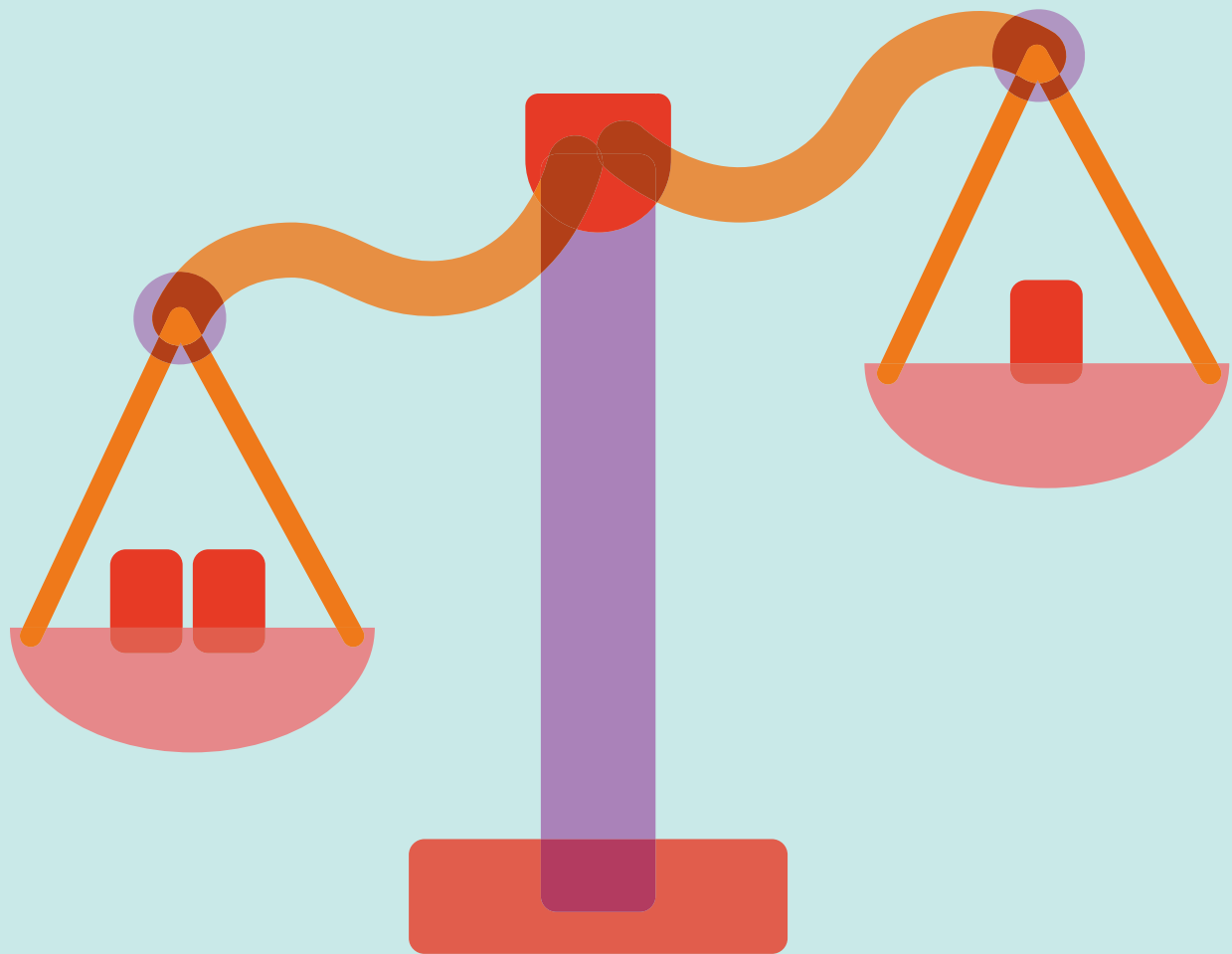




Homecare Association



The Homecare *Deficit 2021*

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

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About the Homecare Association

The Homecare Association (formerly United Kingdom Homecare Association, UKHCA) is the UK's membership body for homecare providers, with over 2,340 members nationally.

The Homecare Association's mission is to work together to ensure that homecare is valued, so that all of us can live well at home and flourish within our communities.

The Homecare Association takes the lead in shaping homecare, in collaboration with partners across the care sector, and provides hands-on support and practical tools for its members.

For more information, please see www.homecareassociation.org.uk

Disclaimer

This report contains data supplied under Freedom of Information legislation by public organisations, both in local government and in the NHS.

The Homecare Association has sense checked replies to the extent that this was possible, as well as sought clarifications from these public organisations, corrected obvious errors and excluded questionable data, where necessary.

Occasionally, if an organisation did not respond to a particular question in the first instance, the Association was able to infer an answer, using information provided by the public organisation.

In addition, the Association has requested internal reviews where it was felt that information was being withheld under an exemption or did not appear to answer the question(s) asked.

By the nature of a Freedom of Information exercise of this size, it was not possible to obtain satisfactory answers to every question. Therefore, this report presents the most comprehensive dataset that could be acquired.

There is no intention on the part of the Association to make amendments to this report on minor matters of detail.

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

Executive summary

Homecare plays a vital role in enabling us all to live well at home and flourish in our communities, regardless of age or ability.

More than **15 million** people at any one time receive or need support and care in their own homes, either from unpaid informal carers (Carers UK, 2021) or paid-for homecare workers (Laing, 2020).

Over 3.4 million hours of state-funded homecare are purchased each week in the United Kingdom. Together with private-pay funded homecare, this enables over **850,000** people per year to be supported at home and to live independently within their local community.

In contrast, only 0.5 million people are in care homes (0.4 million) or hospital (0.1 million) at any one time.

Jobs in homecare have steadily increased over the last decade. Over the last year, an additional 40,000 jobs were created in homecare, representing a 7% increase. There are now 735,000 jobs in homecare compared with 680,000 in residential care (Skills for Care, 2021).

Despite this growth in jobs, supply of homecare is not keeping pace with demand (Townson, 2021).

Unmet need is high (Age UK, 2020). Pent-up demand following the COVID-19 pandemic, coupled with growing numbers of older and disabled people with complex needs, is putting pressure on the health and care system.

Councils report being deluged with requests for help from older and disabled people in the community, which they are unable to address (Association of Directors of Adult Social Services, 2021).

NHS trusts are struggling to discharge people from hospital due to lack of capacity in social care and community services (ITV News, 2021). This makes it difficult to reduce waiting lists as swiftly as required, regardless of how much extra funding is poured into the NHS.

Careworkers are leaving faster than they can be replaced (Townson, 2021).

Many providers have reported a 75% reduction in job applications since January 2021 and national data indicate an increase in the vacancy rate in homecare to 11.3% in August 2021 (Skills for Care, 2021).

In homecare, an estimated 70% of total hours purchased are funded by the State (Laing, 2020). Income, and thus ability of employers to fairly reward employees, is highly dependent on the level of government funding for homecare.

Inadequate central government funding for homecare has led to poor pay, terms and conditions for the workforce and poor practices in the commissioning and purchasing of homecare by public organisations.

Auctioning people's care on public sector procurement portals to cut costs encourages a race to the bottom and some tenders now place more weight on price than quality.

Zero-hour commissioning of homecare at low fee rates leads to zero-hour employment of careworkers at low wage rates.

Public organisations frequently purchase homecare by the minute for contact time only, at fee rates below the cost of delivery of good quality care. This results in many homecare workers being paid by the minute at the legal minimum wage. Some may not even receive the legal minimum wage, as the fee rates paid by public organisations are for contact time only. Many councils do not include enough extra money to cover costs of travel time between clients, which counts as working time (Angel, 2018).

Careworkers rightly feel undervalued compared with equivalent roles in the NHS and with those requiring less skill and training in retail and hospitality.

Added to this, careworkers are now exhausted after the COVID-19 pandemic.

To date, government has offered only £500 million over three years from 2023 for training and well-being of the workforce of 1.5 million. Whilst welcome, this is only £111 per person per year, which will not address long-standing issues with poor pay, terms and conditions of employment. In turn, these give rise to staff turnover of 30 to 40% in homecare (Skills for Care, 2021) and make it challenging to grow and develop the workforce to meet demand.

Care roles are far more than minimum wage jobs and we need to go further to attract, retain and develop a talent pool for the future.

To gain an up-to-date view of the additional funding required for homecare to ensure an adequate supply of good quality, sustainable services, the Homecare Association submitted enquiries under the Freedom of Information Act 2000 and Freedom of Information (Scotland) Act 2002 to 340 public organisations which could purchase homecare across the United Kingdom. These consisted of local authorities, Health and Social Care (HSC) Trusts in Northern Ireland, Clinical Commissioning Groups

(CCGs) in England, Local Health Boards in Wales and regional NHS Boards in Scotland (as well as two NHS Foundations Trusts). This is the most comprehensive enquiry we have ever conducted.

Each public organisation was asked to provide the prices (lowest, highest, average) it pays to independent and voluntary sector homecare providers for the provision of regulated homecare services delivered to people aged 65 years or above in their own home, during a seven-day 'reference period' (otherwise referred to as the 'sample week') which included Monday, 19 April 2021. They were also asked for data on the number of hours purchased in this reference week and the equivalent week in 2020, total spend on homecare, and an explanation for the rationale used in setting their fee rates.

The enquiry was confined to the care for older people, partly because services for this group make up the bulk of many independent and voluntary sector providers' work. Also, 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.

Three new CCGs split their responses, either by area or by former CCGs, resulting in 346 responses. Therefore, of the public organisations contacted who responded, 312 confirmed that they purchased homecare services from the independent and voluntary sector.

Responses showed that, since 2020, the number of hours of homecare purchased by public sector organisations has risen by **11%** in the United Kingdom overall - 16% in Wales, 12% in Scotland, 11% in Northern Ireland and 10% in England.

Average hourly fee rates for homecare, weighted for the volume of hours purchased by both councils and health organisations combined, were as follows: **£18.66** (England, £18.54 – councils; £19.54 – CCGs); **£19.30** (Wales, £19.33 – councils; £19.06 – Local Health Boards); **£18.62** (Scotland); and **£15.76** (Northern Ireland).

Only **13%** of public organisations that provided figures were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of **£21.43** per hour, which is an absolute **minimum**, based on the national legal minimum wage of £8.91 per hour. Indeed, in Scotland and Northern Ireland, this percentage drops to 3% and 0% respectively.

Only **28%** of public organisations have undertaken a recent calculation demonstrating a rationale for the fee rates paid for homecare.

Providers in many areas are reporting that the national legal minimum wage of £8.91 per hour is insufficient to attract and retain skilled careworkers and a wage equivalent to **NHS Band 3 healthcare assistants, £11.14 per hour**, is required.

Based on the Homecare Association's costing model, a fee rate of **£26.31** per hour would be required to pay careworkers £11.14 per hour plus cover the other operating costs, most of which are related to meeting care regulatory requirements. These include management, supervision, training, recruitment, IT, telephony, PPE and supplies, regulatory fees, insurance, rent, rates, utilities, governance, legal and HR fees, business administration and a surplus for investment.

To pay careworkers a wage equivalent to NHS Band 3 healthcare assistants (£11.14 per hour), for current hours of homecare purchased, would require additional funding of **£1.72 billion** per year overall across the United Kingdom, split as follows:

- £1.30 billion per year for England
- £75.3 million per year for Wales
- £238.4 million per year for Scotland
- £111.9 million per year for Northern Ireland

Shockingly, four public organisations reported paying average fee rates below **£15.19** per hour, which is the direct cost of a careworker on the national legal minimum wage of £8.91 per hour, plus average

employment on-costs (pension, NI, holiday and sick pay, travel and mileage). The problem with this is that it leaves nothing to cover the other operating costs, and thus risks non-compliance with employment and care regulations, poor experience for those receiving and giving care, and provider insolvency.

- Halton (£12.68)
- Western HSC Trust, Northern Ireland (£14.21)
- Ealing (£15.00)
- Basildon and Brentwood CCG (£15.11)

Areas with the highest levels of deprivation recorded the lowest average fee rates for homecare.

Public organisations with the highest average prices for homecare were, generally, located in very rural areas with low population density in the South West, where travel time is substantially higher than in urban areas, or in the South where labour markets are tight. Recruitment is often more challenging in remote rural areas and some public organisations recognise this by paying rural premiums, which adds to costs of delivery.

NHS bodies tended to pay higher fee rates for homecare than local authorities, reflecting the greater complexity of healthcare need of NHS-funded recipients of care. The weighted average fee rate for NHS funded homecare in England and Wales was **£19.51** per hour. In a number of cases, however, NHS fee rates for homecare were even lower than those paid by councils in the same areas, despite higher levels of need.

A higher proportion of NHS bodies provided 'incomplete' responses compared with councils/HSC Trusts and appeared to lack reliable mechanisms for determining fee rates, data collection and reporting.

Once again, the continued deficit in funding for homecare services for older people across the United Kingdom is exposed.

It is important to stress that this deficit is calculated before we take into account rapidly rising inflationary costs. These are projected to be at least 10% over the next year, due to a likely increase in National Living Wage to £9.50 per hour and rising costs of fuel and other supplies.

It makes little sense to neglect people at home in the community, wait until they reach crisis point, then admit them to the most expensive setting of care in an acute hospital. Here they

may lose further function and require even higher levels of support and care when they are discharged back home, or to a care home.

Greater investment is needed in homecare and community support to grow and develop the workforce and innovate, so we can enable people to live well at home, extend healthy life expectancy, reduce inequalities, take pressure off the NHS and reduce costs for the health and care system.

Recommendations

The Homecare Association calls on central government to invest properly in homecare, so we can address unmet need, reduce inequalities, extend healthy life expectancy of older and disabled people and reduce pressure on the NHS. At least 70% of homecare is funded by the State, so central government funding of councils has a direct impact on the fee rates they are able to pay for homecare. In turn, these fee rates and the way homecare is commissioned and purchased, has a direct impact on pay, terms and conditions of employment of the care workforce.

We recommend that in the short-term:

- Additional funding is made available urgently to enable careworkers to receive wages equivalent to Band 3 healthcare assistants in the NHS with 2+ years' experience (£21,777 p.a., or £11.14 per hour). We calculate that this will require an additional **£1.72 billion** per year overall across the United Kingdom, split as follows:
 - **£1.30 billion** per year for England;
 - **£75.3 million** per year for Wales;
 - **£238.4 million** per year for Scotland;
 - **£111.9 million** per year for Northern Ireland.
- Local authorities and health bodies are funded and required to pay a fair price

for care, using a rational methodology, which enables careworkers to receive a minimum of **£11.14 per hour**, and homecare services to be of good quality and financially sustainable. Using the Homecare Association costing model, we calculate this to be £26.31 per hour.

- Purchasing homecare by the minute is outlawed and replaced by payment in advance on planned homecare. This will help to stabilise and develop homecare provision by: a) providing greater security of income; b) encouraging investment in workforce and technology; and c) reducing the risk of provider insolvency.

- Current national needs and regional variation in demography and workforce are recognised and social careworkers are added to the Shortage Occupation List.

We recommend that in the longer-term:

- An expert-led workforce strategy for social care and a ten-year workforce plan are developed, aligned with the NHS People Plan in the United Kingdom.
- A professional register for careworkers in England is created, in line with Scotland, Wales and Northern Ireland, which is adequately funded and carefully implemented.

Why we produced this report

Value of homecare

Homecare plays a vital role in enabling us all to live well at home and flourish in our communities, regardless of age or ability.

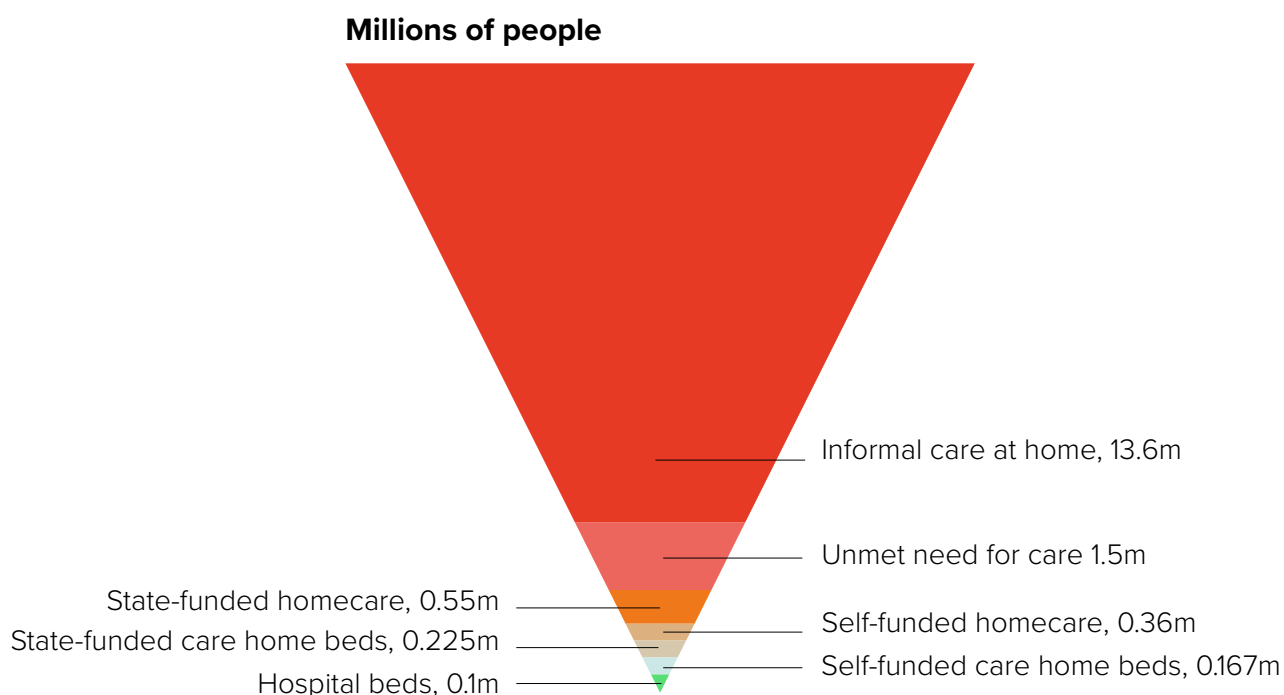
More than 15 million people at any one time receive or need support and care in their own homes, either from unpaid informal carers (Carers UK, 2021) or paid-for homecare workers (Laing, 2020).

Over 3.4 million hours of state-funded homecare are purchased each week in the United Kingdom. Together with private-

pay funded homecare, this enables over 850,000 people per year to be supported at home and to live independently within their local community.

In contrast, only 0.5 million people are in care homes (0.4 million) or hospital (0.1 million) at any one time.

Figure 1. Breakdown of people receiving or requiring care



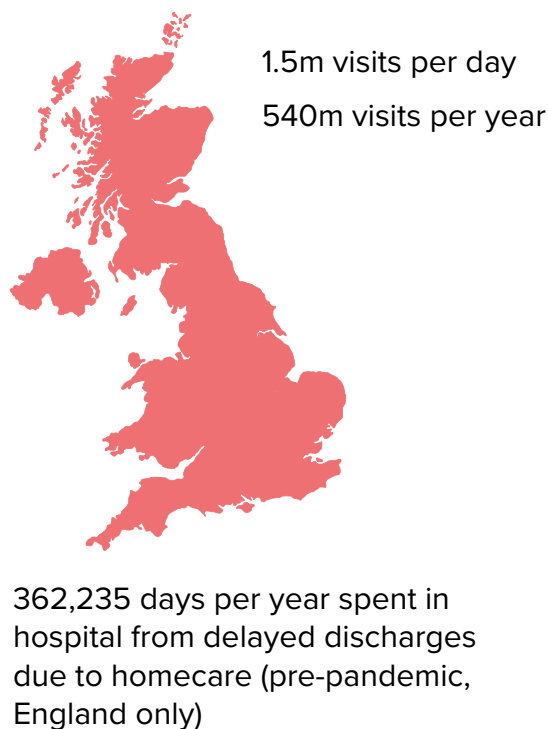
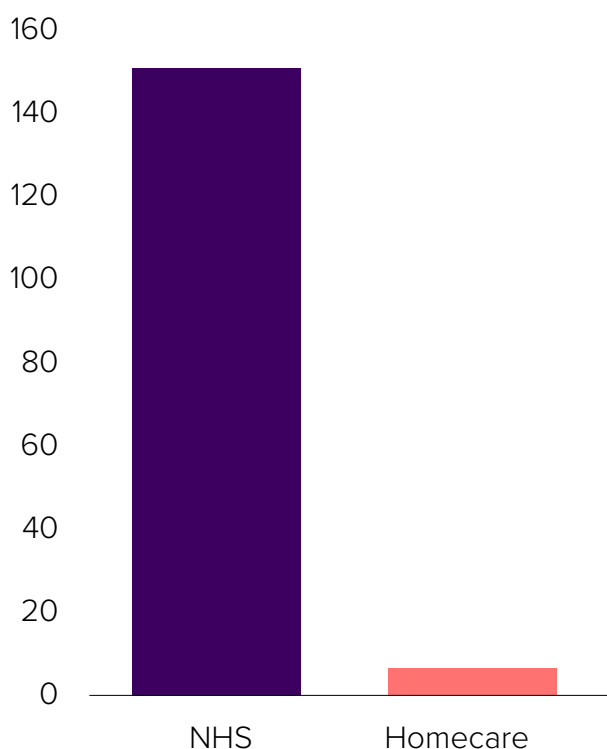
During the COVID-19 pandemic, homecare proved itself to be relatively resilient and safe, with deaths from COVID-19 only a fraction of those recorded in care homes (Office for National Statistics, 2020).

Investing in homecare helps to enhance well-being, increase healthy life expectancy, reduce pressure on the NHS and save money for the health and care system.

Over £152 billion of public funding is directed at the NHS (House of Commons Library, 2020), with only £6.2 billion to homecare, across the United Kingdom. Government spend on homecare is thus only 4% that of the NHS, despite the sector's contribution to the UK economy (Skills for Care, 2021).

Figure 2. Summary of key statistics in relation to homecare

Government spend (£ billion)

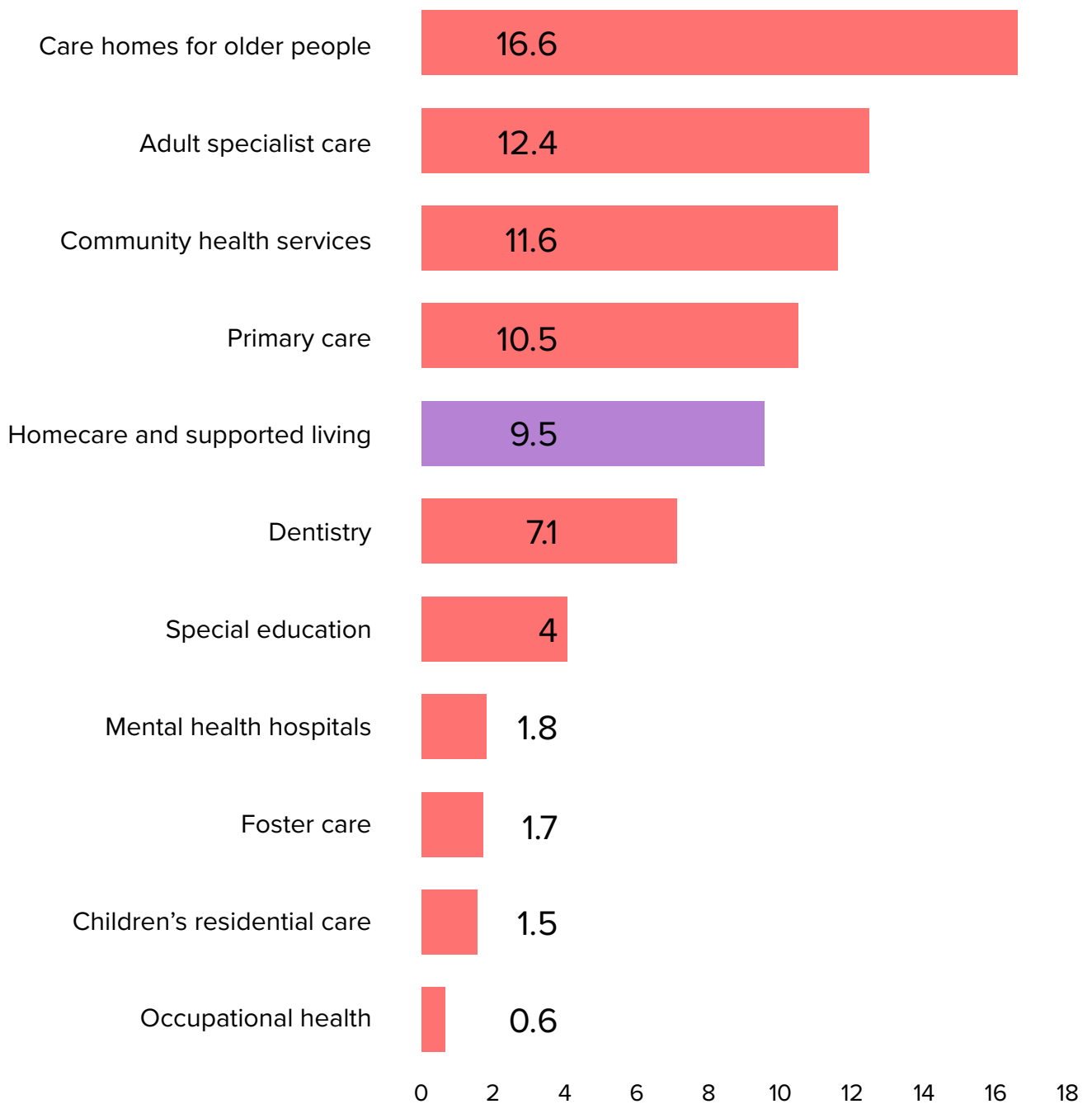


It makes little sense to neglect people at home in the community, wait until they reach crisis point, then admit them to the most expensive setting of care in an acute hospital. Here they may lose further function and require even higher levels of support and care when they are discharged back home, or to a care home.

Higher investment is needed in homecare and community support to enable people to live well at home and reduce health service utilisation.

