern HSC Trust . . . . . £12.12
• Knowsley . . . . . £11.84	• Stockton-on-Tees . . . . . £12.80
• Lancashire . . . . . £12.68	• Sunderland . . . . . £12.20
• Liverpool . . . . . £13.15	• Sutton . . . . . £13.22
• Manchester . . . . . £11.96	• Tameside . . . . . £12.81
• Merthyr Tydfil . . . . . £12.81	• Thurrock . . . . . £13.00
• Merton . . . . . £12.88	• Tower Hamlets . . . . . £13.01
• Middlesbrough . . . . . £12.24	• Vale of Glamorgan . . . . . £12.95
• Newcastle upon Tyne . . . . . £12.69	• Western HSC Trust . . . . . £11.42
• Newham . . . . . £12.88	• Wirral . . . . . £12.92

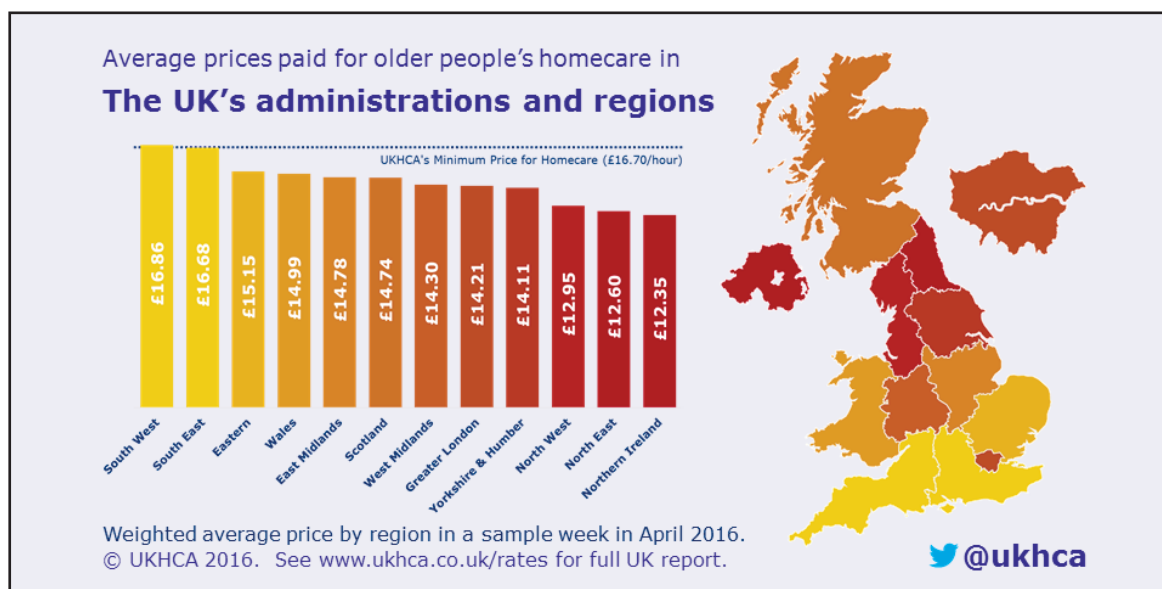
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# Infographics from this report



A range of high resolution infographics presenting findings from this report at national and regional level are available from [www.ukhca.co.uk/rates](http://www.ukhca.co.uk/rates).

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