

Appendix 1

Summary of Consultation Outcomes – Non Residential and Nursing Providers

- 10 out of the 15 providers responding (67%) agree with the 1.6% increase with reservations.
- 5 out of the 15 providers responding (33%) do not agree with the 1.6% increase.

Overarching Themes

- Current funding and the 1.6% increase doesn't cover costs
- Closure/decrease in services currently provided
- Minimum wage
- Impact on staff
- Staff turnover
- Training

Impact – On provider:

- Impact on National Minimum Wage/N.1/Pension contribution/Travel costs/Mileage which would equate to more than the 1.6% increase
- Decrease in staff moral and the ability to retain a good quality of service provided by staff
- Would have liked an increase more in line with RPI
- Financial capacity and resources to well equip staff with adequate training.
- Citizen may choose not to access services due to increased costs associated with the citizen such as meal and transport costs.
- Unable to continue to provide necessary up-to-date equipment

Impact – On service:

- Recruitment and retention of staff
- the citizen's choice and control would be seriously compromised.
- Negative effect on staff retention and business growth
- A higher number of citizens going in to permanent care if day services are decreased.
- Negative impact on the quality of services provided
- Reduction in the number of care hours

Risks:

- Impact of the increased National Minimum wage within the area
- potential market failure as providers like us exit the market
- Not being able to meet the level of care citizens require
- Not being able to support recruitment retention.
- Unable to meet rising costs
- More hospital admissions and an increase in citizens becoming isolated.
- risk of breaching legislation and reducing citizen choice

Actions suggested for providers to mitigate impact of risk:

- Consciousness of travel time
- We could provide a provider failure support mechanism, with an agreed contingency plan to step in if another local provider is in difficulties
- Providing cost effective services
- Enter a mutual consultation to reach a higher increased outcome
- educate carers about the importance of the increase
- review our service delivery and cost models
- NCC can revisit the proposed 1.6% increase in light of outcomes and competitive prices and propose a more sensible increase

Actions suggested for NCC to mitigate impact of risk:

- A rate increase
- Providers could share resources with each other
- Implementation of provider failure planning
- Support providers with training
- Support citizens who cannot afford the increase in pricing
- Consider the advice by UKHCA and other organisations for hourly care rates of £18.59 to comply with Living Wage salaries
- Negotiate increased fees for packages