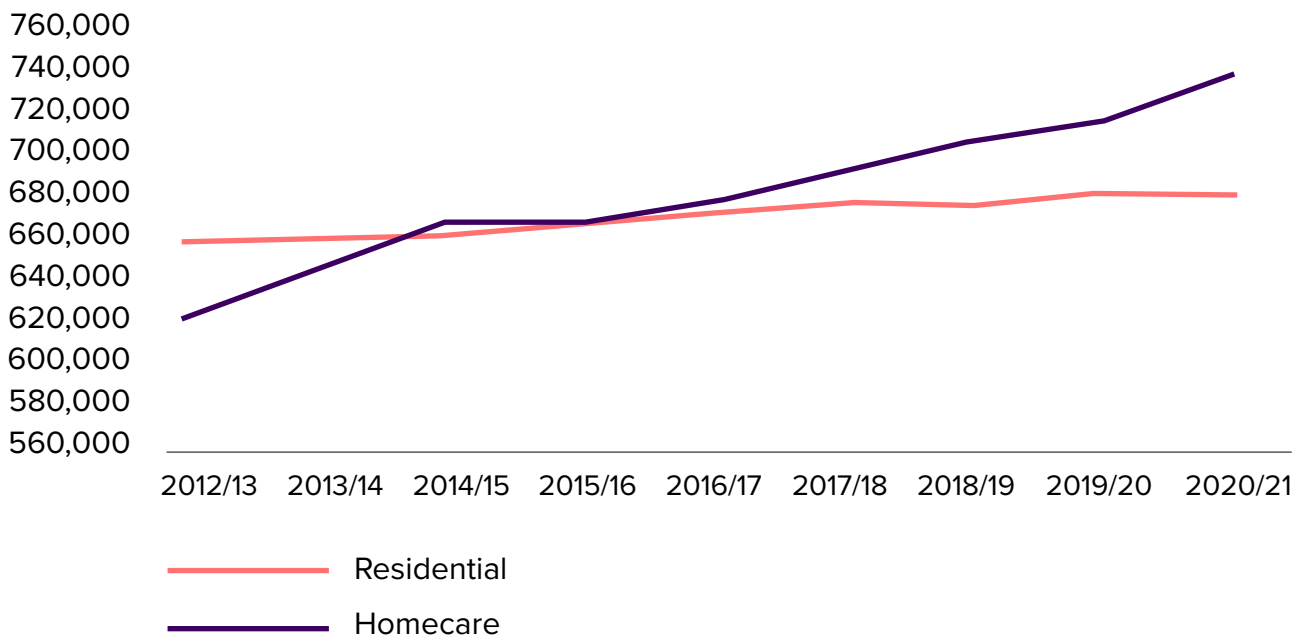
According to industry analysts, the market value of the UK's homecare and supported living sector was estimated to be £9.5 billion – an amount that is approximately £7.1 billion lower than that for the residential care of older people (Laing, 2020). The figure for homecare and supported living has, however, risen by around 4% since 2016-17 (Homecare Association, 2021).

Figure 3. Breakdown of the market value (in £ billion) of the care sector in the United Kingdom



Source: LaingBuisson 2019

Figure 4. Comparison of the number of jobs in homecare and residential care since 2012-13



Jobs in homecare have steadily increased over the last decade. Over the last year, an additional 40,000 jobs were created in homecare, representing a 7% increase. There are now 735,000 jobs in homecare compared with 680,000 in residential care (Skills for Care, 2021).

Source: Skills for Care 2021

Demand is outstripping supply

Despite this growth in jobs, supply of homecare is not keeping pace with demand (Townson, 2021).

Unmet need is high (Age UK, 2020). Pent-up demand following the COVID-19 pandemic, coupled with growing numbers of older and disabled people with complex needs, is putting pressure on the health and care system.

Councils report being deluged with requests for help from older and disabled people in the community, which they are unable to address (Association of Directors of Adult Social Services, 2021).

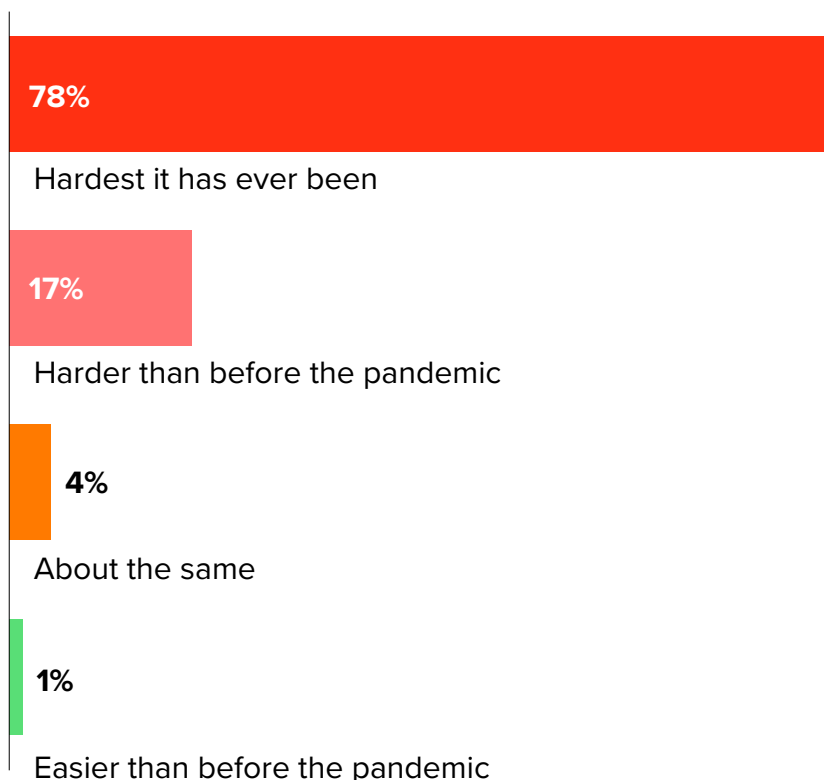
NHS trusts are struggling to discharge people

from hospital due to lack of capacity in social care and community services (ITV News, 2021). This makes it difficult to reduce waiting lists as swiftly as required, regardless of how much extra funding is poured into the NHS.

Careworkers are leaving faster than they can be replaced (Townson, 2021).

Many providers have reported a 75% reduction in job applications since January 2021 and national data indicate an increase in the vacancy rate in homecare to 11.3% in August 2021 (Skills for Care, 2021).

Figure 5. Experience of providers in recruiting homecare workers (Homecare Association survey)

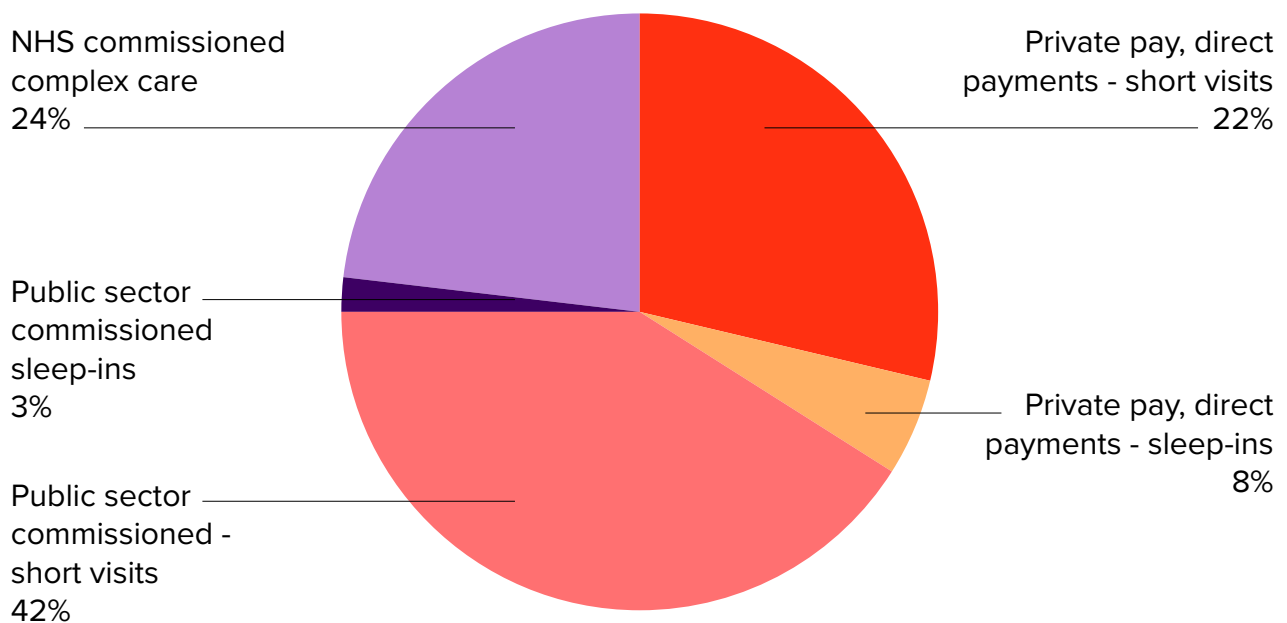


August 2021 | n=837, UK-wide, excludes 'not knows'

Poor central government funding for homecare has led to poor pay, terms and conditions for careworkers

In homecare, an estimated 70% of total hours purchased are funded by the State (Laing, 2020). Income, and thus ability of employers to fairly reward employees, is highly dependent on the level of government funding for homecare.

Figure 6. Breakdown of the homecare market



Inadequate central government funding for homecare has led to poor pay, terms and conditions for the workforce and poor practices in the commissioning and purchasing of homecare by public organisations.

Auctioning people’s care on public sector procurement portals to cut costs encourages a race to the bottom and some tenders now place more weight on price than quality.

Previous research has shown that fee rates are typically lowest in areas with the highest levels of deprivation (Angel, 2018). Our new data show that little has changed and, if anything, the situation has worsened.

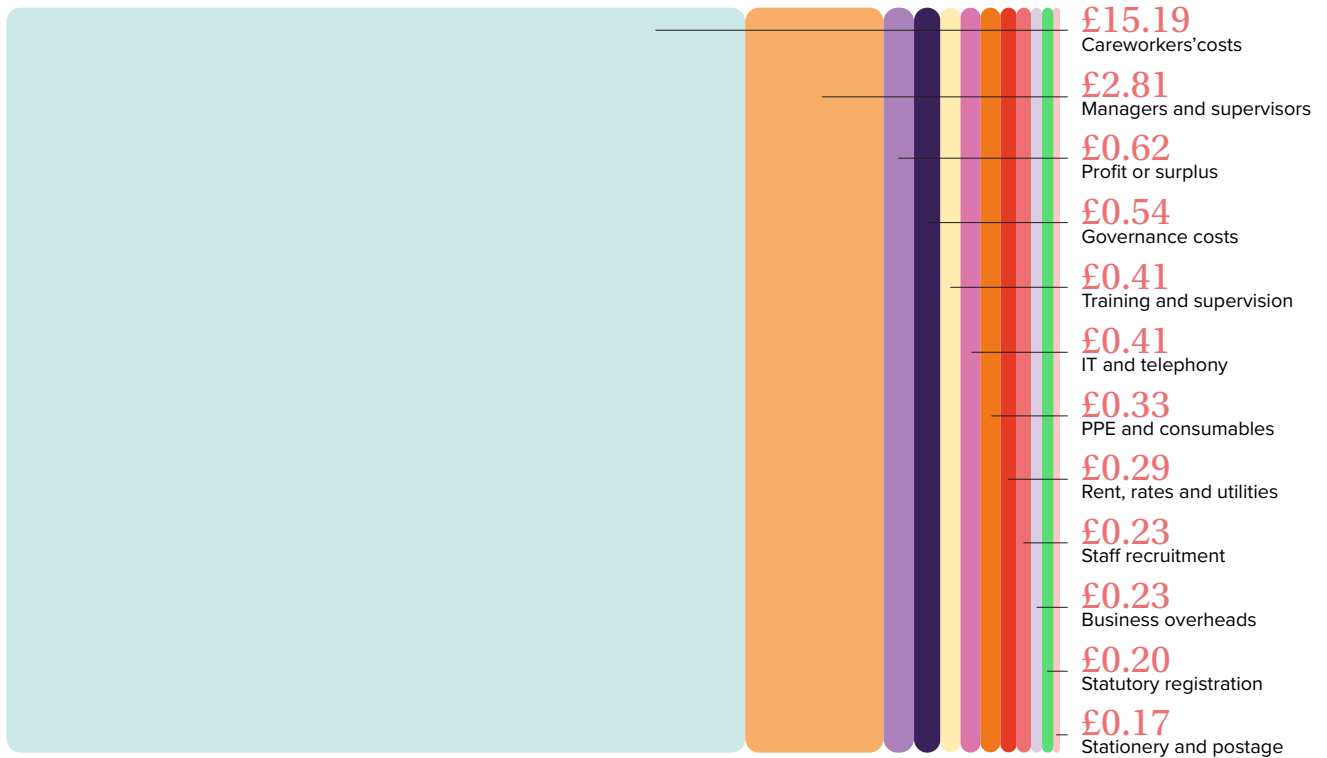
Public organisations frequently purchase homecare by the minute for contact time only, at fee rates below the cost of delivery of good quality care. This results in many homecare workers being paid by the minute at the legal minimum wage. Some may not even receive the legal minimum wage, as the fee rates paid by public organisations are for contact time only. Many councils do not include enough extra money to cover costs of travel time between clients, which counts as working time (Angel, 2018).

“ Zero-hour commissioning of homecare at low fee rates leads to zero-hour employment of careworkers at low wage rates. ”

The Homecare Association calculates a Minimum Price for Homecare to ensure compliance with employment and care regulations, as well as sustainability of

provision (Homecare Association, 2020). The breakdown of costs of delivering homecare are shown on the graphic below.

Figure 7. Breakdown of costs in the Homecare Association’s Minimum Price for Homecare (£21.43 per hour)



Public organisations typically spend double the amount per hour on delivering their own in-house homecare services than on out-sourced homecare services (NHS Digital, 2021). In England, only 2% of homecare hours are delivered by public organisations, whilst in Northern Ireland in-house delivery is 27% of the total (Northern Ireland Department of Health, 2021).

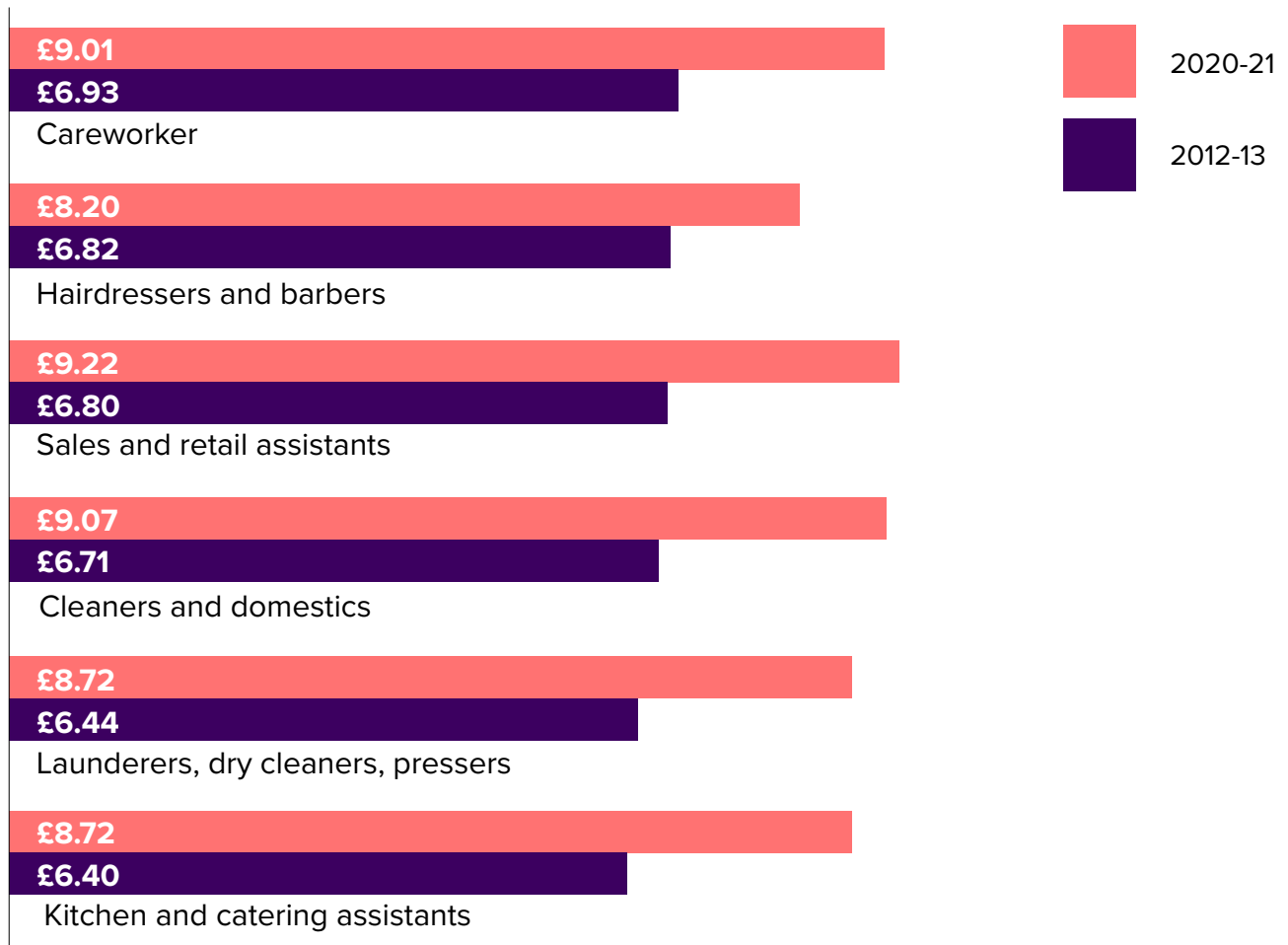
Careworkers rightly feel undervalued compared with equivalent roles in the

NHS and with those requiring less skill and training in retail and hospitality.

In 2012-13, careworkers were relatively well paid compared with jobs in other sectors. Now, careworker pay is lower than that in many retail and hospitality roles.

The pay gap relative to equivalent public sector roles, including the NHS, is estimated to be £7,000 per year (Community Integrated Care, 2021).

Figure 8. Comparison of pay rates per hour between careworkers and staff in other sectors



Added to this, careworkers are now exhausted after the COVID-19 pandemic.

Care roles are far more than minimum wage jobs and we need to go further to attract, retain and develop a talent pool for the future.

“ Given the high proportion of state-funded homecare, investment by government in workforce wages is essential to increase workforce capacity and meet unmet need. ”

To date, government has announced funding of £500 million over three years from 2023 for training and well-being of the workforce of 1.5 million. Whilst welcome, this is only £111 per person per year. A workforce capacity grant of a further £162.5 million was announced on 21 October 2021, which equates to £100 per member of the care

Fixing social care

After years of delays by successive governments of all parties, Prime Minister Boris Johnson pledged, in July 2019, to “fix social care once and for all”.

This commitment was followed up by an announcement, on 7 September 2021, that the Government would, in April 2022, increase employer and employee National Insurance contributions by 1.25%, which will raise £36 billion over the next three years. Of this, £30.6 billion over three years will go to the NHS to help deal with waiting lists.

Only £5.4 billion over three years will be available for social care. Of this, £2.5 billion will fund a care cost cap of £86,000 and a change in the asset thresholds for the means test (so-called ‘Dilnot proposals’). Another £2.9 billion will be available for wider sector reform (HM Government, 2021).

Funding deficit for homecare

To gain a current view of the funding deficit for homecare, the Homecare Association submitted enquiries under the Freedom of Information Act 2000 and Freedom of Information (Scotland) Act 2002 to 340 public organisations which could purchase homecare across the United Kingdom. These consisted of local authorities, Health and Social Care (HSC) Trusts in Northern Ireland, Clinical Commissioning Groups (CCGs) in England, Local Health Boards in Wales and regional NHS Boards in Scotland (as well as two NHS Foundation Trusts).

Each public organisation was asked to provide the prices (lowest, highest, average)

workforce. Whilst this is helpful in the short-term, it will not address long-standing issues with poor pay, terms and conditions of employment. In turn, these give rise to staff turnover of 30 to 40% in homecare (Skills for Care, 2021) and make it challenging to grow and develop the workforce to meet demand.

It is helpful that the government has established a principle of raising taxation to fund social care, though the mechanism chosen is regressive, and the majority raised has been designated to the NHS.

Though precise estimates vary, depending on assumptions, all experts agree that the proposed sums are inadequate.

MPs on the Health and Social Care Committee argued that “the starting point for the social care funding increase must be an additional £7 billion per year by 2023–24 to cover demographic changes, uplift staff pay in line with the National Minimum Wage and to protect people who face catastrophic social care costs.” (House of Commons Health and Social Care Committee, 2020).

it pays to independent and voluntary sector homecare providers for the provision of regulated homecare services delivered to people aged 65 years or above in their own home, during a seven-day ‘reference period’ (otherwise referred to as the ‘sample week’) which included Monday, 19 April 2021. They were also asked for data on the number of hours purchased in this reference week and the equivalent week in 2020, total spend on homecare, and an explanation for the rationale used in setting their fee rates.

The enquiry was confined to the care for older people, partly because services for this group make up the bulk of many

independent and voluntary sector providers' work. Also, 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.

Three new CCGs split their responses, either by area or by former CCGs, resulting in 346 responses. Therefore, of the public organisations contacted who replied, 312 confirmed that they purchased homecare services from the independent and voluntary sector. The methodology is described on page 188.

This fourth report analyses the data from the responses to the request and updates our previous findings from similar exercises undertaken over the last eight years, most recently in 2018.

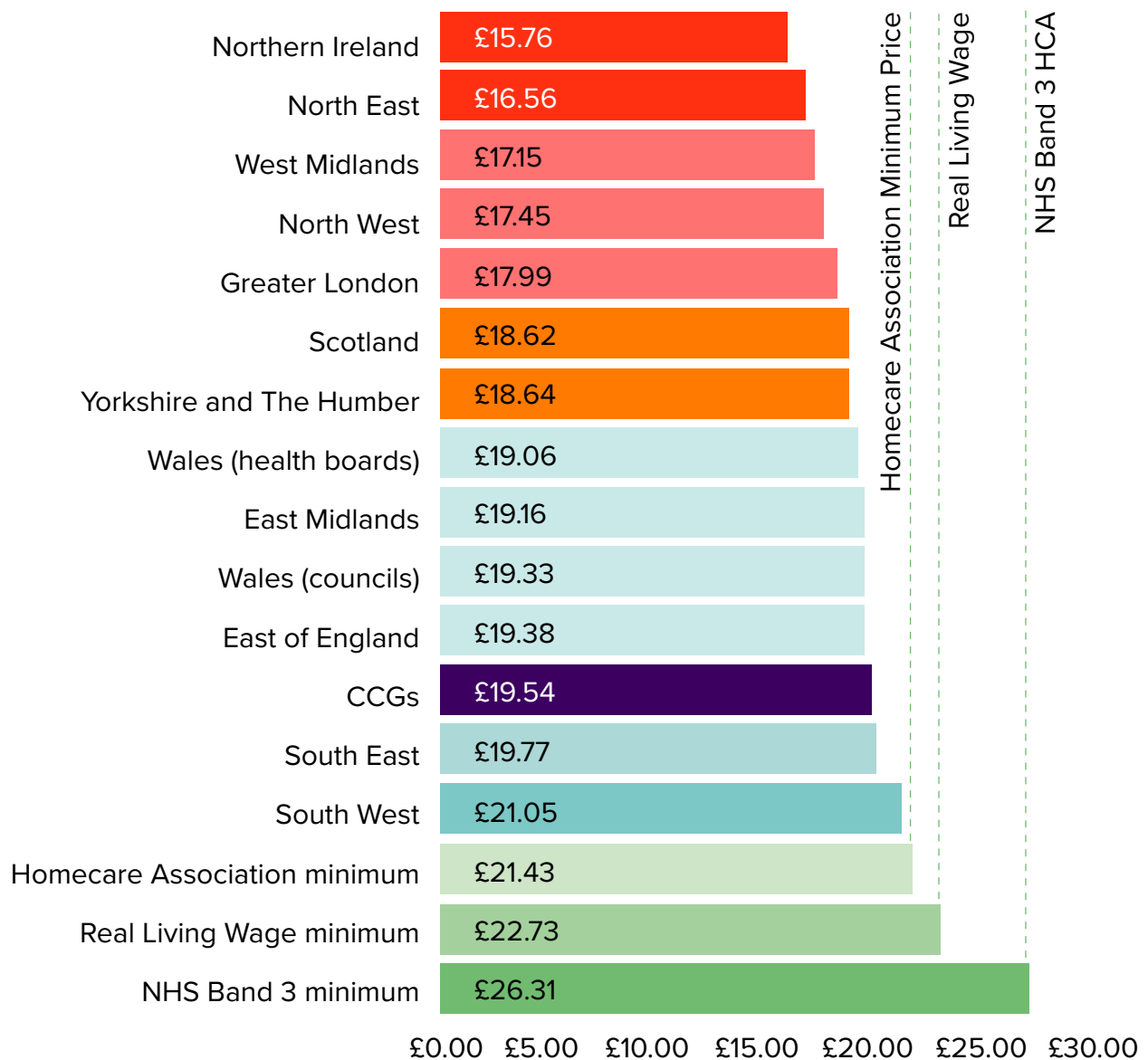
Once again, the continued deficit in funding for homecare services for older people across the United Kingdom is exposed.

It is important to stress that this deficit is calculated before we take into account rapidly rising inflationary costs. These are projected to be at least 10% over the next year, due to a likely increase in National Living Wage to £9.50 per hour and rising costs of fuel and other supplies.

It makes little sense to pour taxpayers' money into the NHS without also investing in the homecare and community services required to enable the whole health and care system to function smoothly.

Headline figures

Figure 9. Weighted average hourly prices paid for homecare in each government region, NHS region and UK administration for the 2021 sample week, compared with other relevant Minimum Price statistics



England

£18.54

The weighted average price paid by councils in England for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£19.54

The weighted average price paid by Clinical Commissioning Groups (CCGs) in England for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£18.66

Overall, the weighted average for England (councils and CCGs combined) for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£1.30 billion

The additional money needed overall per year to ensure that homecare workers in England can be paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience (NHS, 2021), and that homecare services are financially sustainable.

£776.4 million

The additional money needed overall per year to ensure that homecare workers in England receive the real Living Wage of £9.50 per hour (2020-2021) or the London Living Wage of £10.85 per hour (2020-2021), approved by the Living Wage Commission, and that homecare services are financially sustainable.

£471.5 million

The additional money needed overall per year just to guarantee that homecare workers in England receive the Government's statutory National Living Wage of £8.91 per hour (2020-2021), while also enabling homecare services to meet their statutory obligations.

14%

The proportion of public organisations in England overall that were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

13%

The proportion of public organisations in England overall that have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the National Minimum Wage (including the National Living Wage).

28%

The proportion of public organisations in England overall that have undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

10%

The increase in the overall total number of hours of homecare purchased by public organisations in England who provided data for sample weeks in both 2021 and 2020.

Wales

£19.33

The weighted average price paid by councils in Wales for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£19.06

The weighted average price paid by Local Health Boards in Wales for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£19.30

Overall, the weighted average for Wales (councils and Local Health Boards combined) for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£75.3 million

The additional money needed overall per year to ensure that homecare workers in Wales can be paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience (NHS, 2021), and that homecare services are financially sustainable.

£36.8 million

The additional money needed overall per year to ensure that homecare workers in Wales receive the real Living Wage of £9.50 per hour (2020-2021) approved by the Living Wage Commission, and that homecare services are financially sustainable.

£22.9 million

The additional money needed overall per year just to guarantee that homecare workers in Wales receive the Government's statutory National Living Wage of £8.91 per hour (2020-2021), while also enabling homecare services to meet their statutory obligations.

15%

The proportion of public organisations in Wales overall that were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

4%

The proportion of public organisations in Wales overall that have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the National Minimum Wage (including the National Living Wage).

14%

The proportion of public organisations in Wales overall that have undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

16%

The increase in the overall total number of hours of homecare purchased by public organisations in Wales who provided data for sample weeks in both 2021 and 2020.

Scotland

£18.62

The weighted average price paid by councils in Scotland for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£238.4 million

The additional money needed overall per year to ensure that homecare workers in Scotland can be paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience (NHS, 2021), and that homecare services are financially sustainable.

£127.2 million

The additional money needed overall per year to ensure that homecare workers in Scotland receive the Scottish Living Wage of £9.50 per hour (2020-2021) approved by the Living Wage Commission, and that homecare services are financially sustainable.

£87.1 million

The additional money needed overall per year just to guarantee that homecare workers in Scotland receive the Government's statutory National Living Wage of £8.91 per hour (2020-2021), while also enabling homecare services to meet their statutory obligations.

3%

The proportion of public organisations in Scotland overall that were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

43%

The proportion of public organisations in Scotland overall that have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the National Minimum Wage (including the National Living Wage).

43%

The proportion of public organisations in Scotland overall that have undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

12%

The increase in the overall total number of hours of homecare purchased by public organisations in Scotland who provided data for sample weeks in both 2021 and 2020.

Northern Ireland

£15.76

The weighted average price paid by Health and Social Care Trusts in Northern Ireland for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£111.9 million

The additional money needed per year to ensure that homecare workers in Northern Ireland can be paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience (NHS,2021), and that homecare services are financially sustainable.

£73.9 million

The additional money needed per year to ensure that homecare workers in Northern Ireland receive the real Living Wage of £9.50 per hour (2020/2021) approved by the Living Wage Commission, and that homecare services are financially sustainable.

£60.2 million

The additional money needed per year just to guarantee that homecare workers in Northern Ireland receive the Government's statutory National Living Wage of £8.91 per hour (2020/2021), while also enabling homecare services to meet their statutory obligations.

0%

The proportion of Health and Social Care Trusts in Northern Ireland that were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

0%

The proportion of Health and Social Care Trusts in Northern Ireland that have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the National Minimum Wage (including the National Living Wage).

20%

The proportion of Health and Social Care Trusts in Northern Ireland that have undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

11%

The increase in the total number of hours of homecare purchased by Health and Social Care Trusts in Northern Ireland who provided data for sample weeks in both 2021 and 2020.

United Kingdom

£18.45

The weighted average price paid by councils in Great Britain and Health and Social Care Trusts in Northern Ireland for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£19.51

The weighted average price paid by NHS bodies in England and Wales for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£18.57

Overall, the weighted average for the United Kingdom (councils/HSC Trusts and NHS bodies combined) for an hour of homecare for people aged 65 years or above in a sample week during April 2021.

£1.72 billion

The additional money needed overall per year to ensure that homecare workers in the United Kingdom can be paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience (NHS, 2021), and that homecare services are financially sustainable.

£1.01 billion

The additional money needed overall per year to ensure that homecare workers in the United Kingdom receive the real Living Wage/Scottish Living Wage of £9.50 per hour (2020-2021) or the London Living Wage of £10.85 per hour (2020-2021), approved by the Living Wage Commission, and that homecare services are financially sustainable.

£641.7 million

The additional money needed overall per year just to guarantee that homecare workers in the United Kingdom receive the Government's statutory National Living Wage of £8.91 per hour (2020-2021), while also enabling homecare services to meet their statutory obligations.

£26.31

The hourly rate that public organisations in the United Kingdom should pay for homecare to ensure careworkers are paid the same as NHS healthcare assistants at Band 3 with 2+ years' experience, and that homecare services are financially sustainable.

£25.70

The hourly rate that public organisations in London should pay for homecare to ensure careworkers are paid at the London Living Wage of £10.85 per hour, and that homecare services are financially sustainable.

£22.73

The hourly rate that public organisations in the United Kingdom should pay for homecare to ensure careworkers are paid at the real Living Wage/Scottish Living Wage of £9.50 per hour, and that homecare services are financially sustainable.

£21.43

The hourly rate that public organisations in the United Kingdom should pay just to guarantee that homecare workers receive the statutory National Living Wage of £8.91 per hour (2020/2021), while also enabling homecare services to meet their statutory obligations and remain financially sustainable.

13%

The proportion of public organisations in the United Kingdom that were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare.

15%

The proportion of public organisations in the United Kingdom that have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the National Minimum Wage (including the National Living Wage).

28%

The proportion of public organisations in the United Kingdom that have undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

11%

The increase in the total number of hours of homecare purchased by public organisations in the United Kingdom who provided data for sample weeks in both 2021 and 2020.

Detailed findings

Weighted average prices paid for homecare

For the 2021 sample week, the overall weighted average price (i.e. using figures for both councils/HSC Trusts and NHS bodies) for an hour of homecare for older people paid by public organisations in the United Kingdom was £18.57.

(Details of how the weighted averages in this report are calculated are provided on page 196.)

Figure 10 shows the overall weighted averages across the United Kingdom. While Wales has the highest such number, the extremely low weighted average in Northern Ireland is readily apparent.

Figure 10. Overall weighted average hourly prices paid for homecare in each administration and the United Kingdom for the 2021 sample week

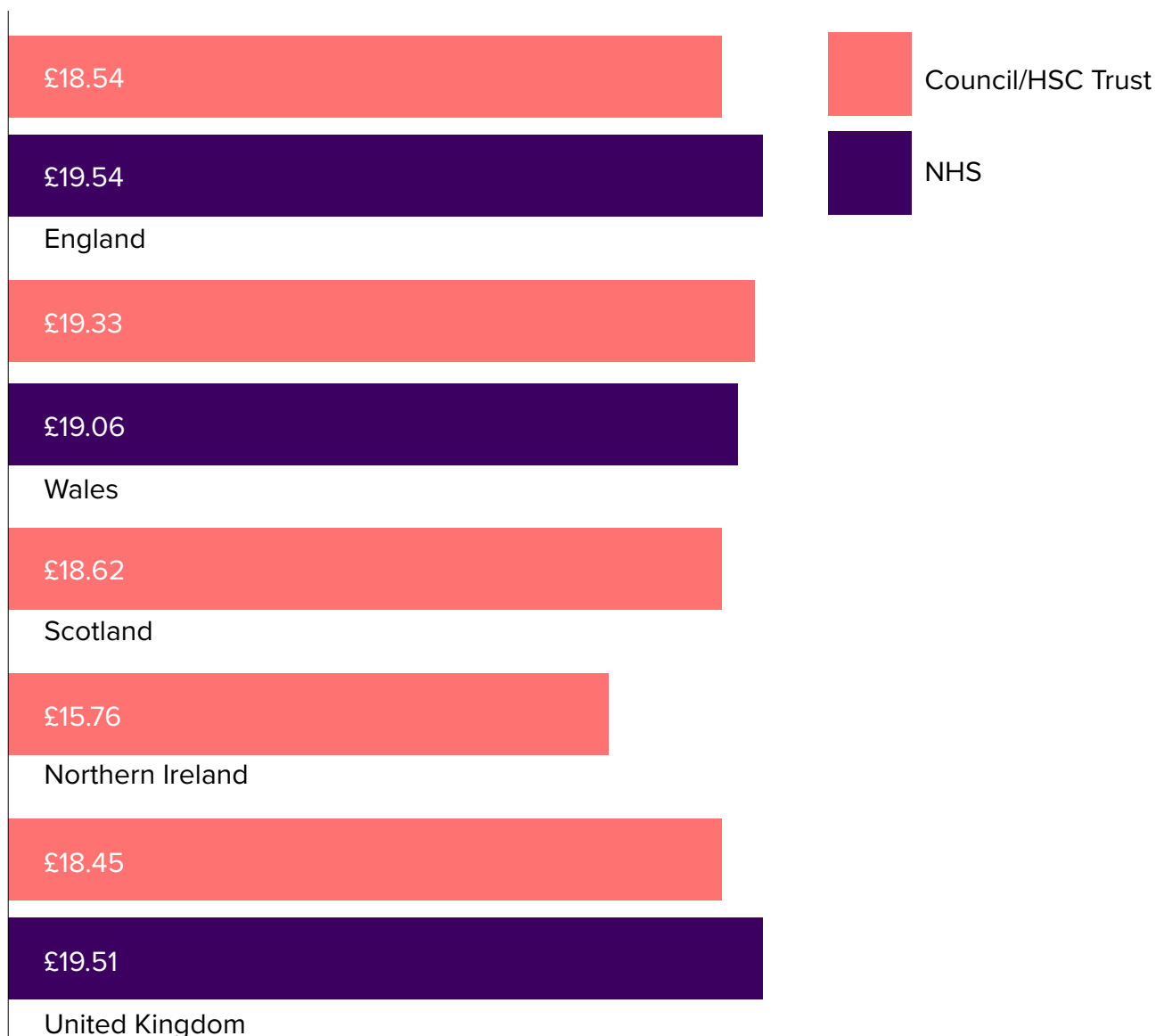


When breaking down the data further, the weighted average for NHS bodies in the United Kingdom (specifically, England and Wales) rises to £19.51. Indeed, the weighted average in England for the NHS is £1.00 higher than that for local government. This is unsurprising, as NHS funding for homecare

is restricted to those with the highest healthcare needs, including end of life care. Greater complexity of need requires higher levels of training and skill and thus incurs higher cost.

(No figure is provided for the NHS in Scotland – this is explained on page 140).

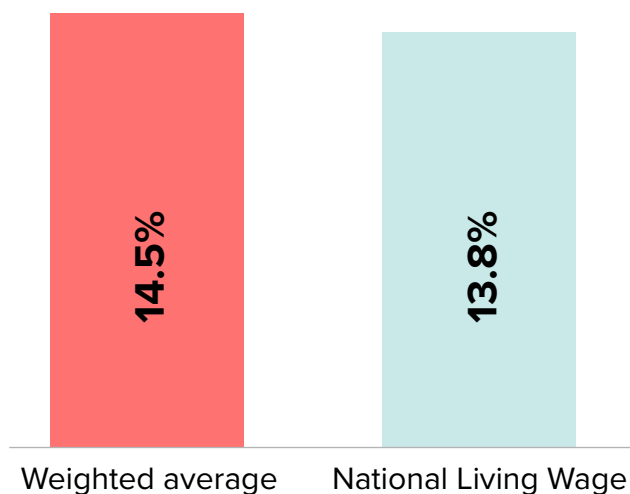
Figure 11. Weighted average hourly prices paid by councils/HSC Trusts and the NHS for homecare in each administration (where relevant) and the United Kingdom for the 2021 sample week



Since we published our previous Homecare Deficit report (Angel, 2018), the weighted average price paid by councils/HSC Trusts for homecare in the United Kingdom has increased by £2.33 per hour, or 14.5%.

As depicted below, this percentage growth is slightly higher than that for the National Living Wage over the same time period (which has risen from £7.83 to £8.91). Additional reference is made to the National Living Wage in relation to the Homecare Association's Minimum Price for Homecare (see page 54).

Figure 12. Percentage increase in the weighted average hourly price paid by councils/HSC Trusts for homecare in the United Kingdom and in the National Living Wage since 2018



The regional and national picture

Figure 13. Map showing weighted average hourly prices paid for homecare in England's government regions and the devolved administrations for the 2021 sample week

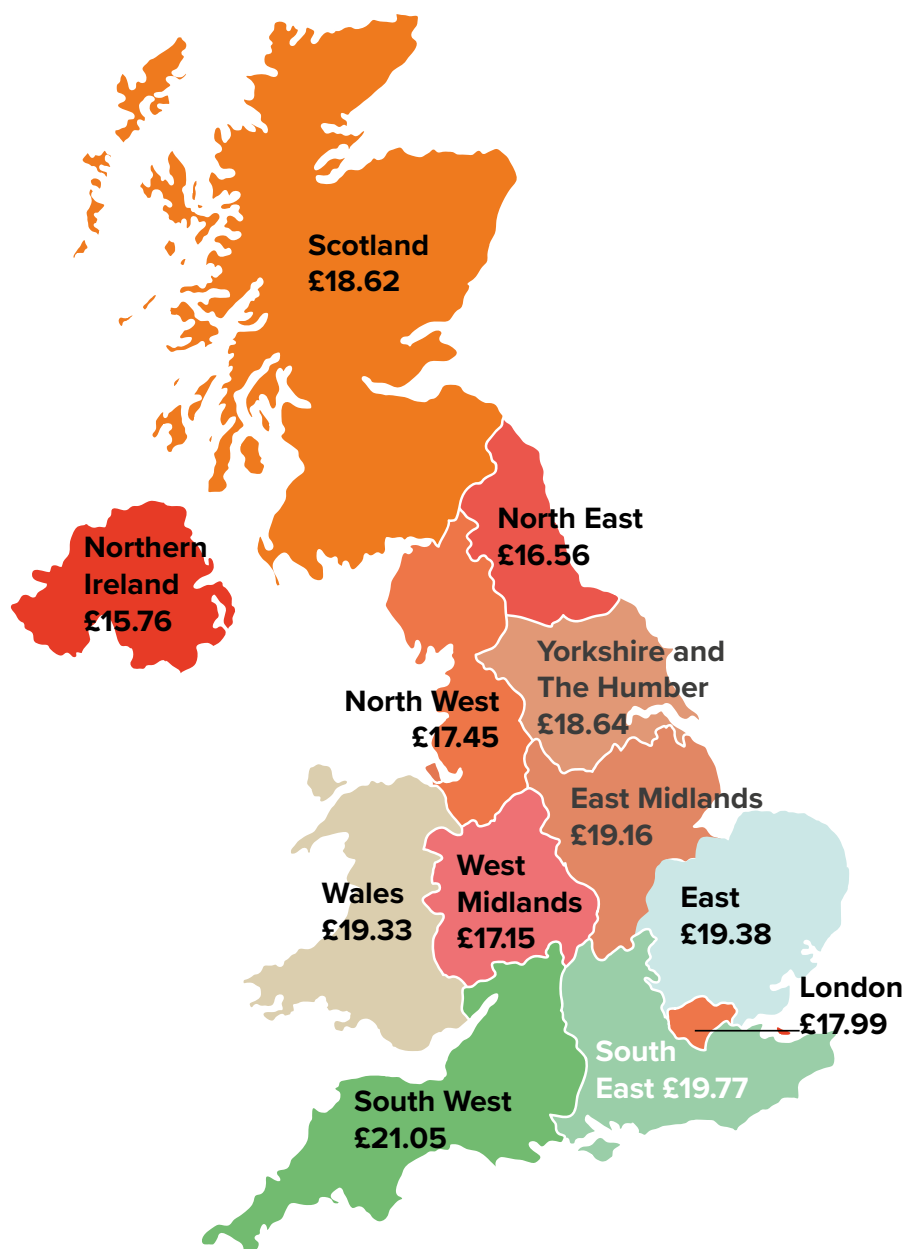


Figure 14. Map showing weighted average hourly prices paid for homecare in England's NHS regions and by the NHS in Wales for the 2021 sample week

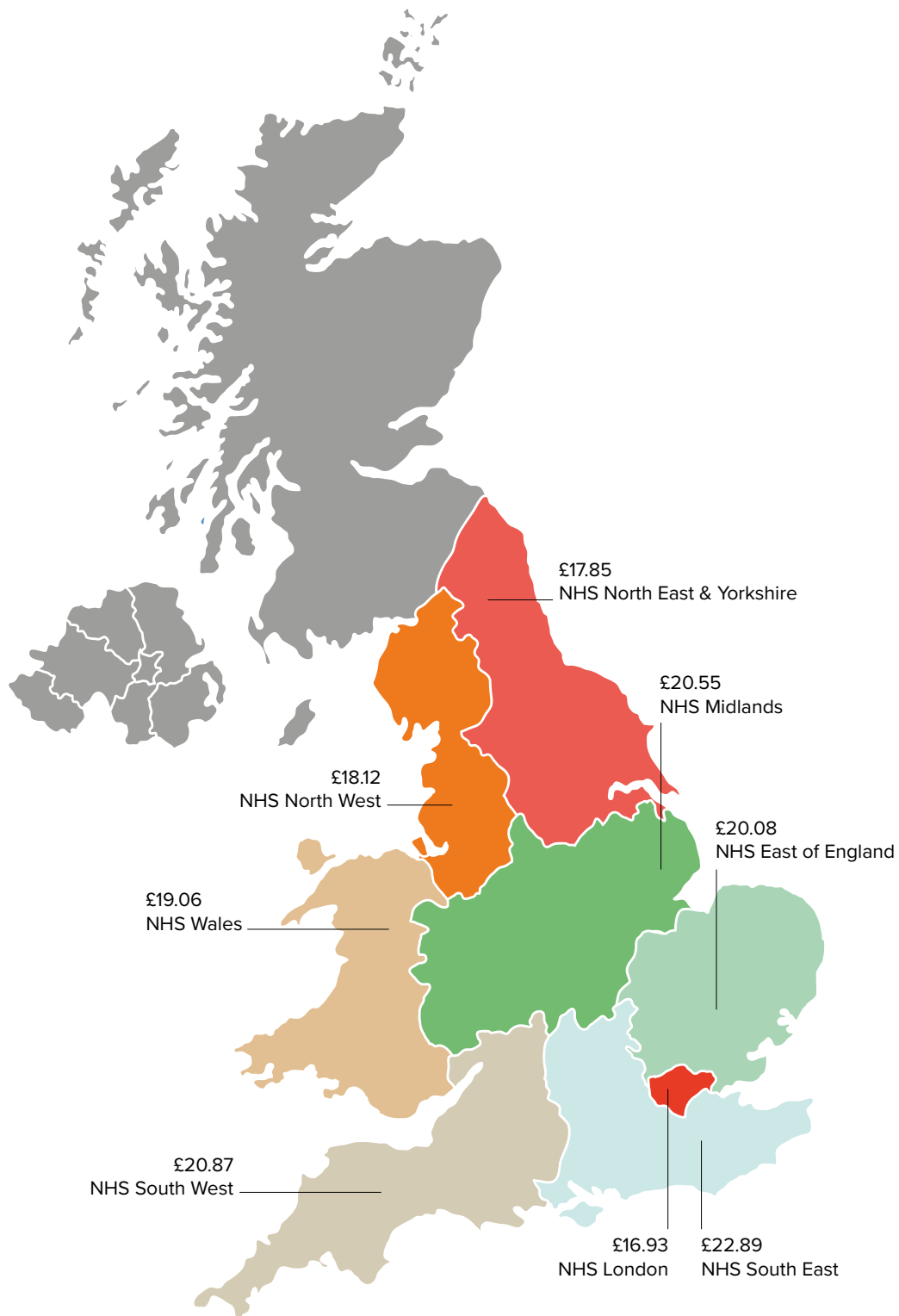
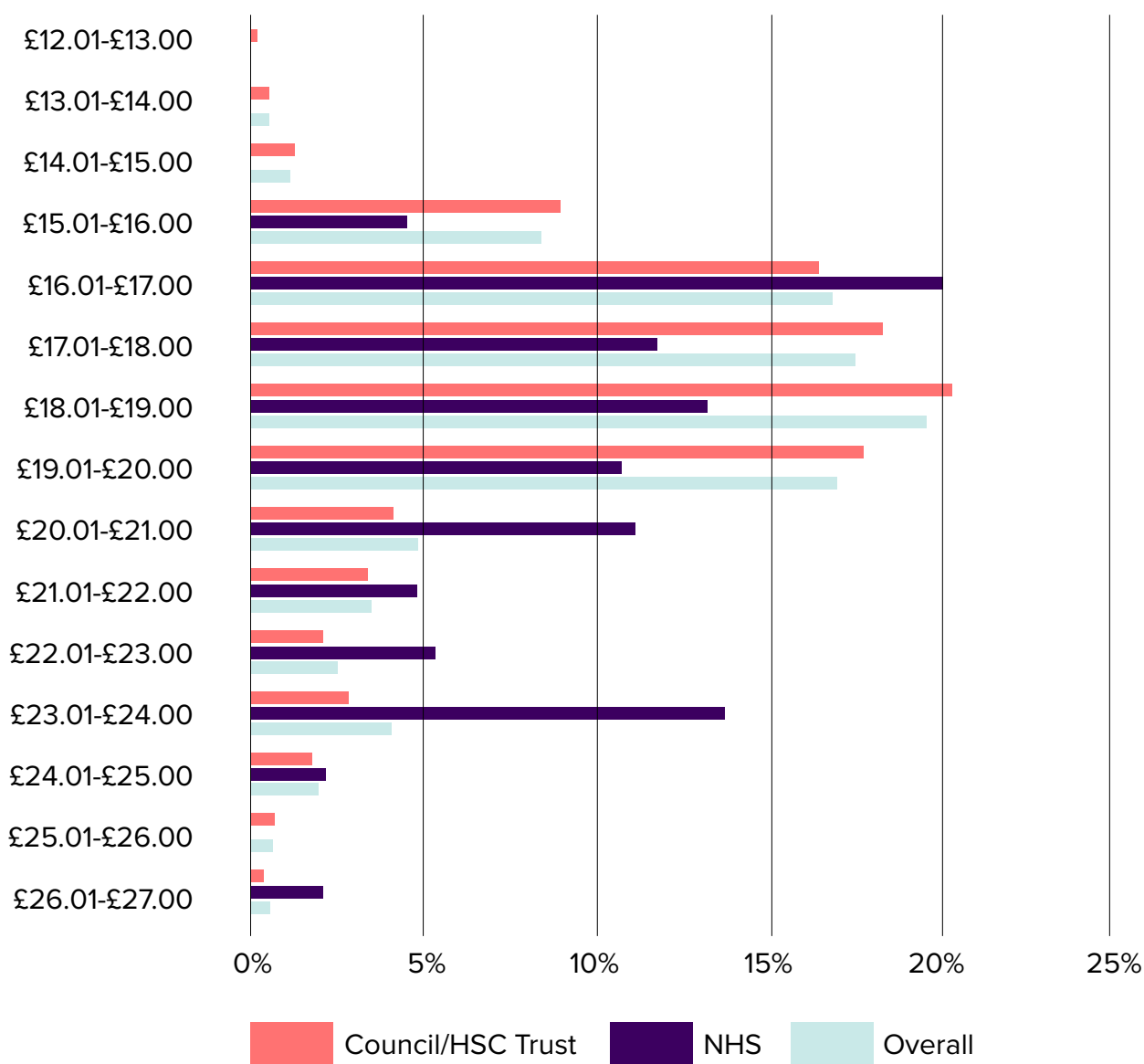


Figure 15 illustrates the proportion of hours of homecare purchased by councils/HSC Trusts and NHS bodies paying for homecare across the United Kingdom, in £1.00 price bands, using each organisation’s declared average hourly price.

The graph shows that NHS bodies are commissioning homecare at higher prices than councils/HSC Trusts. Indeed, for the

NHS, 40% of hours commissioned was at an average hourly price above £20.00, compared with just 16% for councils/HSC Trusts. As already explained, this is to be expected, as people only receive NHS-funded homecare if they have substantial healthcare needs, including end of life care. Their care needs are thus more complex, which requires more highly trained and experienced staff.

Figure 15. Proportion of hours of homecare purchased by councils/HSC Trusts and the NHS in the United Kingdom during the 2021 sample week at average hourly prices in £1.00 bands



Figures 16, 17, 18 and 19 illustrate the distribution of average prices in each of the UK's four administrations.

For England (which has a breakdown for councils and NHS bodies), 70% of homecare is being purchased at an average price between £16.01 and £20.00 overall. However, the proportion is greater among councils (73%) than NHS bodies (54%), with the latter more likely to pay higher average rates. Moreover, there is a much wider

distribution of average prices than the other administrations.

In Wales, 21% of hours are commissioned at an average rate over £20.00, while the respective figure for Scotland is only 5%.

However, while neither Wales nor Scotland are purchasing hours on average at or below £16.00, 76% of Northern Ireland's homecare is commissioned for an average price between £14.01 and £16.00.

Figure 16. Proportion of hours of homecare purchased by councils and the NHS in England during the 2021 sample week at average hourly prices in £1.00 bands

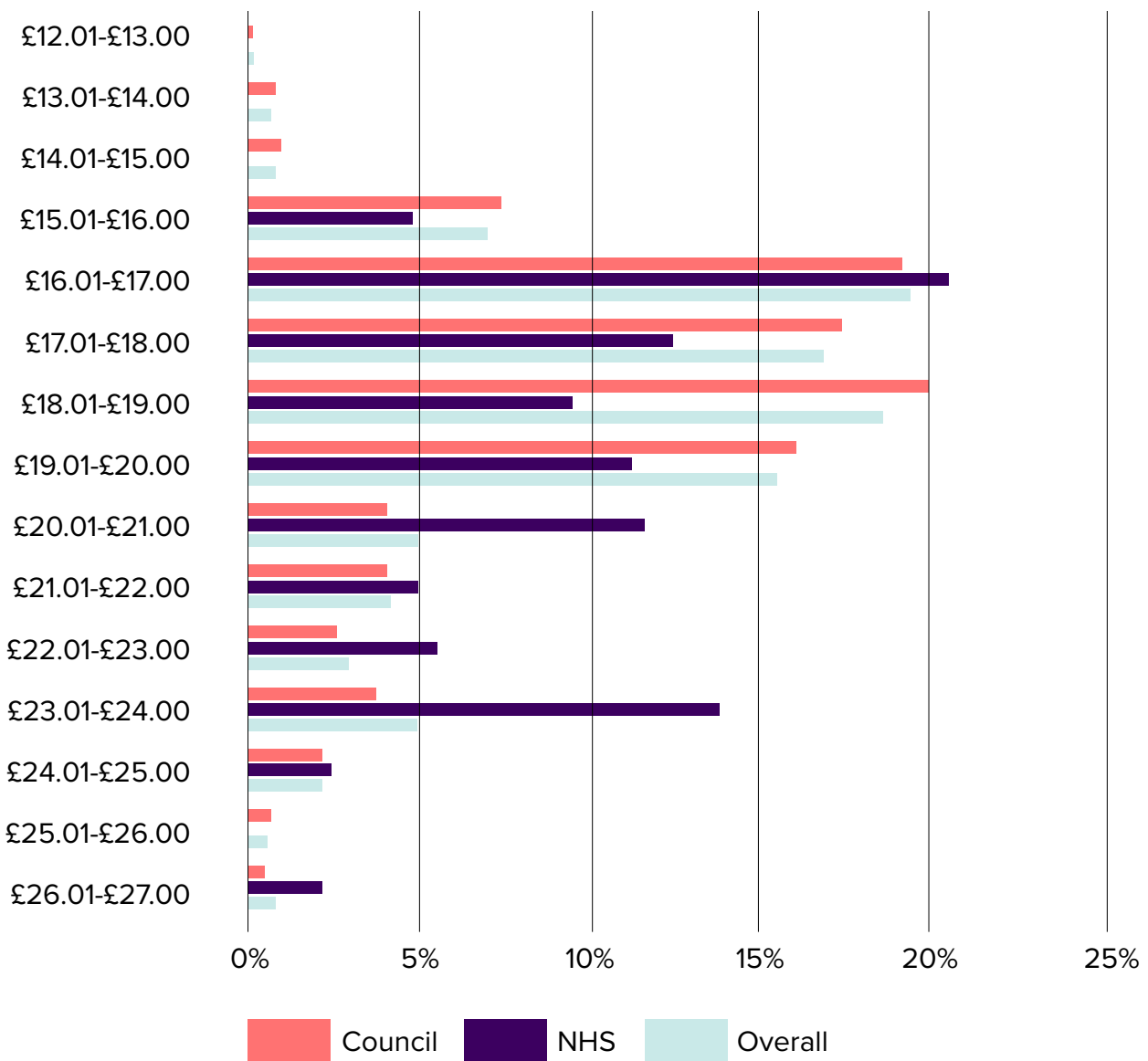


Figure 17. Combined proportion of hours of homecare purchased by councils and the NHS in Wales during the 2021 sample week at average hourly prices in £1.00 bands

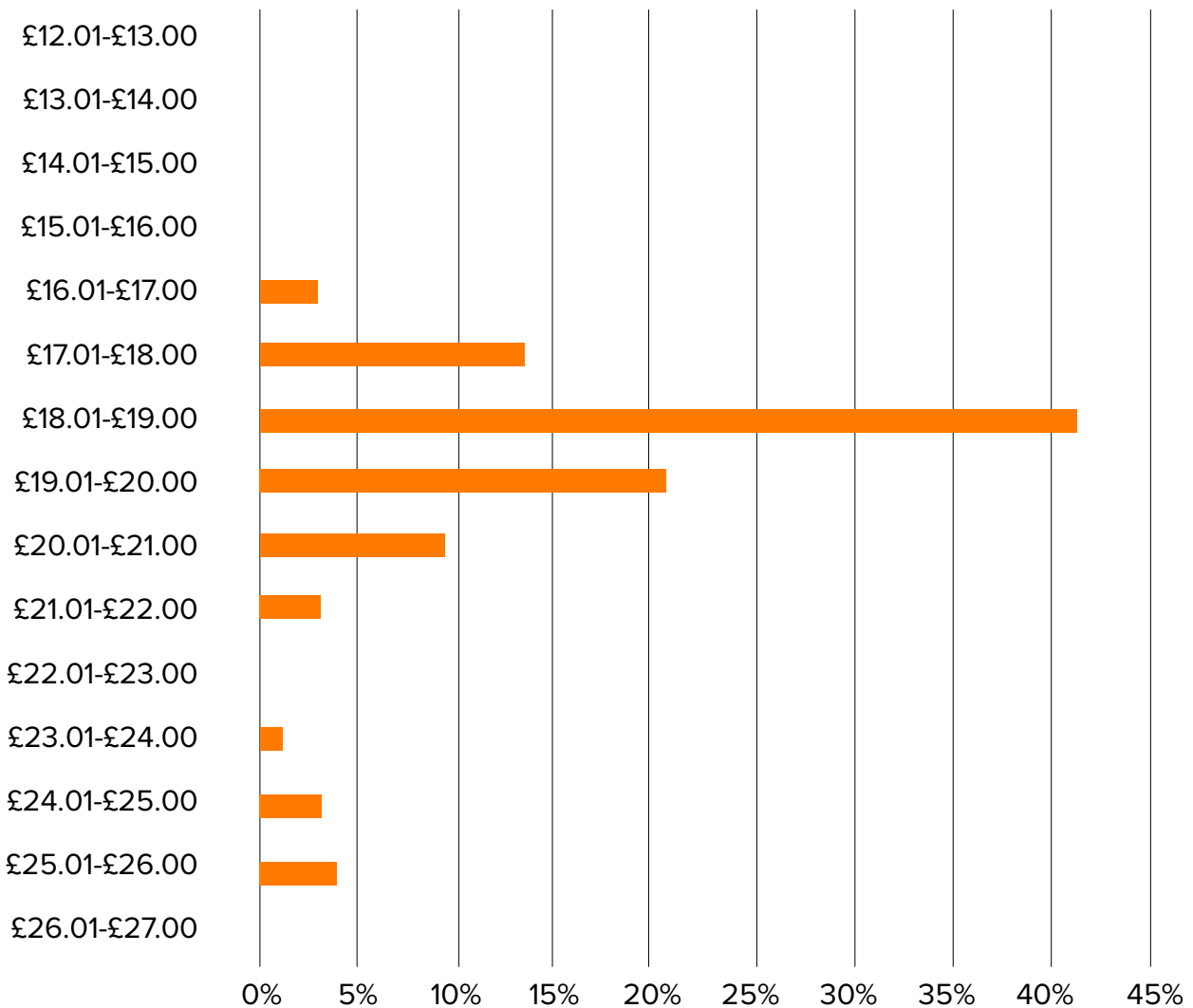


Figure 18. Proportion of hours of homecare purchased by councils in Scotland during the 2021 sample week at average hourly prices in £1.00 bands

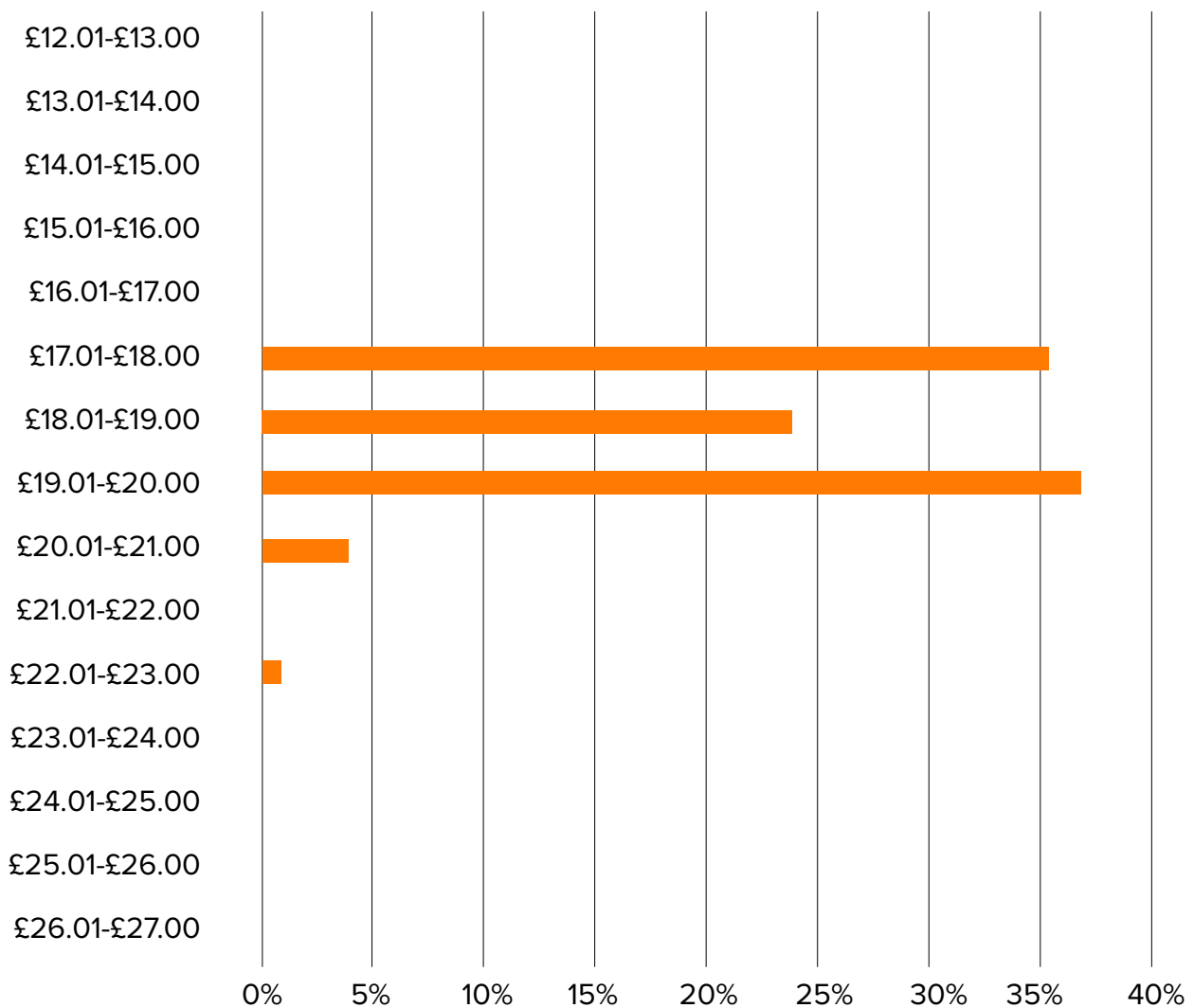
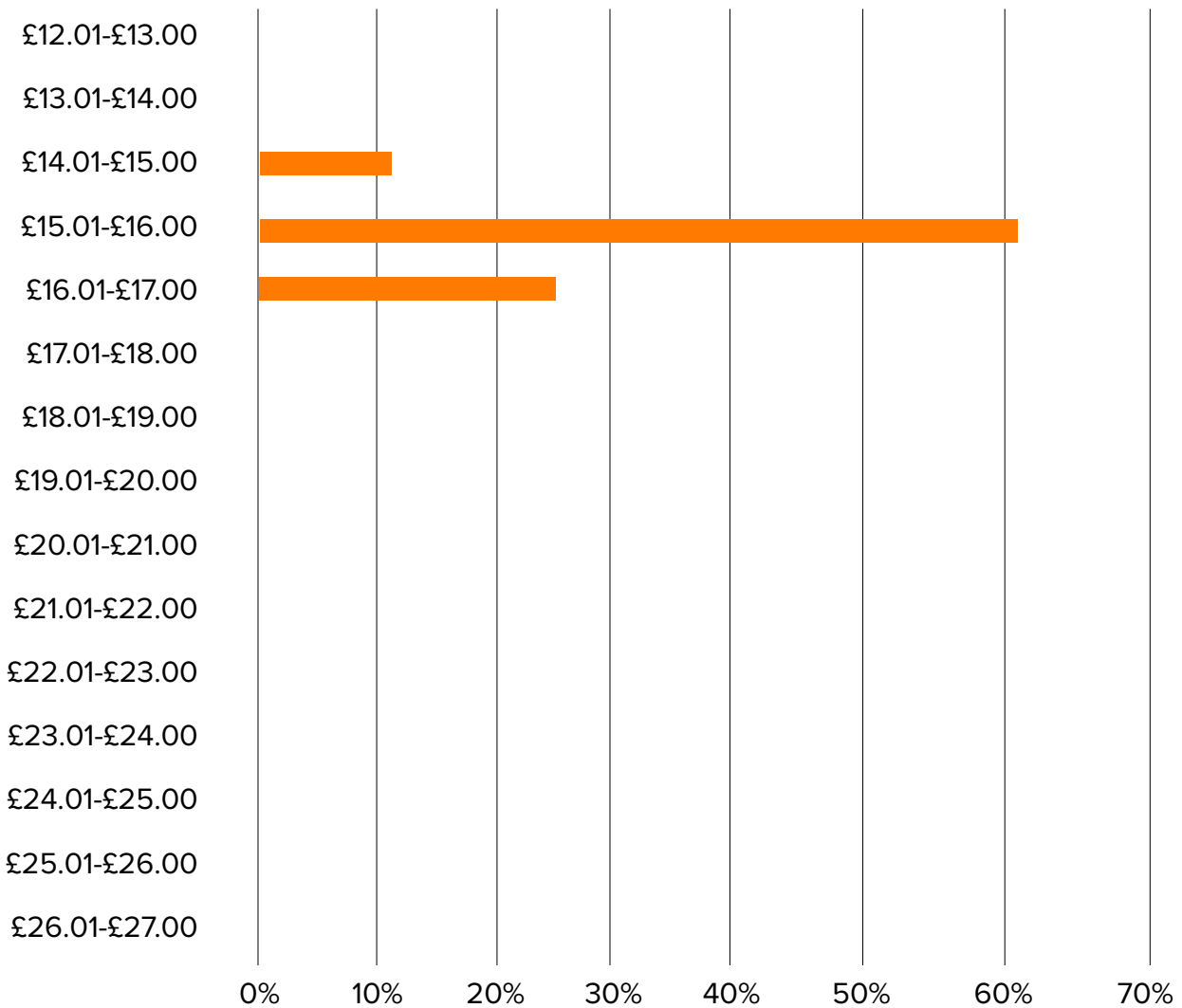


Figure 19. Proportion of hours of homecare purchased by HSC Trusts in Northern Ireland during the 2021 sample week at average hourly prices in £1.00 bands



Areas of deprivation in England

In 2019, the most recent update to the English Indices of Deprivation (IoD) was published, which measures local deprivation in England (Ministry of Housing, Communities & Local Government, 2019).

The IoD2019 consists of seven domains of deprivation (one of which is Health Deprivation and Disability) that are amalgamated and weighted to compute an overall measure, known as the Index of Multiple Deprivation (IMD). This calculation is done for every neighbourhood (or 'Lower-layer Super Output Area') in England.

At local authority level, a summary measure can be used to illustrate the scale of deprivation. One such measure considers the proportion of neighbourhoods in an authority that are in the most deprived 10% of neighbourhoods nationally.

Using this measure, Figure 20 depicts the 20 most deprived local authority areas on the IMD2019 (starting with Middlesbrough as the most deprived), with the average hourly price paid for homecare shown. The bars for these councils are then coloured, according to the quartile among councils/ HSC Trusts for that authority's average price. Consequently, 11 of the most deprived councils (55%) have an average rate in the bottom quartile, with only three (15%) in the top two quartiles.

N.B. North East Lincolnshire is among the 20 most deprived authorities, but is not included here as it did not hold any of the information requested (thus, no average price was provided).

Figure 20. The 20 most deprived councils in England on the IMD2019, compared with quartile rank for average hourly price paid for homecare during the 2021 sample week

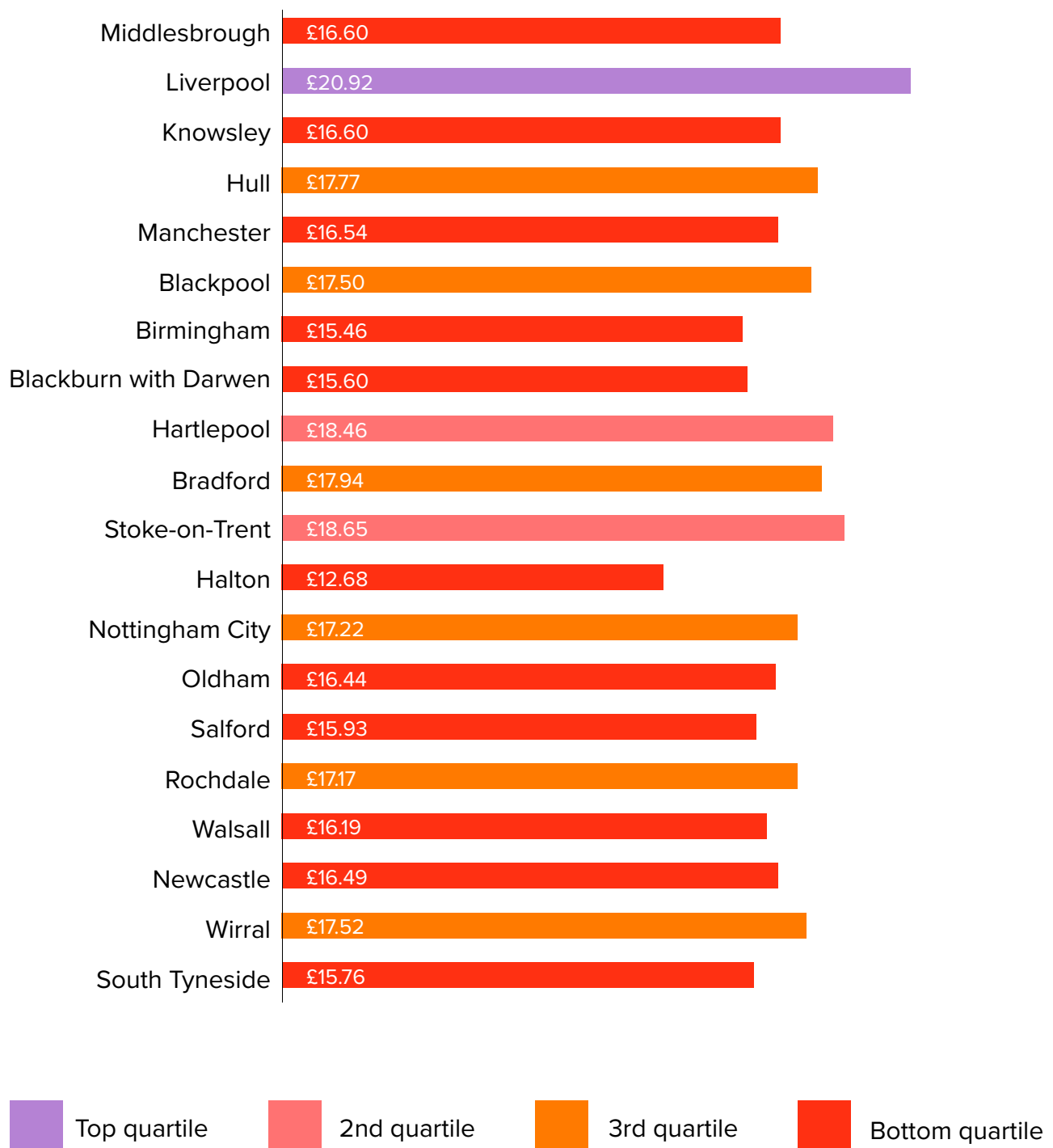
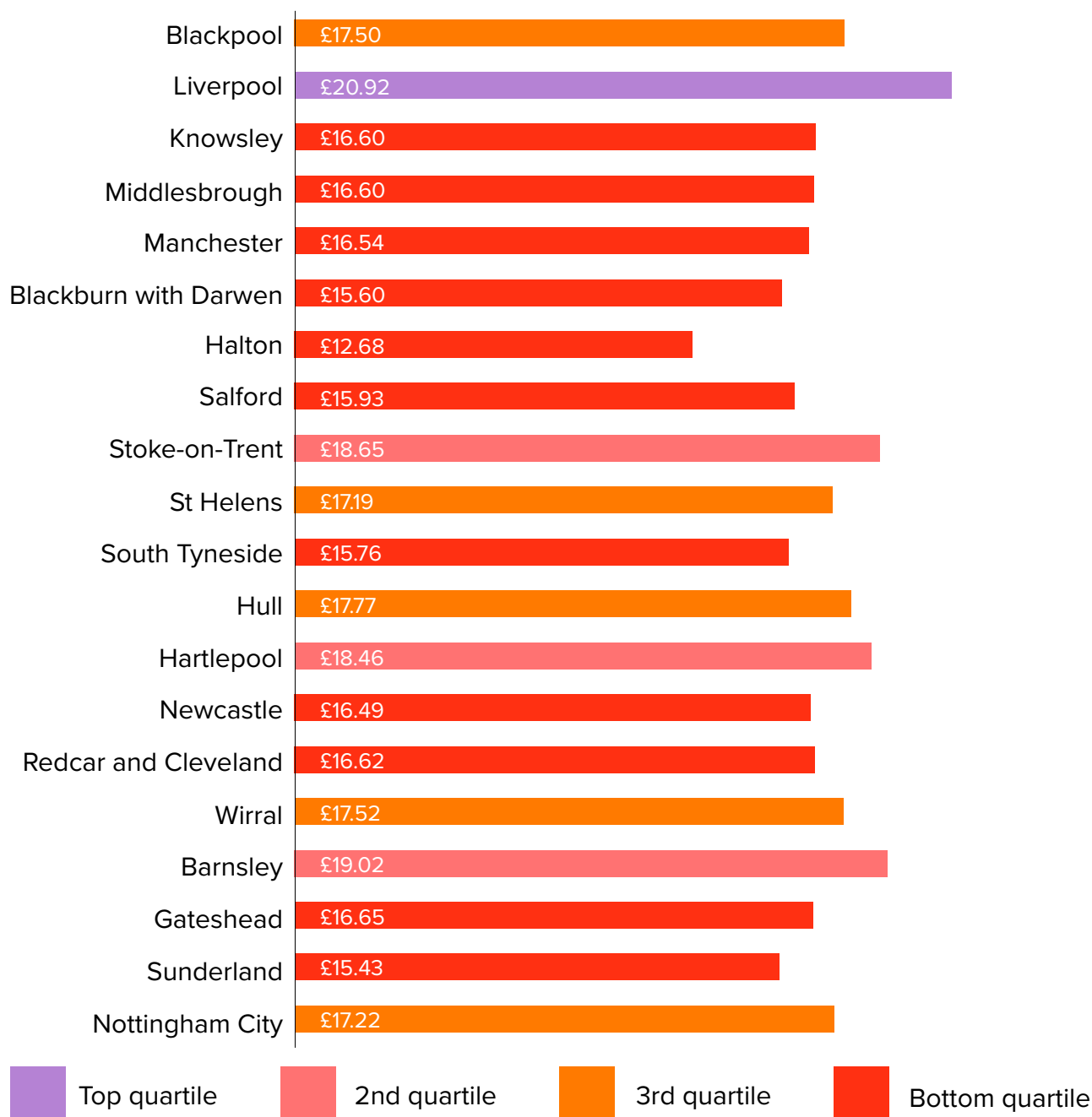


Figure 21. The 20 most deprived councils in England on the Health Deprivation and Disability domain 2019, compared with quartile rank for average hourly price paid for homecare during the 2021 sample week



Similarly, Figure 21 repeats the process, but instead uses the Health Deprivation and Disability domain of deprivation (as opposed to IMD2019). Here, the results are perhaps

even more stark, with six of the eight most deprived authorities (75%) being in the bottom quartile regarding average price for homecare.

Furthermore, previous research has applied the IMD to demonstrate how care needs for older people, aged 65 or above, can vary according to the level of deprivation where they live. In fact, 54% of women and 38% of men required assistance with 'Activities of Daily Living' (ADLs) in the most deprived parts of England – figures that were 28 and 23 percentage points respectively above those in the least deprived areas.

It was a homogenous story in relation to unmet need for ADLs. Here, there was unmet need among older adults for 48% of women and 32% of men in the most deprived areas – in each case, at least twice the associated numbers in the least deprived areas (NHS Digital, 2019).

N.B. In Figures 20 and 21, Liverpool is the only local authority whose average hourly price is in the top quartile. This council's figures for total spend on homecare and number of hours purchased in the 2021 reference week would indicate that its average price is much lower than £20.92 per hour. However, the Homecare Association has decided to present the average price as reported by the council.

Payment above National Minimum Wage

Only 47 organisations (15%) in the United Kingdom overall that responded to the request, and commission from the independent and voluntary sector, have specified in their contracts with homecare providers that careworkers should be paid at an hourly rate in excess of the statutory National Minimum Wage (including the statutory National Living Wage). Of the 47, only four are NHS bodies.

There was some variation between the UK administrations, with 43% imposing this in Scotland, but no HSC Trust in Northern Ireland doing likewise.

In May 2014, the European Commission wrote to Scotland's First Minister to confirm that it is likely unlawful for public organisations to mandate the payment of wages higher than the national legal minimum as part of a procurement process, for those working on the delivery of a contract (European Commission, 2014). It is,

however, possible to encourage contractors informally to pay higher wages and it is reasonable to expect them to do so if fee rates increase sufficiently. This is likely to explain why only a small proportion of public organisations have sought to require pay rates above the national legal minimum.

Now the United Kingdom is no longer a member of the European Union, there may be an opportunity to change legislation in this area in future.

Figure 22. Overall proportion of organisations to have imposed a contractual requirement that any homecare provider pay their workers above the National Minimum Wage (including the National Living Wage) in each administration and the United Kingdom



Of those that have made this contractual requirement, the average minimum rate specified in the United Kingdom overall was £9.96 per hour. In England, 18 of all organisations that have made this stipulation (55%) were local authorities in London,

with all but two specifying the London Living Wage (currently £10.85 per hour). This explains why England's average is noticeably higher than that for Wales and Scotland in Figure 23.

Figure 23. Overall average minimum rate specified by organisations that have imposed the contractual requirement for homecare providers of pay above the National Minimum Wage (including the National Living Wage) in each administration and the United Kingdom



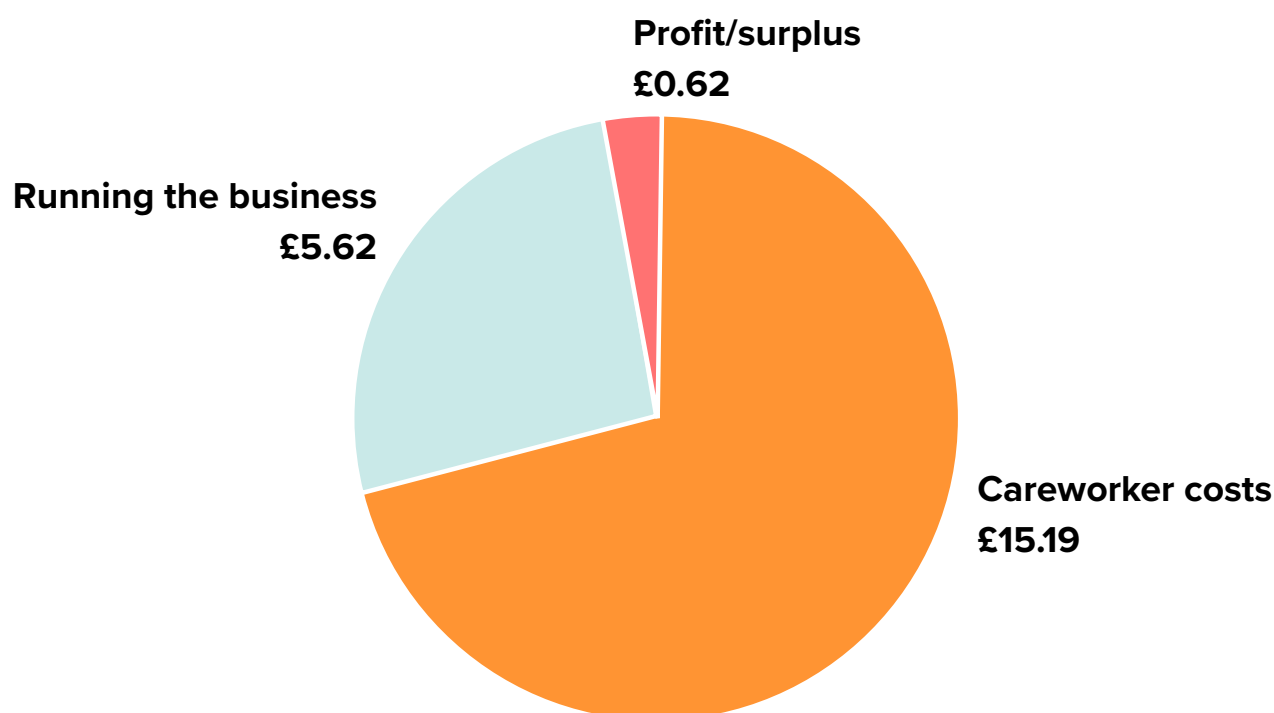
N.B. Some organisations seemed not to realise that these questions asked about a rate above the National Minimum Wage (including the National Living Wage), rather than being equal to this statutory requirement. In this circumstance, the Homecare Association amended answers, as appropriate.

The Homecare Association's Minimum Price for Homecare

The Homecare Association's Minimum Price for Homecare is calculated to cover the cost of an hour of homecare commissioned by councils/HSC Trusts or NHS bodies, while enabling providers to meet both employment and care regulations, as well as to ensure financial sustainability (Homecare Association, 2020).

For workers to be paid at the National Living Wage, the Minimum Price for Homecare is currently calculated at £21.43 per hour, with the costs summarised below (and explained in further detail in Appendix 1).

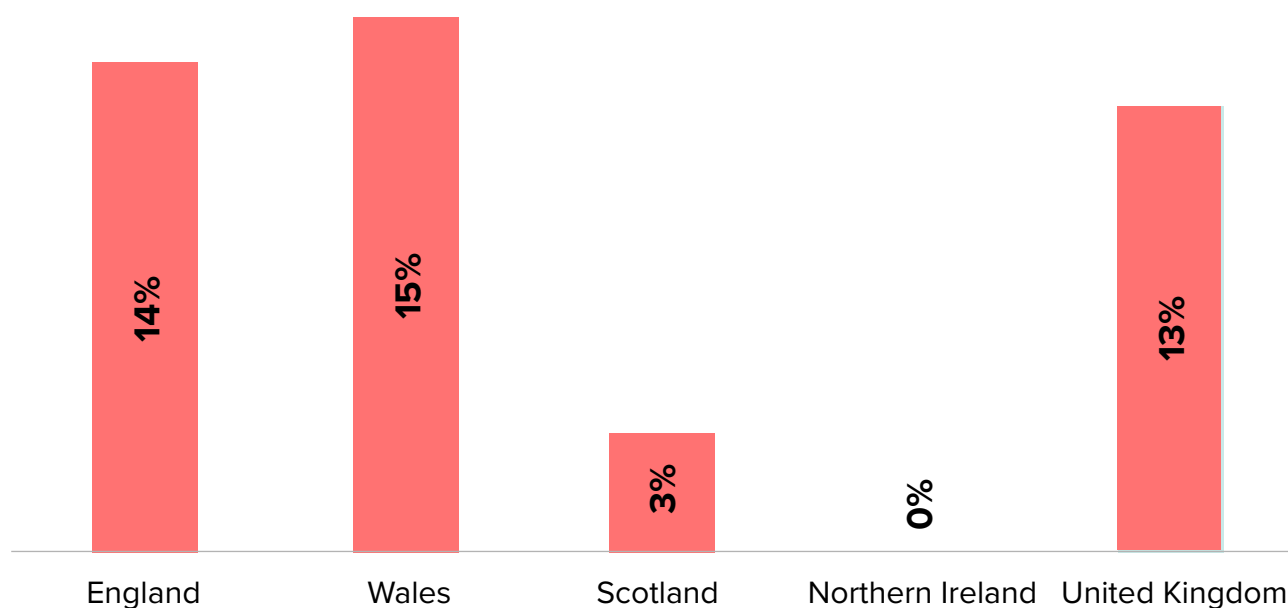
Figure 24. Distribution of costs in the Homecare Association's Minimum Price for Homecare of £21.43 per hour



From the information provided via the Freedom of Information request, only 36 public organisations in the United Kingdom (13% of those that provided figures) were paying an average price at, or above, the Homecare Association’s Minimum Price of £21.43 per hour. Indeed, in Scotland and Northern Ireland, this percentage drops to 3% and 0% respectively.

Moreover, only three organisations (6%) that specify a contractual requirement for providers to pay their workers above the National Minimum Wage (including the National Living Wage) have an average price of at least the Minimum Price at the National Living Wage.

Figure 25. Overall proportion of organisations in each administration and the United Kingdom whose average hourly price for homecare during the 2021 sample week was at, or above, the Homecare Association’s Minimum Price (£21.43)



Furthermore, there were four organisations, whose recorded average hourly rate was even lower than the average of £15.19 required to cover careworker direct costs alone:

- Halton (£12.68)
- Western HSC Trust, Northern Ireland (£14.21)
- Ealing (£15.00)
- Basildon and Brentwood CCG (£15.11)

In our view, it should be unlawful for public organisations to commission and purchase homecare at fee rates which create a high risk of providers being non-compliant with employment or care regulations, or of becoming insolvent.

Local government may suggest that providers should not bid at prices below cost. We agree. The reality, though is that councils are monopsony purchasers. For small and medium enterprises, the choice may be to bid and try to make it work, or to cease trading.

For councils/HSC Trusts only, there were just 19 authorities paying an average of at least £21.43 per hour – a proportion of 9%, which is five percentage points lower than the associated figure in the 2018 report, when the Minimum Price was £18.01 per hour.

In addition, the Homecare Association's Minimum Price at the real Living Wage/ Scottish Living Wage (£9.50 per hour) is £22.73 per hour; similarly, at the London Living Wage (£10.85 per hour), the Minimum Price is £25.70 per hour. The Living Wage/ Scottish Living Wage and London Living Wage are calculated each year by the Resolution Foundation and overseen by the Living Wage Commission.

Consequently, a mere 20 organisations overall (7%) provided an average hourly price that might enable providers to pay the applicable rate of the Living Wage.

None of London's local authorities are paying an average high enough to support the London Living Wage, whilst also maintaining quality and sustainability. This is despite the fact that 16 of these councils (52% of those that replied) have imposed a contractual minimum pay rate of the London Living Wage. Many of the London local authorities pay providers by the minute at low fee rates, resulting in poor pay, terms and conditions for the homecare workforce.

Given the weighted averages for each administration and the United Kingdom, it is also possible to 'work backwards' to find out what providers would be able to pay their staff each hour, if they were to adhere to the Minimum Price model.

The results, shown in Figure 26, are alarming. Not a single administration or the United Kingdom, splitting the data by councils/HSC Trusts and the NHS, has a weighted average that would enable compliance with the National Living Wage.

Figure 26. Hourly rates that providers would be able to remunerate staff using the weighted average prices paid for homecare in each administration and the United Kingdom for the 2021 sample week, according to the Homecare Association’s Minimum Price for Homecare



The rates paid by the majority of councils/ HSC Trusts in the United Kingdom continue to suggest that there is either a risk of non-compliance with the National Minimum Wage, or the potential for providers to go out of business.

Critically, inadequate central government funding for homecare has led to poor practices in the commissioning and purchasing of homecare by public organisations. In turn, this has led to poor pay, terms and conditions for the workforce, which is a root cause of insufficient workforce capacity to meet need.

Many providers are reporting that they are having to offer pay rates much higher than the national legal minimum to attract any job applicants at all. Clearly, it is not possible for employers to increase pay rates significantly, or at all, if their main source of income is from public organisations purchasing care at rates below cost.

On top of this, both employers and employees are facing an increase in National Insurance contributions of 1.25% from April 2022. Careworkers will experience a reduction in take-home pay and employers a further erosion of already tight margins, unless additional funding is made available, which appears unlikely.

Costing of homecare services

There is evidently a disconnect between the hourly rates that public organisations are specifying providers to pay their careworkers and their weighted average purchase prices when compared with the Homecare Association's Minimum Prices for key pay benchmarks.

Moreover, during the financial years 2019-20, 2020-21 or 2021-22, only 88 organisations (28%) in the United Kingdom overall that responded to the request, and commission from the independent and voluntary sector, asserted that they had undertaken a numerical calculation in order to assess the hourly cost of delivering homecare services.

The proportion of calculations conducted in Scotland was higher than the other UK administrations.

Of the afore-mentioned 88 organisations, 82% were councils/HSC Trusts.

In line with previous research conducted by the Homecare Association, very few NHS bodies were able to explain their rationale for the fee rates they offer. Some CCGs have not reviewed their fee rates for homecare for over five years.

Figure 27. Overall proportion of organisations in each administration and the United Kingdom that have undertaken a numerical calculation since 2019-20 of the hourly cost of delivering homecare



However, the overall proportion of organisations that provided their numerical calculation is unquestionably smaller across the United Kingdom than was seen in Figure 27, with 56 organisations (18%) in total supplying this.

It is worth noting that of those that had done a numerical calculation, 11 organisations

(13%) then claimed an exemption under Freedom of Information legislation to withhold disclosure of this calculation.

Transparency on the rationale for setting purchase prices for care should be a requirement of public sector commissioners. Unwillingness to disclose calculations risks eroding trust.

Figure 28. Overall proportion of organisations in each administration and the United Kingdom that provided their numerical calculation of the hourly cost of delivering homecare



Undertaking a numerical calculation of this nature is particularly important, given the significant changes in providers’ costs which have occurred over the last few years – not least the challenges associated with the COVID-19 pandemic, but also increases to the statutory National Minimum Wage (including the National Living Wage) and employers’ contributions to workplace pensions.

Unless public organisations complete such a calculation, 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.


In the Homecare Association’s view, performing this calculation would:

- Inform the organisation’s understanding of the actual costs of care in the local market;
- Alert organisations to the risks to stability of the local homecare market;

- Assist the organisation in budget planning and re-procurement;
- Enable open and honest discussions with providers about local market costs.

We strongly encourage organisations to undertake appropriate cost of care exercises with their providers. We believe that our findings support the argument for better oversight of the commissioning function of public organisations.

The Health and Care Bill, which is currently progressing through parliament in England, creates a new duty for the Care Quality Commission (CQC) to provide oversight of local authority commissioning, as well as effective operation of the wider health and care system (Health and Care Bill, 2021). Current proposals, however, give CQC no enforcement powers with regard to local authority commissioning. Whilst oversight by the regulator is welcomed, it remains unclear how this will make a difference in practice.



In Scotland, a consultation is in progress on a proposed new National Care Service. This includes the establishment of core requirements for ethical commissioning to support the standardisation and implementation of fair work requirements and practices (Scottish Government, 2021). The goal is to drive up quality and secure person-centred outcomes and fair work practices. It is proposed that the National Care Service will develop a Structure of Standards and Processes for ethical commissioning, including procurement, which Community Health and Social Care Boards will follow and provide assurance against the National Care Service. In principle, this appears to have potential benefits, though it is too early to tell if it will deliver the promised outcomes.

In Wales, a White Paper called “Rebalancing Care and Support” expressed intention to develop a national framework for commissioning social care (Welsh Government, 2021). The aim is to reduce complexity and ensure that quality is the key determinant of success in the social care market. The outcome of the consultation and next steps remain unclear.

In Northern Ireland, there appear to be no discussions about oversight of commissioning of care.

The size of the funding deficit

As previously mentioned, the Homecare Association has computed a Minimum Price for Homecare when workers are paid at the National Living Wage, real Living Wage/Scottish Living Wage and London Living Wage.

These and other measures can be used to calculate figures for annual funding deficits for homecare by comparing with the weighted averages determined from the Freedom of Information request. Indeed, the data can be broken down by administration and the United Kingdom, as well as by councils/HSC Trusts, NHS bodies and overall, using the appropriate weighted average.

To compute this difference, the annual number of homecare hours delivered by the independent and voluntary sector in each breakdown is required.

For councils/HSC Trusts in total, these are available from sources in England (Laing, 2020), Wales (Milsom & Breeze, 2020), Scotland (where an estimate is required) (Public Health Scotland, 2020) and Northern Ireland (Northern Ireland Department of Health, 2021).

For the NHS in England and Wales, this information is typically not published, but it can be estimated using the number of hours reported in the 2021 sample week from the Freedom of Information request and multiplying by the number of weeks in a year (approximately 52.1429).

(No figure is provided for the NHS in Scotland – this is explained on page 140).

The results for each measure are presented in the following tables.

Funding deficit at the National Living Wage

Based on the current volume of services purchased against the Homecare Association's Minimum Price for Homecare at the National Living Wage, state-funded homecare (delivered by the independent and voluntary sector) for the United Kingdom overall is running a deficit of around £641.7 million in 2021-22. In other words, this is the figure that would ensure homecare workers in the independent and voluntary sector are paid at the National Living Wage.

Figure 29. Breakdown of the 2021-22 funding deficits in each administration and the United Kingdom, by councils/HSC Trusts, the NHS and overall, for homecare workers in the independent and voluntary sector to be paid at the National Living Wage

	Council/HSC Trust	NHS	Overall
England	£437.2 million	£34.3 million	£471.5 million
Wales	£20.6 million	£2.3 million	£22.9 million
Scotland	£87.1 million		£87.1 million
Northern Ireland	£60.2 million		£60.2 million
United Kingdom	£605.1 million	£36.6 million	£641.7 million

Funding deficit at the respective Living Wages

While following a similar methodology as above, the annual number of hours in England is now split to enable computations for homecare workers in London (being paid at the London Living Wage) and the rest of England (receiving the real Living Wage). This is done by using the proportion of hours purchased in London and the rest of England, according to Freedom of Information responses for both councils and the NHS for the 2021 sample week.

Consequently, using the Minimum Price model once again, there is a funding deficit of around £1.01 billion in 2021-22 for the United Kingdom overall that would ensure homecare workers in the independent and voluntary sector are paid at the real Living Wage/Scottish Living Wage (£9.50 per hour) or, as appropriate, the London Living Wage (£10.85 per hour).

Figure 30. Breakdown of the 2021-22 funding deficits in each administration and the United Kingdom, by councils/HSC Trusts, the NHS and overall, for homecare workers in the independent and voluntary sector to be paid at the real Living Wage/Scottish Living Wage or London Living Wage

	Council/HSC Trust	NHS	Overall
England	£710.8 million	£65.6 million	£776.4 million
Wales	£33.2 million	£3.6 million	£36.8 million
Scotland	£127.2 million		£127.2 million
Northern Ireland	£73.9 million		£73.9 million
United Kingdom	£945.1 million	£69.2 million	£1.01 billion

Funding deficit compared with NHS Band 3 healthcare assistants

Currently, an NHS healthcare assistant at Band 3, with at least two years of experience, receives an annual salary of £21,777 (NHS, 2021). Given a standard working week for full-time NHS staff of 37.5 hours, this equates to a wage of around £11.14 per hour.

Therefore, according to the Homecare Association’s model, the Minimum Price for Homecare at this rate would be £26.31 per hour.

Consequently, there is a funding deficit of around £1.72 billion in 2021-22 for the United Kingdom overall that would ensure homecare workers in the independent and voluntary sector are paid at the same rate as their equivalents in the NHS. Indeed, the figure for homecare purchased by councils in England is £1.17 billion alone.

Figure 31. Breakdown of the 2021-22 funding deficits in each administration and the United Kingdom, by councils/HSC Trusts, the NHS and overall, for homecare workers in the independent and voluntary sector to be paid at the same rate as NHS Band 3 healthcare assistants (2+ years’ experience)

	Council/HSC Trust	NHS	Overall
England	£1.17 billion	£122.6 million	£1.30 billion
Wales	£68.2 million	£7.1 million	£75.3 million
Scotland	£238.4 million		£238.4 million
Northern Ireland	£111.9 million		£111.9 million
United Kingdom	£1.59 billion	£129.7 million	£1.72 billion

Funding deficit compared with sales and retail assistants

In 2020-21, the median hourly pay for sales and retail assistants was £9.22 (Skills for Care, 2021).

Therefore, according to the Homecare Association's model, the Minimum Price for Homecare at this rate would be £22.11 per hour.

Consequently, there is a funding deficit of around £792.1 million in 2021-22 for the United Kingdom overall that would ensure homecare workers in the independent and voluntary sector are paid at the same rate as the median for sales and retail assistants.

Figure 32. Breakdown of the 2021-22 funding deficits in each administration and the United Kingdom, by councils/HSC Trusts, the NHS and overall, for homecare workers in the independent and voluntary sector to be paid at the same rate as sales and retail assistants

	Council/HSC Trust	NHS	Overall
England	£539.7 million	£46.6 million	£586.3 million
Wales	£27.2 million	£3.0 million	£30.2 million
Scotland	£108.2 million		£108.2 million
Northern Ireland	£67.4 million		£67.4 million
United Kingdom	£742.5 million	£49.6 million	£792.1 million

Funding deficit compared with self-funders

Data shared with the Homecare Association by The Access Group reveals that the average invoice rate for those that fund their own care is around £24.64 per hour.

Consequently, there is a funding deficit of around £1.35 billion in 2021-22 for the United Kingdom overall between the rates for self-funders and for homecare purchased by public organisations.

Figure 33. Breakdown of the 2021-22 funding deficits in each administration and the United Kingdom, by councils/HSC Trusts, the NHS and overall, between rates for self-funders and state-funded homecare

	Council/HSC Trust	NHS	Overall
England	£922.1 million	£92.4 million	£1.01 billion
Wales	£51.9 million	£5.5 million	£57.4 million
Scotland	£186.7 million		£186.7 million
Northern Ireland	£94.3 million		£94.3 million
United Kingdom	£1.26 billion	£97.9 million	£1.35 billion

Further considerations

Unmet need

The Homecare Association had previously calculated that if each person with unmet need received one hour of homecare per day, every day, at the Homecare Association's Minimum Price for Homecare of £21.43 per hour, the cost would be £7,829 per year per person. Multiplied by 1.5 million people in England (Age UK, 2019), this would cost an additional £11.7 billion per year in England alone.

If an equivalent of a Band 3 NHS wage were allowed, then the hourly rate required would be £26.31. The annual cost would be £9,610 per year per person and for 1.5 million people, this would cost £14.4 billion per year in England alone.

Note that this doesn't take into account 2022-23 inflationary pressures on unit costs.

One hour of homecare per person per day would fall below the standard definition of "intensive homecare" of ten hours per week.

We know that demand has risen since Age UK calculated its 1.5 million figure in 2019.

The Association of Directors of Adult Social Services (ADASS) reported in September 2021 that nearly 300,000 people were waiting for social care assessments. The shortfall in available capacity required had doubled over the last six months, even though the amount of homecare hours delivered had actually increased by 4%. 13% of people were being offered care and support, such as residential care, that they would not have chosen, due to recruitment and retention issues (Association of Directors of Adults Social Services, 2021).

As demand is outstripping supply, Homecare Association members have reported that they are turning away care packages. In a survey of members, 38% said they were unable to take on new work and 57% said they could take on some, but not all new work (Townson, 2021).

Everything is pointing towards heightened levels of unmet need. The £5.4 billion in funding that has been announced over three years from 2023 (i.e. £1.8 billion per year) is inadequate to meet this level of need when we anticipate that in excess of £11.7 billion per year is required (i.e. in excess of £35.2 billion over three years) or £14.4 billion per annum if a more appropriate wage is paid (i.e. in excess of £43.2 billion over three years).

Lack of investment in home-based and community services risks increased health service utilisation, higher cost in the longer-term and a reduction in well-being and healthy life expectancy (Martin, 2021).

Moving services “in house”

Over the last few years, a number of councils and NHS providers have considered moving to in-house provision of homecare as a response to the fragility of their local market. A few have done so, particularly with reablement services, for example in Wiltshire.

National data indicate that the cost of in-house provision is at least double that of out-sourced homecare services (NHS Digital, 2021).

In local authority areas where in-house provision has been re-started, careworkers have simply moved from independent providers to public sector employers, at greater cost, without a net gain in overall workforce capacity. This further destabilises independent providers without measurable benefit to the local healthcare systems.

Unregistered service providers

Of more recent concern is evidence that public organisations are encouraging use of unregistered service providers, including introductory agencies and personal assistants, as an alternative model of service provision for older people. Reducing costs is a key driver for public sector commissioners. Without the heavy cost and process burdens of regulation, unregistered providers can deliver homecare much more cheaply and thus profitably. There is, however, no oversight of quality and safety, or requirement for mandatory training or supervision of careworkers operating in the “grey economy”, where cash changes hands and care is delivered under the radar of the CQC, Department of Work and Pensions and HMRC. Skills for Care estimates there to be 130,000 careworkers working in unregistered agencies, which is 20% of the homecare workforce (Skills for Care, 2021).

Some introductory agencies, operating at scale, are directly targeting careworkers in registered providers and enticing them to leave with offers of cash, higher headline pay rates and promises of the flexibility of self-employed status. The registered agencies are then left with a shortage of staff to meet contractual obligations. This forces them to hire staff from the agencies that poached them, often at highly inflated prices, further reducing their financial viability. The careworkers that leave find themselves

without day-to-day support from a registered manager, or employment protections, whilst caring for people with high complexity of need.

Many consumers do not appreciate the differences between managed registered homecare services and introductory agencies and there is no enforcement of consumer protection laws in this part of the market.

If it is deemed that personal care and healthcare, as defined in the legislation, require regulatory oversight for public protection, it is hard to understand why some providers are exempt and others are not, based solely on their employment status. Either we need regulation of care or we don't.

Furthermore, policies such as vaccination as a condition of deployment will not apply to the unregistered workforce. If the government is implementing this policy to protect the health and well-being of older and disabled people, why is 20% of the workforce exempt?

Personal assistants have long been popular with younger adults with disabilities, who tend to receive more generous funding per person than older people and are able to access support for social activities, as well as personal and healthcare.

The Homecare Association fully supports choice and control in accessing care and support services. We believe that people receiving state funding should have the same ability to self-direct care and support as those paying for their own care. Choice and control should not, however, be conflated with avoidance of standards and oversight of quality and safety. In other sectors, workers are not legally permitted to operate without being on a register, which requires qualifications, demonstration of competence and continuous professional development. Gas engineers, for example, have to be on the Gas Safe Register, regardless of whether they are sole traders or employees of large companies.

The extra costs associated with the forthcoming increase in National Insurance contributions, plus the proposed policy on vaccination as a condition of deployment, may make the 'unregulated' market more appealing to both providers and care commissioners as a means to save money and preserve workforce capacity. At the same time, this may increase risks for those receiving care as well as careworkers, who may not fully understand potential consequences with respect to safety, employment rights, insurance, benefits systems and potential enforcement consequences.

Risks associated with underfunded care

Low prices paid for homecare services create risks, 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 people 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, leading to higher levels of unmet need.

Lack of adequate funding also means the care market will become increasingly economically unsustainable and more people will be affected by providers who are forced to hand-back contracts to councils or cease trading (National Audit Office, 2021).

Ultimately, poor access to social care adversely affects health outcomes, including reducing life expectancy (Martin, 2021). In addition to decreasing well-being and quality of life, inadequate social care may result in higher healthcare utilisation, increased pressure on the NHS and higher costs in the longer term.

Hours of homecare purchased

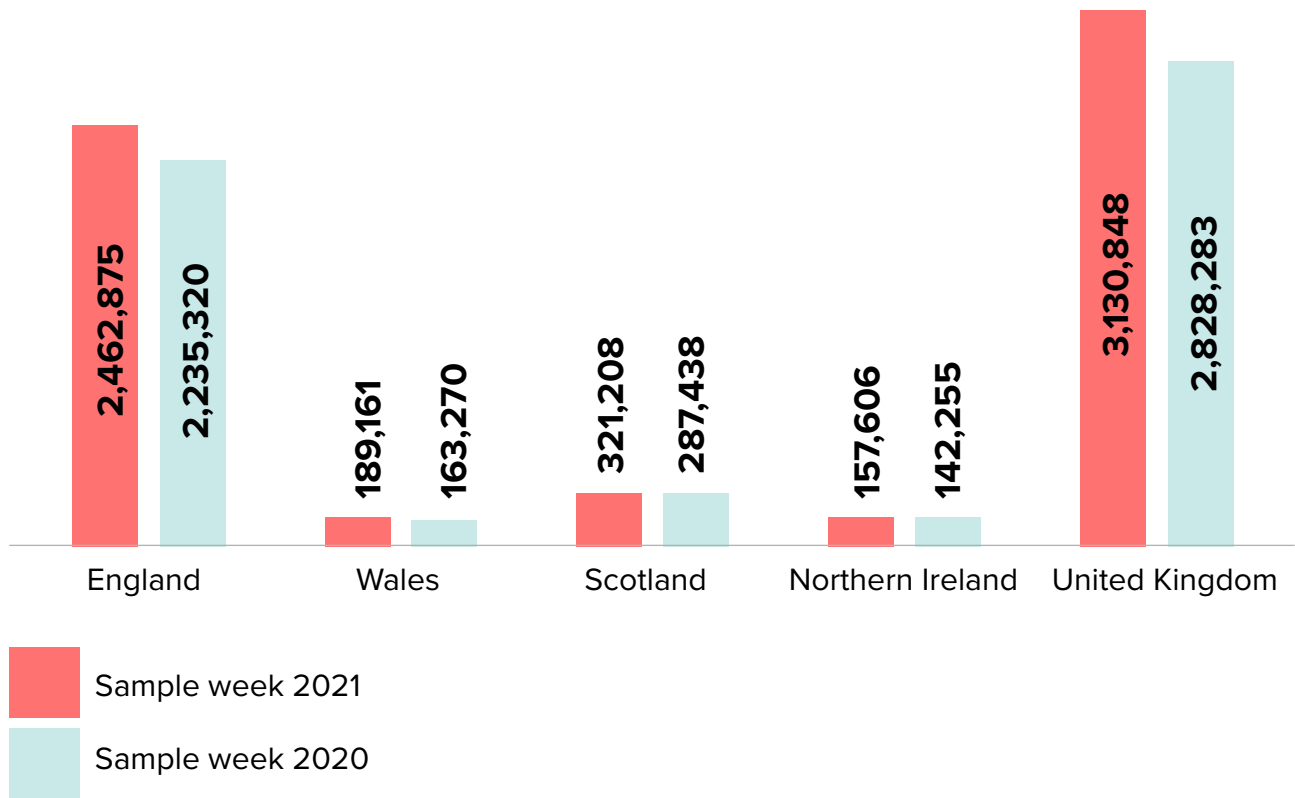
In this year's Freedom of Information request, the Homecare Association asked for figures on the total hours of homecare purchased for sample weeks in April 2021 and April 2020 to enable a like-for-like comparison.

This is shown in Figure 34, but only considers organisations which provided data for both sample weeks to ensure a fair contrast (thus, the total number of hours

reported for each administration and the United Kingdom may be lower than actual).

Since 2020, the number of hours of homecare purchased by public sector organisations has risen by 11% in the United Kingdom overall, with this figure climbing to 16% in Wales.

Figure 34. Overall total hours of homecare purchased during the 2021 and 2020 sample weeks in each administration and the United Kingdom



Councils/HSC Trusts in the United Kingdom

England's government regions and devolved administrations

Figure 35. Weighted average hourly prices paid for homecare in England's government regions and the devolved administrations for the 2021 sample week



Weighted average rates for England's government regions and the devolved administrations are compared in Figures 35, 36 and 37.

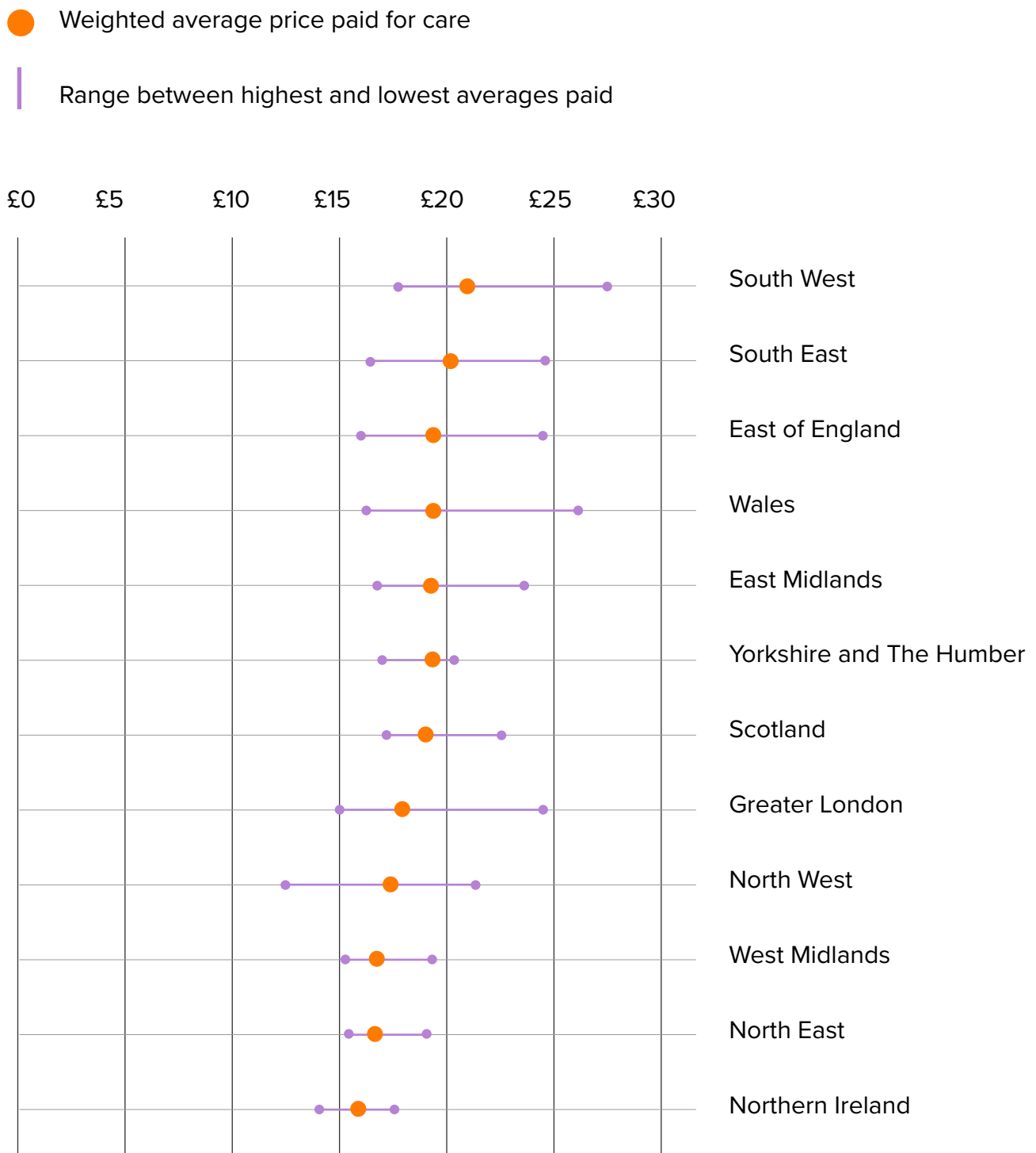
The government regions/administrations showing the lowest weighted average hourly prices for homecare are Northern Ireland (£15.76) and the North East and West Midlands in England (£16.56 and £17.15 respectively).

Authorities in these three regions accounted for 39% of the 51 authorities in the bottom quartile of average prices among councils/HSC Trusts across the whole United Kingdom. Moreover, Northern Ireland and the North East are the two government regions with the smallest range between average prices for councils/HSC Trusts.

Figure 36. Average prices paid per hour and the hours of homecare purchased in England's government regions and the devolved administrations during the 2021 sample week, compared with the 2018 sample week

Government region/ administration	2021			Weighted average	2018 Weighted average	Since 2018 Increase or decrease
	Lowest average	Highest average	Hours			
East Midlands	£16.68	£23.28	173,662	£19.16	£17.23	£1.93
East of England	£15.86	£24.19	257,627	£19.38	£16.99	£2.38
Greater London	£15.00	£24.65	421,490	£17.99	£15.75	£2.24
North East	£15.43	£18.56	159,286	£16.56	£14.15	£2.41
North West	£12.68	£20.92	329,429	£17.45	£14.60	£2.85
South East	£16.59	£25.20	329,414	£19.77	£18.20	£1.57
South West	£18.12	£26.11	226,659	£21.05	£18.20	£2.85
West Midlands	£15.27	£19.64	298,132	£17.15	£15.65	£1.51
Yorkshire and The Humber	£16.74	£20.22	202,440	£18.64	£15.51	£3.13
Wales	£16.28	£25.92	184,966	£19.33	£16.78	£2.55
Scotland	£17.01	£22.64	321,208	£18.62	£16.54	£2.08
Northern Ireland	£14.21	£16.89	157,606	£15.76	£13.70	£2.05
United Kingdom				£18.45	£16.12	£2.33

Figure 37. Range of average hourly prices paid for homecare in England's government regions and the devolved administrations, compared to the weighted average price for the region or administration during the 2021 sample week



East Midlands

Key facts

£19.16

per hour weighted average,
compared to £18.54 per hour
for councils in England

①

Only one council pays the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

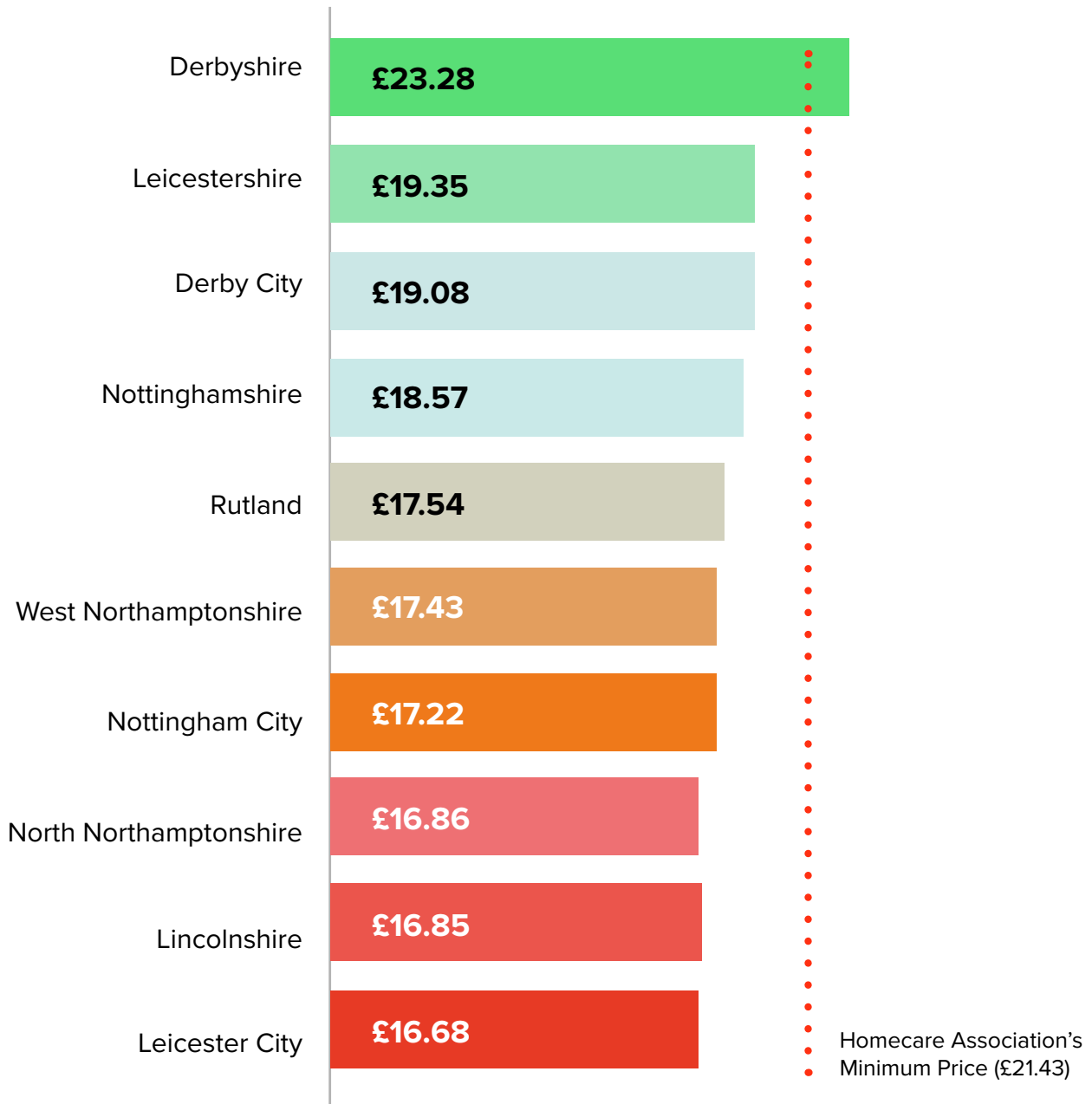
5th highest

weighted average in the 12
government regions of the UK

30%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 38. Average hourly prices paid for homecare by councils in the East Midlands during the 2021 sample week



All ten local authorities which purchase homecare from the independent and voluntary sector in the East Midlands responded to the request for information on the process paid for homecare as summarised in Figures 38, 39 and 40.

Derbyshire provided a lowest and highest rate of £16.08, plus a travel visit payment, without specifying the exact figures. Therefore, these numbers have not been used in the following analysis.

Moreover, since the 2018 Freedom of Information exercise, Northamptonshire County Council has been abolished and been replaced by North Northamptonshire Council and West Northamptonshire Council. Therefore, a comparison with 2018 has not been made.

The weighted average price paid for older people's homecare in the East Midlands during the sample week was £19.16 per hour. This was the fourth-highest weighted average in England's nine government regions and fifth-highest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, three authorities (30%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with only one authority (10%) in the East Midlands in the top quartile for councils/HSC Trusts.

The weighted average price in the region has increased by £1.93 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the third-lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £19.16 per hour weighted average in the region was £0.62 above the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £16.68 to £23.28 per hour; a difference of £6.60 between the lowest and highest paying authorities in the East Midlands.

Only one authority, Derbyshire, was paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

From the authorities that provided the information, the lowest hourly rate for local authorities in the East Midlands was £14.68 per hour, paid by North Northamptonshire, while the highest was £23.00, paid by Leicestershire. However, the actual highest price will be above £23.00, given the average rate for Derbyshire, which did not supply a maximum price, is £23.28. The highest and lowest hourly rates stated by most authorities should be regarded as outliers since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 173,662. Considering councils who provided data for sample weeks in both 2021 and 2020, there was an 11% increase in hours from the 2020 sample week.

None of the region's authorities has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

Six of the authorities (60%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only three (30%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 39. Prices paid per hour and the hours of homecare purchased in the East Midlands during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Derby City	£16.71	£20.56	12,727	£19.08	£14.32	£4.76
Derbyshire	48,702	£23.28	£22.59	£0.69
Leicester City	£16.14	£17.22	22,076	£16.68	£14.76	£1.92
Leicestershire	£18.00	£23.00	1,990	£19.35	£16.72	£2.63
Lincolnshire	£16.27	£17.39	21,528	£16.85	£16.15	£0.70
North Northamptonshire	£14.68	£18.71	9,679	£16.86
Nottingham City	£16.85	£17.60	19,918	£17.22	£15.76	£1.46
Nottinghamshire	£16.09	£21.50	25,614	£18.57	£16.14	£2.43
Rutland	£17.54	£17.54	1,469	£17.54	£16.46	£1.08
West Northamptonshire	£16.58	£20.60	9,958	£17.43

Figure 40. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the East Midlands during the 2021 sample week



East of England

Key facts

£19.38

per hour weighted average,
compared to £18.54 per hour
for councils in England

②

Only two councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

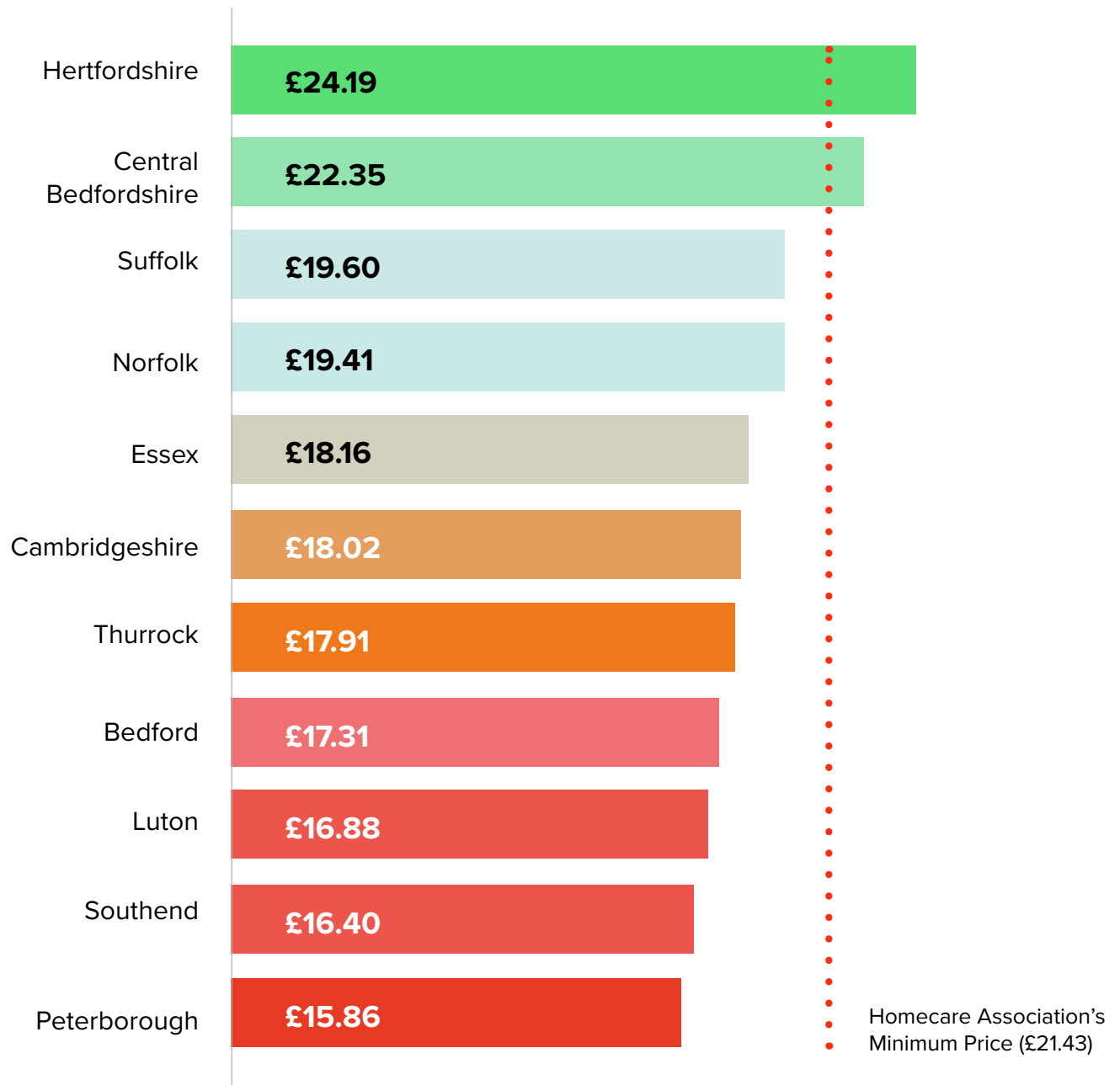
3rd highest

weighted average in the 12
government regions of the UK

27%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 41. Average hourly prices paid for homecare by councils in the East of England during the 2021 sample week



All 11 local authorities which purchase homecare from the independent and voluntary sector in the East of England responded to the request for information on the process paid for homecare as summarised in Figures 41, 42 and 43.

The weighted average price paid for older people's homecare in the East of England during the sample week was £19.38 per hour. This was the third-highest weighted average in England's nine government regions and in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, three authorities (27%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with a further three authorities (27%) in the East of England in the top quartile for councils/HSC Trusts. Moreover, Norfolk's average price has decreased since 2018.

The weighted average price in the region has increased by £2.38 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the sixth-highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £19.38 per hour weighted average in the region was £0.84 above the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £15.86 to £24.19 per hour; a difference of £8.33 between the lowest and highest paying authorities in the East of England.

Only two authorities, Central Bedfordshire

and Hertfordshire, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the East of England was £6.24 per hour, paid by Southend (but this was specifically for live-in, 24-hour care), while the highest was £87.57, paid by Hertfordshire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 257,627. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 12% increase in hours from the 2020 sample week.

None of the region's authorities has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

Five of the authorities (45%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only three (27%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 42. Prices paid per hour and the hours of homecare purchased in the East of England during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Bedford	£15.00	£24.24	8,872	£17.31	£16.18	£1.13
Cambridgeshire	£14.75	£18.71	16,845	£18.02	£15.56	£2.46
Central Bedfordshire	£14.29	£67.44	16,587	£22.35	£19.00	£3.35
Essex	£14.20	£30.00	68,290	£18.16	£16.38	£1.78
Hertfordshire	£15.78	£87.57	34,857	£24.19	£18.64	£5.55
Luton	£15.48	£20.00	7,364	£16.88	£15.76	£1.12
Norfolk	£16.79	£26.52	40,666	£19.41	£19.60	-£0.19
Peterborough	£12.64	£25.00	9,888	£15.86	£14.10	£1.76
Southend	£6.24	£25.00	14,184	£16.40	£14.72	£1.68
Suffolk	£15.00	£25.48	35,535	£19.60	£17.09	£2.51
Thurrock	£17.91	£17.91	4,539	£17.91	£16.25	£1.66

Figure 43. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the East of England during the 2021 sample week



Greater London

Key facts

£17.99

per hour weighted average,
compared to £18.54 per hour
for councils in England

③

Only three councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

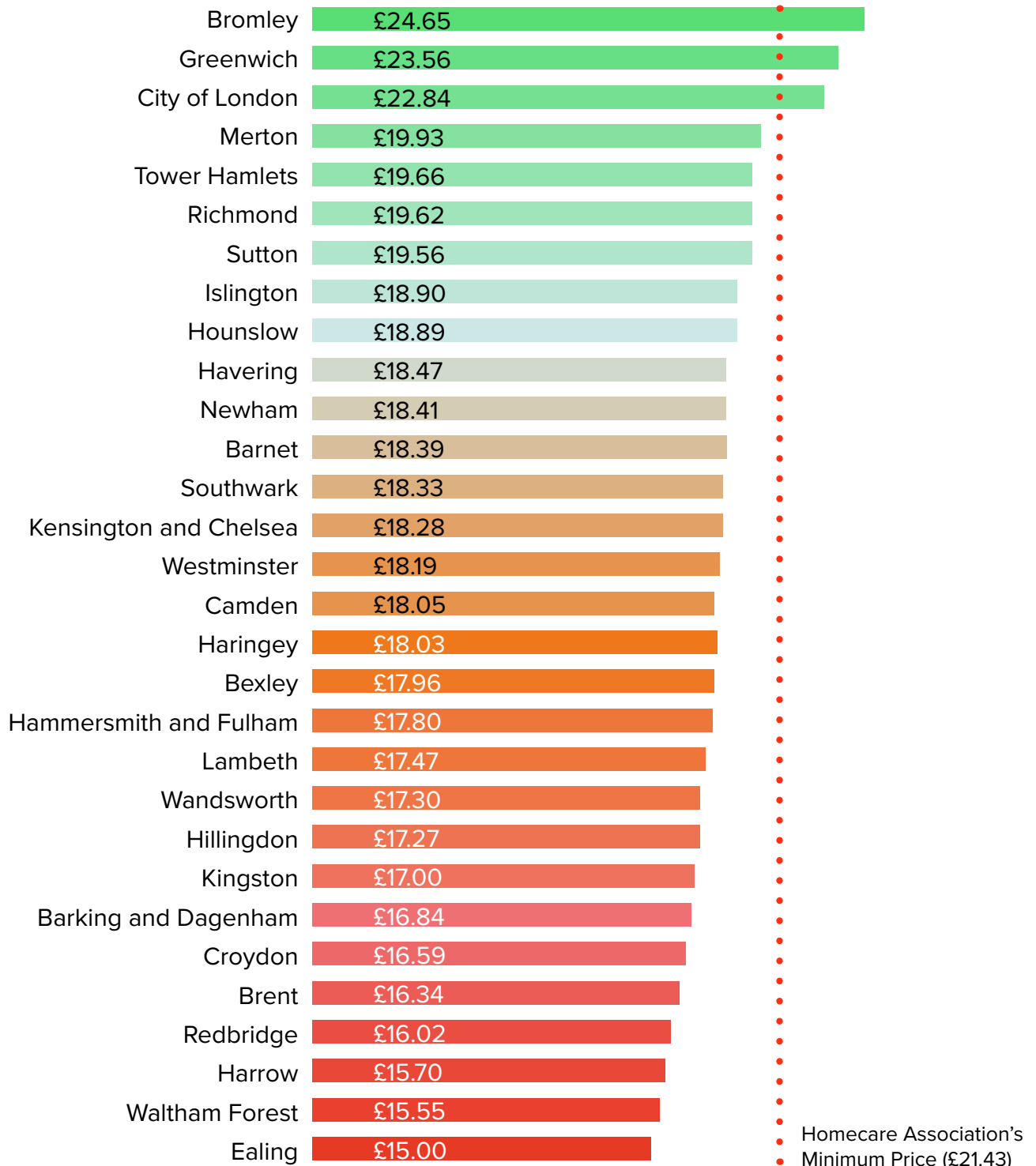
5th lowest

weighted average in the 12
government regions of the UK

27%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 44. Average hourly prices paid for homecare by councils in Greater London during the 2021 sample week



31 out of 32 local authorities which purchase homecare from the independent and voluntary sector in Greater London responded to the request for information on the process paid for homecare as summarised in Figures 44, 45 and 46.

Despite repeated attempts to obtain a response by the Homecare Association, Lewisham failed to reply to the Freedom of Information request within 60 days, three times the statutory time limit. A response was submitted after 71 days, which was far too late to be included in the analysis for this report. As a result, Lewisham is the only organisation who received the request that has been recorded as providing 'No response'.

Meanwhile, Enfield operates under a 'direct payments' model, which the Homecare Association asked to be excluded from the data sample in the Freedom of Information request. Therefore, this council is also not included in the following analysis.

Hackney was unable to provide their average price, hours purchased and total spend, as these figures were inaccessible following a previous cyberattack experienced by the local authority.

The weighted average price paid for older people's homecare in Greater London during the sample week was £17.99 per hour. This was the fourth-lowest weighted average in England's nine government regions and fifth-lowest in the 12 government regions of the United Kingdom (including the devolved administrations). This is remarkable, given the higher cost of living in the region.

Of those reporting an average price, eight authorities (27%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with seven authorities (23%) in Greater London in the top quartile for councils/HSC Trusts. Moreover, Ealing's average price is unchanged from 2018.

The weighted average price in the region has increased by £2.24 per hour since the Homecare Association undertook a similar

Freedom of Information enquiry in 2018. This was the sixth-lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £17.99 per hour weighted average in the region was £0.55 below the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £15.00 to £24.65 per hour; a difference of £9.65 between the lowest and highest paying authorities in Greater London.

Only three authorities, Bromley, Greenwich and the City of London, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour. However, Bromley's average price (and highest rate) includes double-handed visits, so will be a slight overestimate.

The lowest hourly rate for local authorities in Greater London was £8.49 per hour, paid by Croydon, while the highest was £72.00, paid by Greenwich (which is not reflective of their commissioning practices and represents a unique set of commissioning needs). Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 421,490. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 14% increase in hours from the 2020 sample week.

18 of the region's authorities (58%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £10.79; however, using the Homecare Association's Minimum Price for Homecare model, this wage would require

authorities to pay providers £25.54 per hour, which no council in Greater London is doing.

Eight of the authorities (26%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

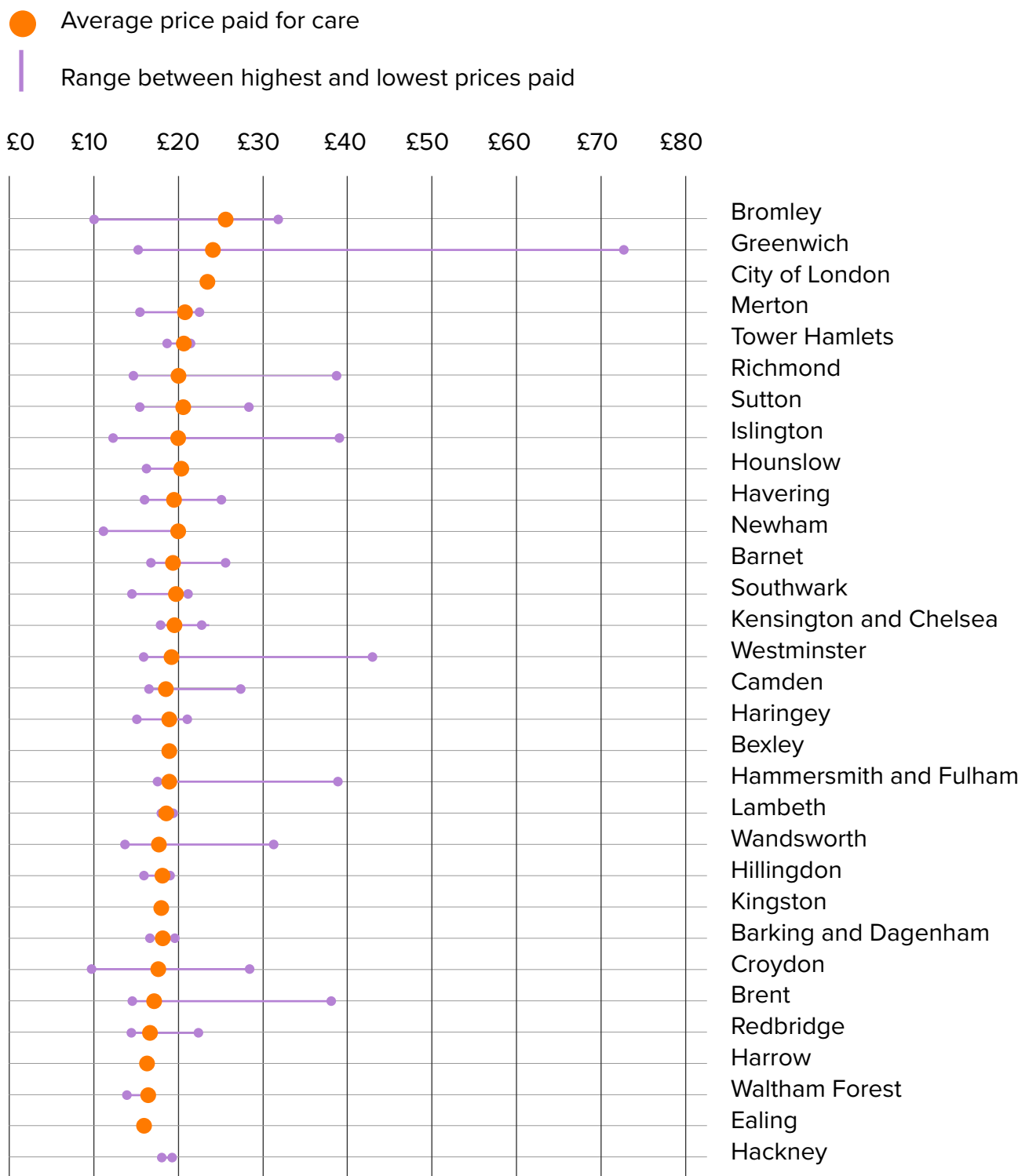
However, only six (19%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 45. Prices paid per hour and the hours of homecare purchased in Greater London during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Barking & Dagenham	£14.90	£19.23	9,649	£16.84	£15.62	£1.22
Barnet	£15.70	£24.89	25,723	£18.39	£16.00	£2.39
Bexley	£17.96	£17.96	13,503	£17.96	£14.68	£3.28
Brent	£13.50	£36.04	19,962	£16.34	£14.80	£1.54
Bromley	£9.70	£30.46	7,354	£24.65	£17.77	£6.88
Camden	£16.00	£26.77	11,936	£18.05	£17.57	£0.48
City of London	£22.84	£22.84	418	£22.84	£21.63	£1.21
Croydon	£8.49	£28.00	17,470	£16.59	£15.88	£0.71
Ealing	£15.00	£15.81	22,261	£15.00	£15.00	£0.00
Greenwich	£14.12	£72.00	12,663	£23.56	£15.72	£7.84
Hackney	£17.72	£18.96	£16.70	..
Hammersmith and Fulham	£16.12	£37.90	16,793	£17.80	£15.45	£2.35
Haringey	£14.14	£20.63	12,811	£18.03	£14.21	£3.82
Harrow	£15.70	£15.70	16,920	£15.70	£14.14	£1.56
Havering	£15.00	£23.79	11,125	£18.47	£16.75	£1.72
Hillingdon	£14.50	£18.73	12,376	£17.27	£16.40	£0.87
Hounslow	£16.00	£19.50	7,244	£18.89	£16.00	£2.89
Islington	£12.50	£38.00	24,477	£18.90	£17.71	£1.19
Kensington and Chelsea	£16.78	£22.14	8,668	£18.28	£16.65	£1.63
Kingston	£17.00	£17.00	8,698	£17.00	£16.00	£1.00
Lambeth	£16.44	£19.24	13,053	£17.47	£16.26	£1.21
Merton	£15.27	£21.50	5,660	£19.93	£15.70	£4.23
Newham	£11.07	£19.36	25,131	£18.41	£13.34	£5.07
Redbridge	£13.60	£20.89	15,897	£16.02	£14.10	£1.92
Richmond	£14.00	£38.12	5,831	£19.62	£17.66	£1.96
Southwark	£13.80	£19.83	23,953	£18.33	£16.78	£1.55
Sutton	£14.00	£27.03	9,695	£19.56	£15.38	£4.18
Tower Hamlets	£17.54	£20.76	22,397	£19.66	£18.04	£1.62
Waltham Forest	£13.00	£16.38	11,000	£15.55	£14.57	£0.98
Wandsworth	£13.00	£30.02	10,622	£17.30
Westminster	£15.00	£42.00	18,199	£18.19	£16.47	£1.72

Figure 46. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in Greater London during the 2021 sample week



North East

Key facts

£16.56

per hour weighted average,
compared to £18.54 per hour
for councils in England

0

No council pays the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

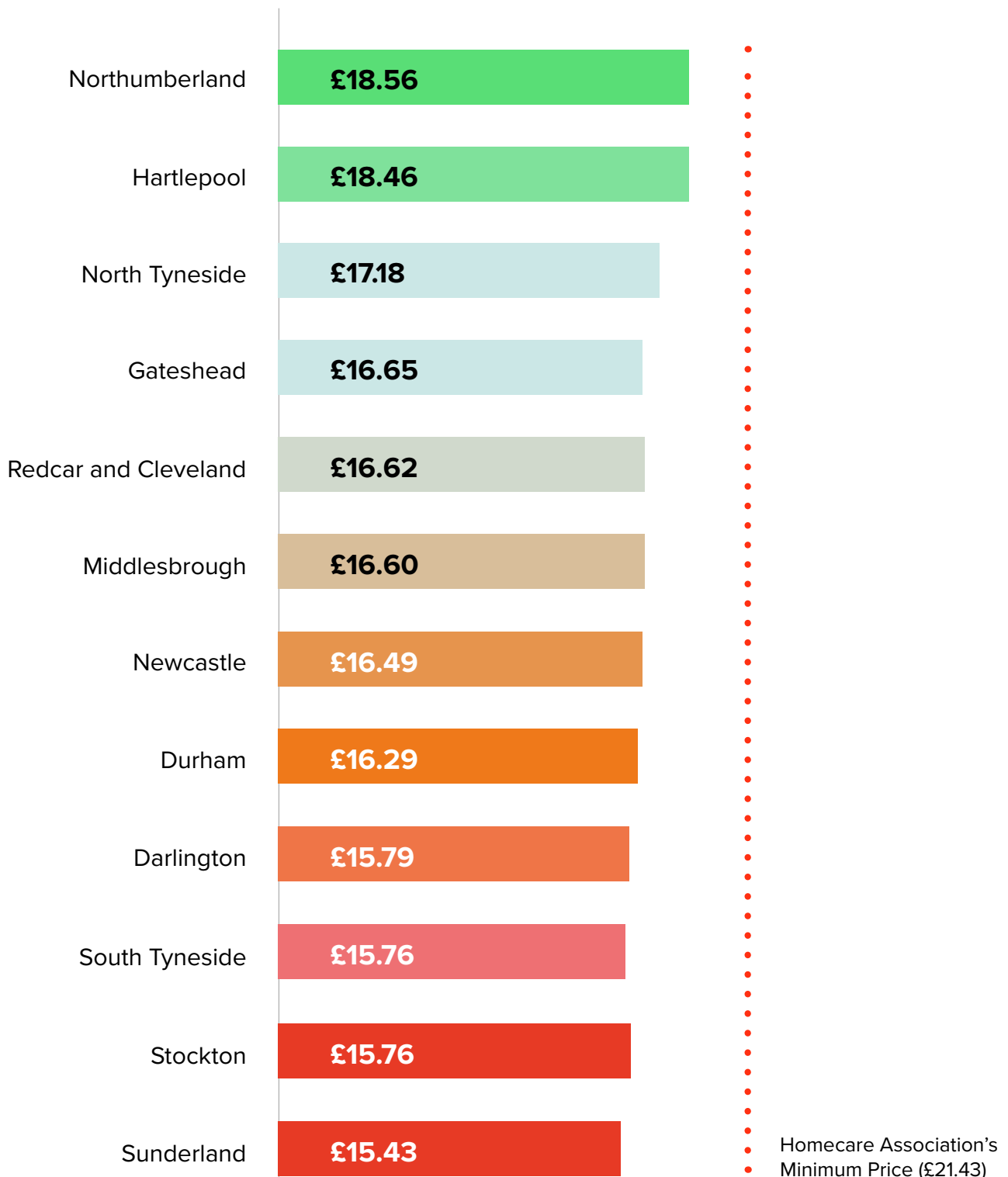
2nd lowest

weighted average in the 12
government regions of the UK

75%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 47. Average hourly prices paid for homecare by councils in the North East during the 2021 sample week



All 12 local authorities which purchase homecare from the independent and voluntary sector in the North East responded to the request for information on the process paid for homecare as summarised in Figures 47, 48 and 49.

The weighted average price paid for older people's homecare in the North East during the sample week was £16.56 per hour. This was the lowest weighted average in England's nine government regions and second-lowest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, nine authorities (75%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with no authorities in the North East in the top quartile for councils/HSC Trusts. Moreover, Middlesbrough's average price has decreased since 2018.

The weighted average price in the region has increased by £2.41 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the fifth-highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £16.56 per hour weighted average in the region was £1.97 below the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £15.43 to £18.56 per hour; a difference of £3.13 between the lowest and highest paying authorities in the North East.

No authorities were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the North East was £12.69 per hour, paid by Redcar and Cleveland, while the highest was £41.52, paid by Northumberland. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 159,286. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 7% increase in hours from the 2020 sample week.

None of the region's authorities has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

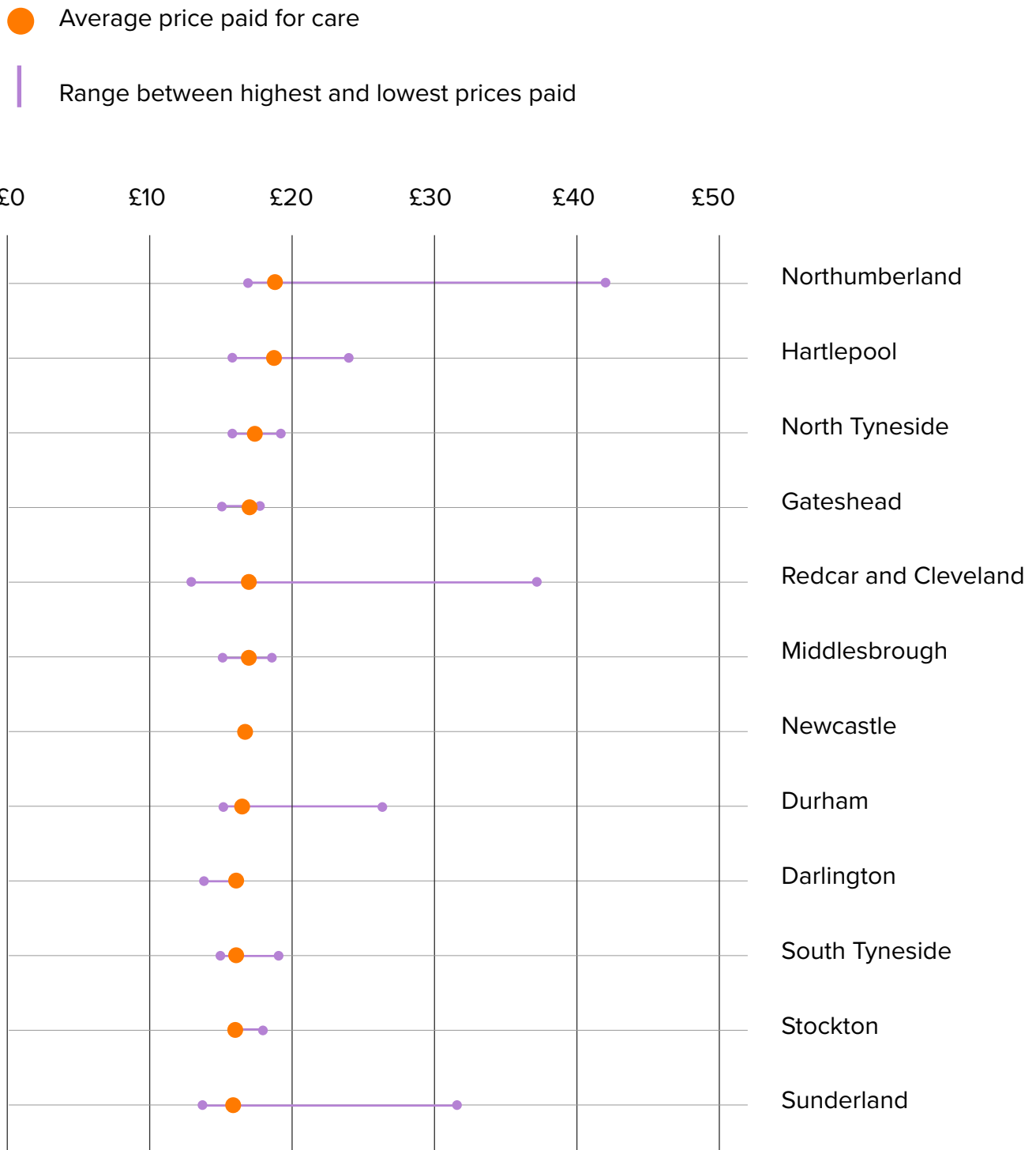
Two of the authorities (17%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, it was only these two that could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 48. Prices paid per hour and the hours of homecare purchased in the North East during the 2021 sample week, compared with the 2018 sample week

Authority	2021				2018	Since 2018
	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Darlington	£13.53	£15.82	4,518	£15.79	£13.64	£2.15
Durham	£14.96	£25.99	38,103	£16.29	£14.20	£2.09
Gateshead	£14.79	£17.44	10,664	£16.65	£14.64	£2.01
Hartlepool	£15.60	£23.64	2,583	£18.46	£14.00	£4.46
Middlesbrough	£14.91	£18.18	7,098	£16.60	£17.98	−£1.38
Newcastle	£16.49	£16.49	13,375	£16.49
North Tyneside	£15.60	£18.85	8,962	£17.18	£14.00	£3.18
Northumberland	£16.36	£41.52	18,339	£18.56	£14.64	£3.92
Redcar and Cleveland	£12.69	£36.60	19,527	£16.62	£13.10	£3.52
South Tyneside	£14.60	£18.62	10,684	£15.76	£13.64	£2.12
Stockton	£15.49	£17.47	9,633	£15.76	£14.11	£1.65
Sunderland	£13.43	£31.04	15,800	£15.43	£12.90	£2.53

Figure 49. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the North East during the 2021 sample week



North West

Key facts

£17.45

per hour weighted average,
compared to £18.54 per hour
for councils in England

0

No councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

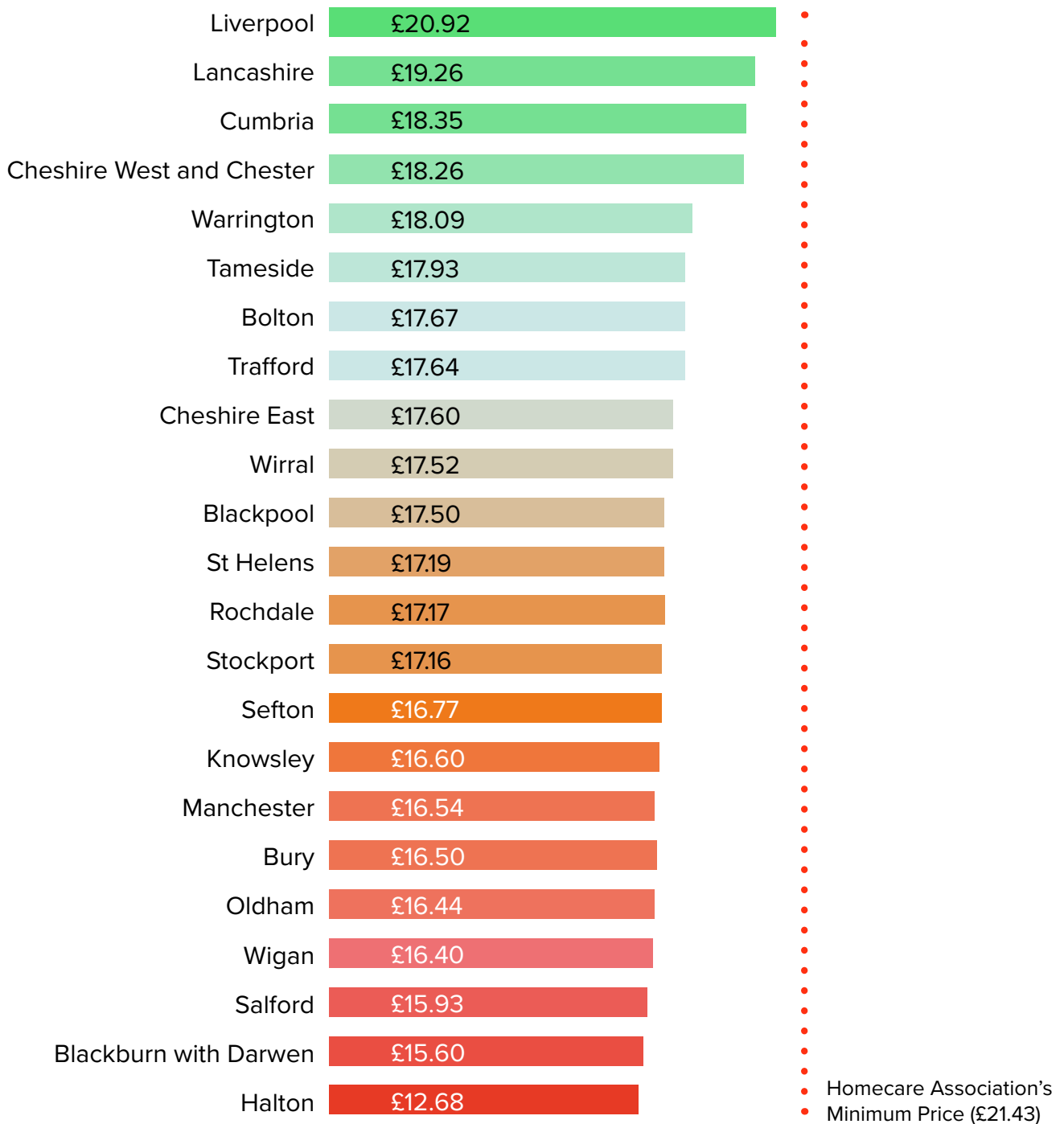
4th lowest

weighted average in the 12
government regions of the UK

39%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 50. Average hourly prices paid for homecare by councils in the North West during the 2021 sample week



All 23 local authorities which purchase homecare from the independent and voluntary sector in the North West responded to the request for information on the process paid for homecare as summarised in Figures 50, 51 and 52.

Note that Manchester's average price includes double cover packages.

The weighted average price paid for older people's homecare in the North West during the sample week was £17.45 per hour. This was the third-lowest weighted average in England's nine government regions and fourth-lowest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, nine authorities (39%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with one authority (4%) in the North West in the top quartile for councils/HSC Trusts. Moreover, Halton's average price has decreased since 2018.

The weighted average price in the region has increased by £2.85 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the third-highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £17.45 per hour weighted average in the region was £1.09 below the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £12.68 to £20.92 per hour; a difference of £8.24 between the lowest and highest paying authorities in the North West.

No authorities were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the North West was £7.74 per hour, paid by Cheshire East, while the highest was £46.20, paid by Lancashire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 329,429. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 7% increase in hours from the 2020 sample week.

Four of the region's authorities (17%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.44; however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.59 per hour, which no council in the North West is doing.

15 of the authorities (65%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. Indeed, 14 (61%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 51. Prices paid per hour and the hours of homecare purchased in the North West during the 2021 sample week, compared with the 2018 sample week

Authority	2021				2018	Since 2018
	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Blackburn with Darwen	£15.60	£19.50	5,615	£15.60	£13.95	£1.65
Blackpool	£17.49	£18.04	9,208	£17.50	£14.20	£3.30
Bolton	£16.69	£25.00	16,395	£17.67	£15.33	£2.34
Bury	£16.50	£16.50	3,278	£16.50	£14.57	£1.93
Cheshire East	£7.74	£42.33	14,655	£17.60	£14.28	£3.32
Cheshire West and Chester	£16.83	£38.08	10,768	£18.26	£15.29	£2.97
Cumbria	£12.93	£29.80	19,874	£18.35	£16.99	£1.36
Halton	£10.80	£16.82	4,090	£12.68	£13.52	−£0.84
Knowsley	£16.40	£25.98	13,103	£16.60	£14.84	£1.76
Lancashire	£16.08	£46.20	45,904	£19.26	£13.76	£5.50
Liverpool	£16.68	£35.00	24,560	£20.92	£13.63	£7.29
Manchester	£15.00	£16.41	19,754	£16.54
Oldham	£16.34	£18.34	11,098	£16.44	£14.68	£1.76
Rochdale	£15.98	£17.25	4,261	£17.17	£14.65	£2.52
Salford	£14.40	£24.00	11,101	£15.93	£14.24	£1.69
Sefton	£15.02	£26.00	15,385	£16.77	£14.50	£2.27
St Helens	£15.07	£24.66	24,843	£17.19	£15.05	£2.14
Stockport	£17.16	£17.16	18,047	£17.16	£14.78	£2.38
Tameside	£15.68	£18.45	10,925	£17.93	£15.96	£1.97
Trafford	£13.79	£26.67	12,074	£17.64	£16.70	£0.94
Warrington	£13.20	£26.00	8,636	£18.09	£13.91	£4.18
Wigan	£16.40	£20.70	12,356	£16.40	£14.76	£1.64
Wirral	£13.90	£17.79	13,498	£17.52	£16.42	£1.10

Figure 52. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the North West during the 2021 sample week



South East

Key facts

£19.77

per hour weighted average,
compared to £18.54 per hour
for councils in England

4

Only four councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

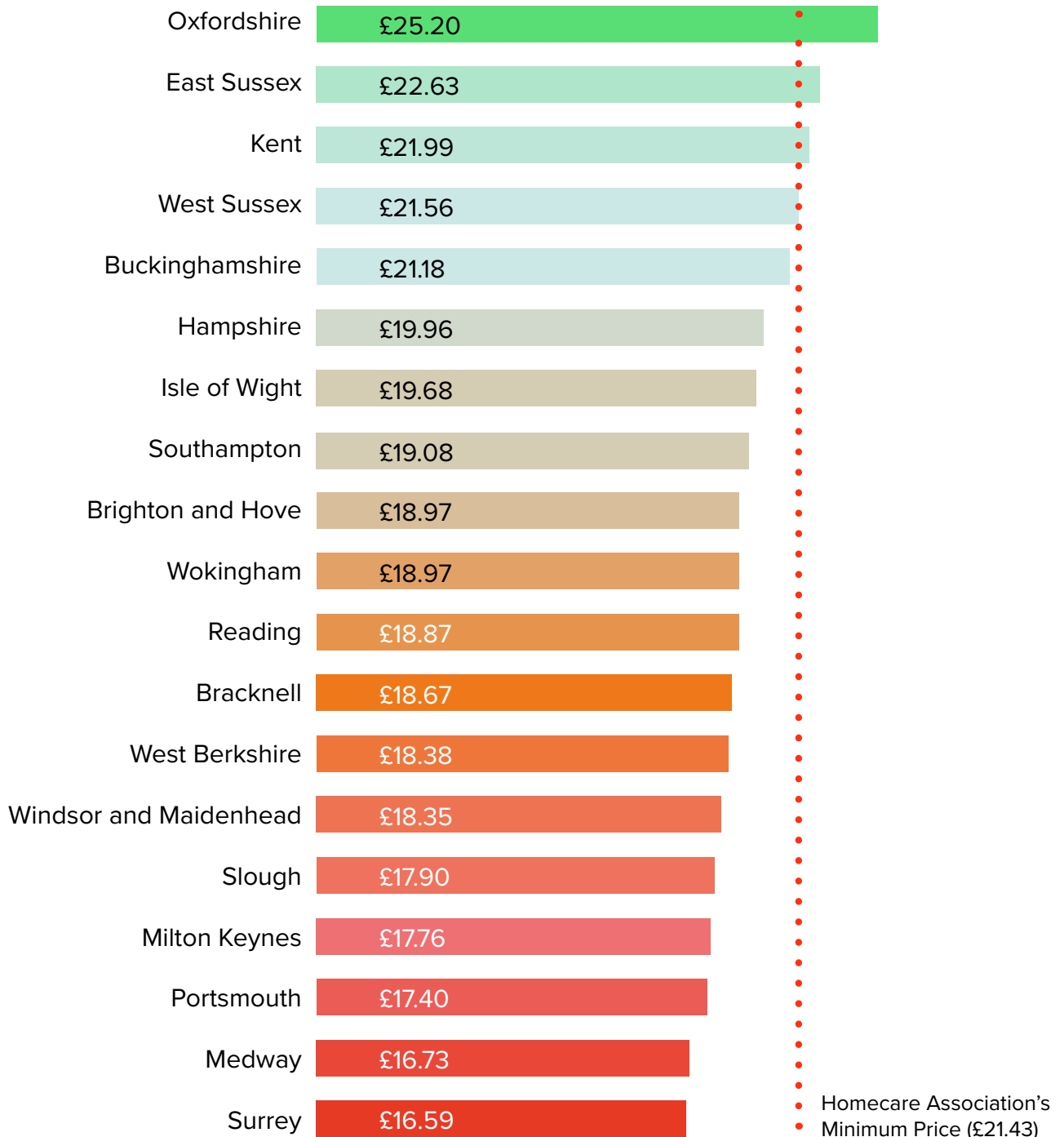
2nd highest

weighted average in the 12
government regions of the UK

11%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 53. Average hourly prices paid for homecare by councils in the South East during the 2021 sample week



All 19 local authorities which purchase homecare from the independent and voluntary sector in the South East responded to the request for information on the process paid for homecare as summarised in Figures 53, 54 and 55.

Kent, Portsmouth and Surrey did not provide information on their lowest and highest hourly rates, with each claiming an exemption under the terms of the Freedom of Information Act 2000. In addition, Portsmouth's average price is an estimate based on their standard rate for an hour of homecare in 2021-22.

The weighted average price paid for older people's homecare in the South East during the sample week was £19.77 per hour. This was the second-highest weighted average in England's nine government regions and in the 12 government regions of the United Kingdom (including the devolved administrations).

It is important to note that tight labour markets in the South East mean that providers struggle to recruit on the national legal minimum wage and frequently have to offer much higher pay rates. In Oxfordshire, for example, providers are having to offer £11.50 to £12.50 per hour to attract any applicants at all.

Of those reporting an average price, two authorities (11%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with seven authorities (37%) in the South East in the top quartile for councils/HSC Trusts.

The weighted average price in the region has increased by £1.57 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the second-lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £19.77 per hour weighted average in the region was £1.23 above the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £16.59 to £25.20 per hour; a difference of £8.61 between the lowest and highest paying authorities in the South East.

Four authorities, East Sussex, Kent, Oxfordshire, and West Sussex, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the South East was £9.06 per hour, paid by Hampshire, while the highest was £150, paid by Southampton. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 329,414. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 7% increase in hours from the 2020 sample week.

Two of the region's authorities (11%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.50 (i.e. the real Living Wage); however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.73 per hour, which neither council (Brighton and Hove, and Reading) was doing.

Six of the authorities (32%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only three (16%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 54. Prices paid per hour and the hours of homecare purchased in the South East during the 2021 sample week, compared with the 2018 sample week

Authority	2021				2018	Since 2018
	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Bracknell	£17.47	£19.85	4,000	£18.67	£16.80	£1.87
Brighton and Hove	£18.74	£28.00	8,395	£18.97	£17.62	£1.35
Buckinghamshire	£17.56	£34.33	13,952	£21.18	£18.89	£2.29
East Sussex	£19.24	£28.84	27,125	£22.63	£18.22	£4.41
Hampshire	£9.06	£52.48	37,887	£19.96	£18.17	£1.79
Isle of Wight	£14.80	£20.79	7,500	£19.68	£17.60	£2.08
Kent	38,943	£21.99	£19.28	£2.71
Medway	£16.36	£16.89	15,566	£16.73	£16.11	£0.62
Milton Keynes	£17.03	£18.46	8,945	£17.76	£16.72	£1.04
Oxfordshire	£19.55	£27.83	15,509	£25.20	£22.51	£2.69
Portsmouth	11,672	£17.40	£16.15	£1.25
Reading	£16.58	£19.00	8,050	£18.87	£17.12	£1.75
Slough	£15.50	£21.35	7,160	£17.90	£17.52	£0.38
Southampton	£9.50	£150	10,587	£19.08	£15.00	£4.08
Surrey	75,011	£16.59	£16.47	£0.12
West Berkshire	£15.00	£28.28	1,170	£18.38	£17.71	£0.67
West Sussex	£18.29	£28.27	26,884	£21.56	£17.98	£3.58
Windsor and Maidenhead	£17.95	£28.00	4,317	£18.35	£17.95	£0.40
Wokingham	£16.00	£49.36	6,741	£18.97	£16.46	£2.51

Figure 55. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the South East during the 2021 sample week



South West

Key facts

£21.05

per hour weighted average,
compared to £18.54 per hour
for councils in England

⑤

Only five councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

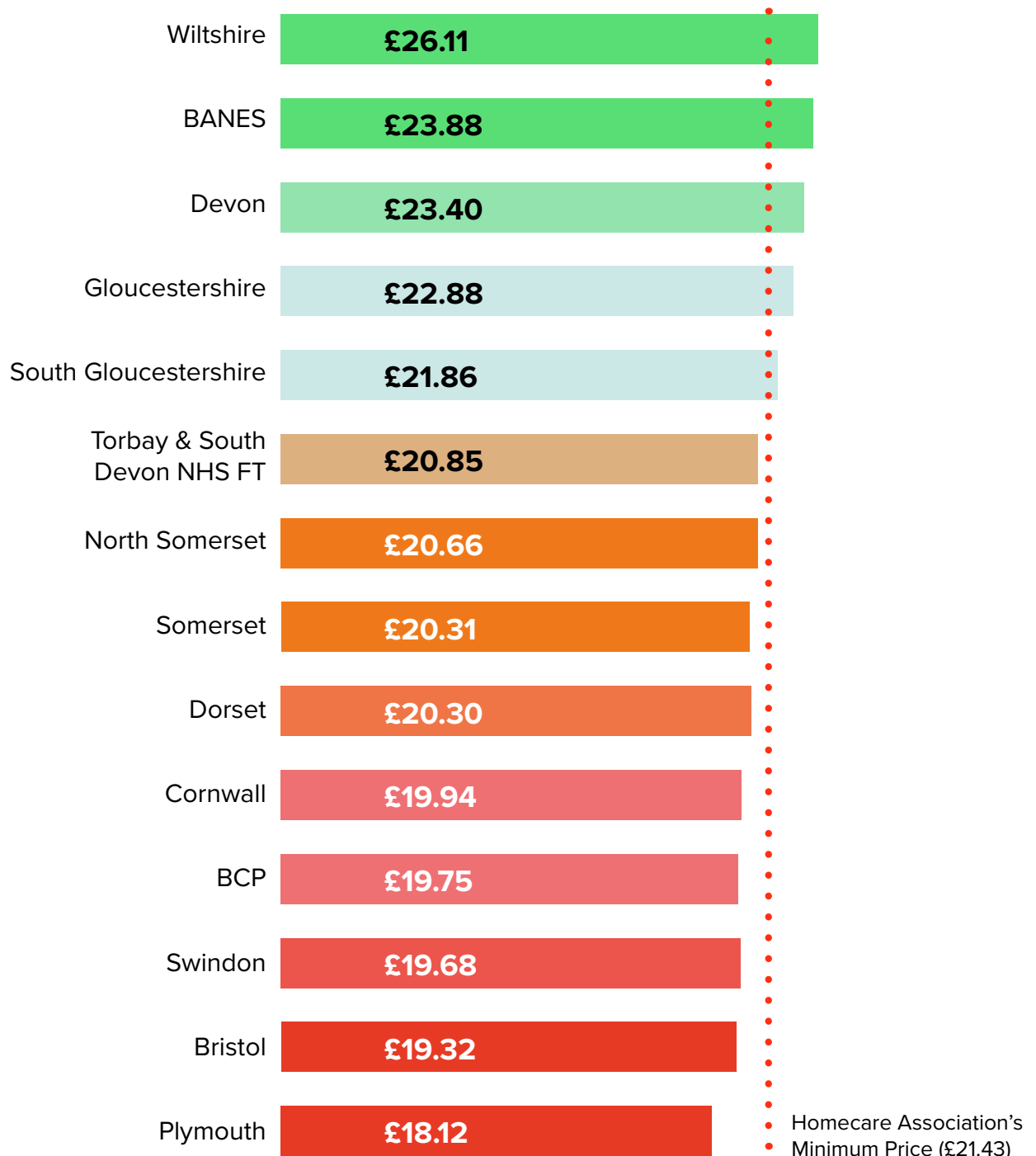
The highest

weighted average in the 12
government regions of the UK

0%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 56. Average hourly prices paid for homecare by councils in the South West during the 2021 sample week



All 14 organisations which purchase homecare from the independent and voluntary sector in the South West responded to the request for information on the process paid for homecare as summarised in Figures 56, 57 and 58.

The Isles of Scilly do not commission any external homecare, while Torbay Council did not hold any of the information and suggested to send the request instead to Torbay & South Devon NHS Foundation Trust (FT). Therefore, these councils are not included in the following analysis, while the Foundation Trust is treated as an 'authority'.

Moreover, since the 2018 Freedom of Information exercise, BCP (Bournemouth, Christchurch and Poole) Council has been created. Thus, a comparison with the councils that existed in 2018 has not been made.

The weighted average price paid for older people's homecare in the South West during the sample week was £21.05 per hour. This was the highest weighted average in England's nine government regions and in the 12 government regions of the United Kingdom (including the devolved administrations), £1.29 above the South East in second place.

The South West is very rural and has the lowest population density of any region in England. This results in relatively high travel time between homecare visits. It is not unusual for some careworkers to drive 100 miles on a shift, so travel and mileage costs can be substantial. It is also hard to recruit in remote rural areas and employers have to pay rural premiums to persuade careworkers to drive long distances.

Of those reporting an average price, no authorities were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with 12 authorities (86%) in the South West in the top quartile for councils/HSC Trusts.

The weighted average price in the region has increased by £2.85 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This

was the second-highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £21.05 per hour weighted average in the region was £2.52 above the weighted average price for councils in England.


The average prices paid by individual authorities in the region ranged from £18.12 to £26.11 per hour; a difference of £7.99 between the lowest and highest paying authorities in the South West.

Five authorities, BANES (Bath and North East Somerset), Devon, Gloucestershire, South Gloucestershire and Wiltshire, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the South West was £8.74 per hour, paid by BCP, while the highest was £78.30, paid by Wiltshire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 226,659. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 17% increase in hours from the 2020 sample week.

Two of the region's authorities (14%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.50 (i.e. the real Living Wage); however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.73 per hour, which neither council (Bristol and Cornwall) was doing.



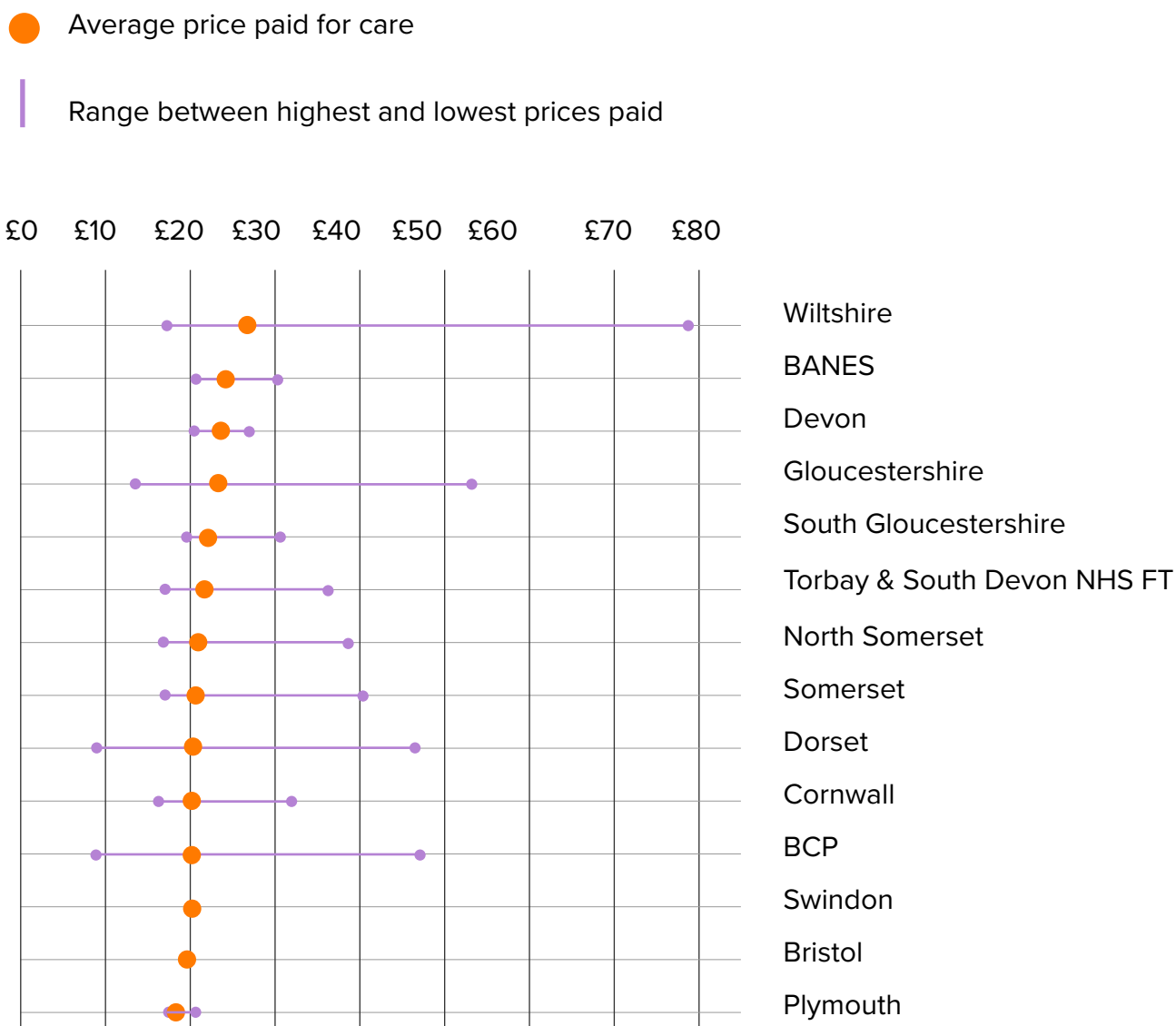
Three of the authorities (21%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, it was only these three that could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 57. Prices paid per hour and the hours of homecare purchased in the South West during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
BANES	£22.33	£30.00	3,025	£23.88	£23.54	£0.34
BCP	£8.74	£46.64	18,271	£19.75
Bristol	£19.32	£19.32	22,126	£19.32	£17.17	£2.15
Cornwall	£15.90	£31.50	32,070	£19.94
Devon	£20.36	£26.50	26,517	£23.40	£18.81	£4.59
Dorset	£8.86	£46.42	15,655	£20.30	£19.07	£1.23
Gloucestershire	£13.10	£52.59	16,358	£22.88	£17.27	£5.61
North Somerset	£16.56	£38.31	6,456	£20.66	£18.44	£2.22
Plymouth	£18.06	£20.27	13,693	£18.12	£15.90	£2.22
Somerset	£16.72	£39.87	18,157	£20.31
South Gloucestershire	£19.56	£30.20	18,163	£21.86	£19.33	£2.53
Swindon	£19.28	£19.68	13,960	£19.68	£17.58	£2.10
Torbay & South Devon NHS FT	£16.72	£36.17	8,084	£20.85	£17.00	£3.85
Wiltshire	£17.67	£78.30	14,124	£26.11	£20.61	£5.50

Figure 58. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the South West during the 2021 sample week



West Midlands

Key facts

£17.15

per hour weighted average,
compared to £18.54 per hour
for councils in England

0

No councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

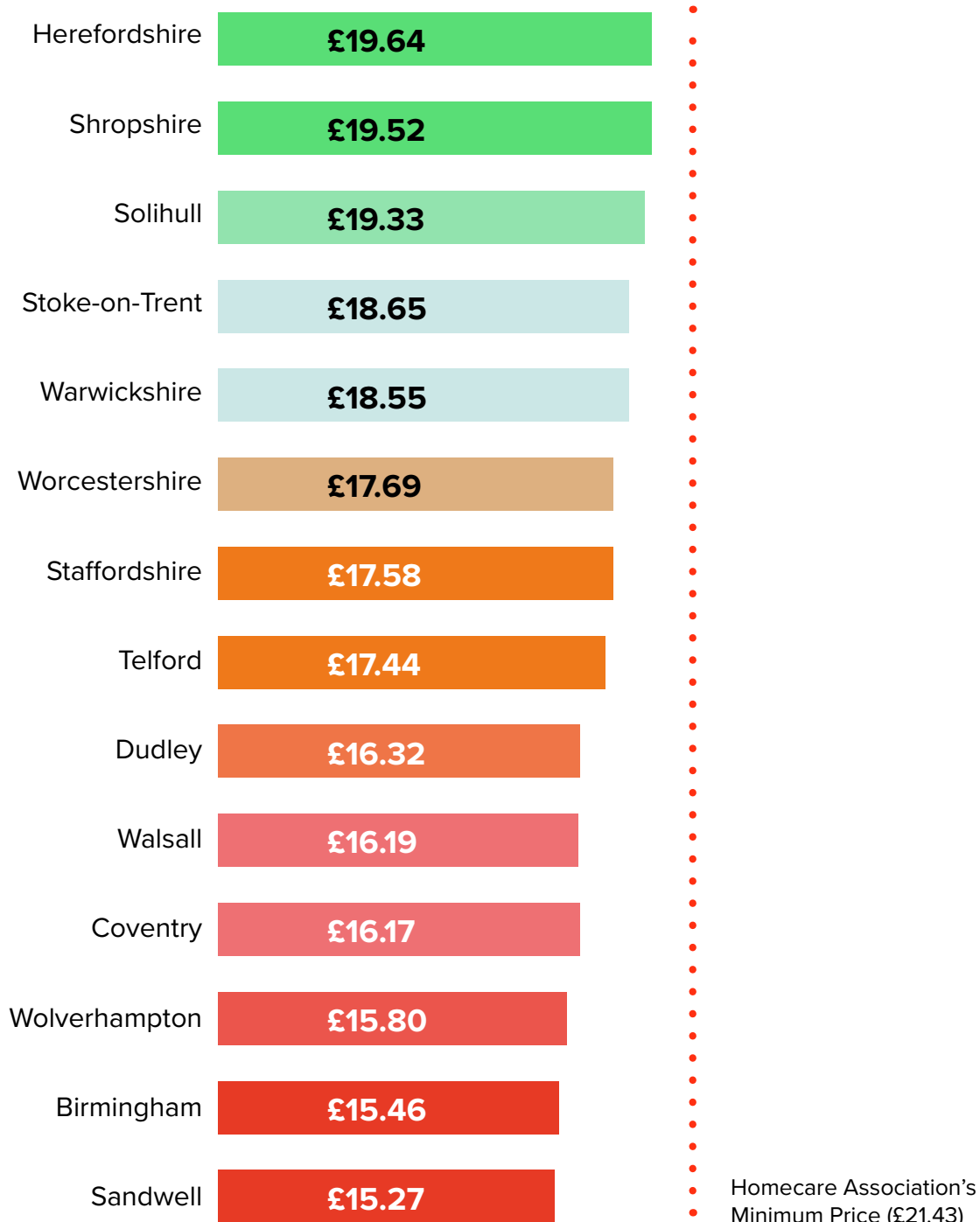
3rd lowest

weighted average in the 12
government regions of the UK

43%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 59. Average hourly prices paid for homecare by councils in the West Midlands during the 2021 sample week



All 14 local authorities which purchase homecare from the independent and voluntary sector in the West Midlands responded to the request for information on the process paid for homecare as summarised in Figures 59, 60 and 61.

The weighted average price paid for older people's homecare in the West Midlands during the sample week was £17.15 per hour. This was the second-lowest weighted average in England's nine government regions and third-lowest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, six authorities (43%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with only one authority (7%) in the West Midlands in the top quartile for councils/HSC Trusts.

The weighted average price in the region has increased by £1.51 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £17.15 per hour weighted average in the region was £1.38 below the weighted average price for councils in England.

The average prices paid by individual authorities in the region ranged from £15.27 to £19.64 per hour; a difference of £4.37 between the lowest and highest paying authorities in the West Midlands.

No authorities were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in the West Midlands was £11.50 per hour, paid by Sandwell, while the highest was £51.80, paid by Telford. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 298,132. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 12% increase in hours from the 2020 sample week.

None of the region's authorities has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

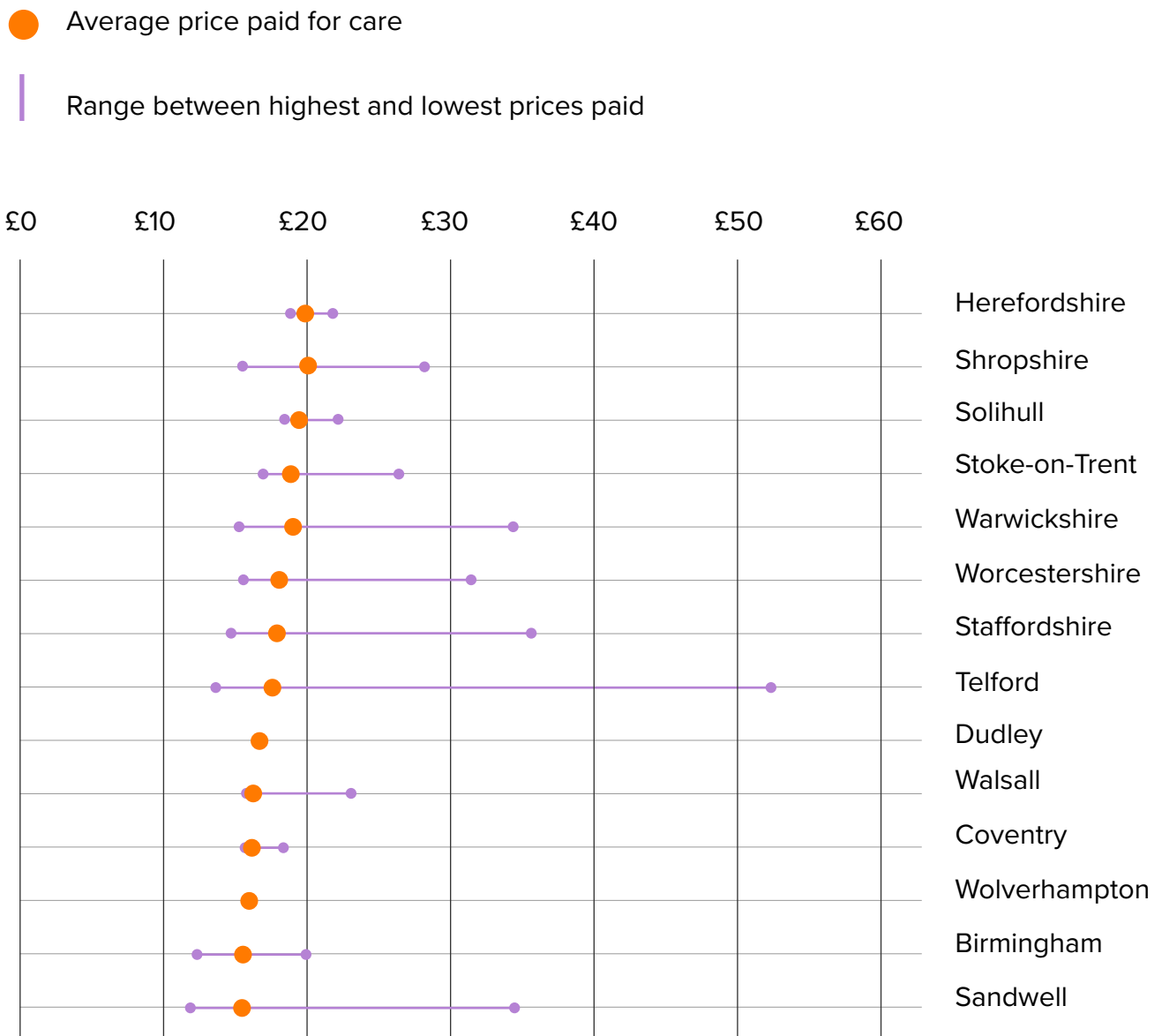
Four of the authorities (29%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only two (14%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 60. Prices paid per hour and the hours of homecare purchased in the West Midlands during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Birmingham	£12.23	£19.58	44,766	£15.46	£13.31	£2.15
Coventry	£15.48	£18.00	18,402	£16.17	£14.28	£1.89
Dudley	£16.32	£16.32	20,725	£16.32	£14.16	£2.16
Herefordshire	£18.80	£21.68	8,964	£19.64	£16.20	£3.44
Sandwell	£11.50	£34.00	19,338	£15.27	£13.68	£1.59
Shropshire	£15.11	£28.00	20,311	£19.52	£18.46	£1.06
Solihull	£18.32	£21.84	11,490	£19.33	£14.19	£5.14
Staffordshire	£14.42	£35.20	51,249	£17.58	£16.44	£1.14
Stoke-on-Trent	£16.72	£25.89	11,093	£18.65	£15.37	£3.28
Telford	£13.65	£51.80	10,231	£17.44	£14.57	£2.87
Walsall	£15.57	£22.92	14,210	£16.19
Warwickshire	£15.00	£34.00	25,323	£18.55	£14.96	£3.59
Wolverhampton	£15.12	£15.84	17,421	£15.80	£14.47	£1.33
Worcestershire	£15.47	£31.12	24,609	£17.69	£17.53	£0.16

Figure 61. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in the West Midlands during the 2021 sample week



Yorkshire and The Humber

Key facts

£18.64

per hour weighted average,
compared to £18.54 per hour
for councils in England

0

No councils pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

6th highest

weighted average in the 12
government regions of the UK

8%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 62. Average hourly prices paid for homecare by councils in Yorkshire and The Humber during the 2021 sample week



All 14 local authorities which purchase homecare from the independent and voluntary sector in Yorkshire and The Humber responded to the request for information on the process paid for homecare as summarised in Figures 62, 63 and 64.

North East Lincolnshire did not hold any of the information and suggested to send the request instead to North East Lincolnshire CCG (whose response is included in the NHS section of this report). Therefore, this authority is not included in the following analysis.

Meanwhile, Rotherham did provide a response, but claimed an exemption under the terms of the Freedom of Information Act 2000 on several questions, including the lowest, highest and average prices, as well as the number of hours in the 2021 sample week.

Hull's figures for the total hours of care purchased in both 2021 and 2020 were considerably lower than those reported in the previous Homecare Deficit report from 2018. After repeated attempts to obtain the correct information, amended answers were finally submitted, but too late to be included in the analysis for this report. Therefore, the number of hours for Hull in Figure 63 is left blank.

The weighted average price paid for older people's homecare in Yorkshire and The Humber during the sample week was £18.64 per hour. This was the fifth-highest weighted average in England's nine government regions and sixth-highest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, one authority (8%) was in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with three authorities (23%) in Yorkshire and The Humber in the top quartile for councils/HSC Trusts.

The weighted average price in the region has increased by £3.13 per hour since the Homecare Association undertook a similar

Freedom of Information enquiry in 2018. This was the highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £18.64 per hour weighted average in the region was £0.10 above the weighted average price for councils in England.


The average prices paid by individual authorities in the region ranged from £16.74 to £20.22 per hour; a difference of £3.48 between the lowest and highest paying authorities in Yorkshire and The Humber.

No authorities were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in Yorkshire and The Humber was £12.94 per hour, paid by Bradford, while the highest was £35.92, paid by North Yorkshire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 202,440. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 13% increase in hours from the 2020 sample week.

Three of the region's authorities (21%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.50; however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.72 per hour, which no council in Yorkshire and The Humber is doing.



Five of the authorities (36%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only four (29%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 63. Prices paid per hour and the hours of homecare purchased in Yorkshire and The Humber during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Barnsley	£15.49	£26.00	8,841	£19.02	£15.54	£3.48
Bradford	£12.94	£18.54	19,880	£17.94	£14.91	£3.03
Calderdale	£15.92	£32.36	9,845	£19.08	£17.11	£1.97
City of York	£15.70	£27.00	6,810	£20.12	£18.19	£1.93
Doncaster	£17.68	£19.68	14,002	£17.68	£15.54	£2.14
East Riding	£15.33	£29.24	19,377	£18.54	£15.65	£2.89
Hull	£16.03	£19.76	..	£17.77	£15.58	£2.19
Kirklees	£17.88	£24.38	15,007	£19.84	£15.29	£4.55
Leeds	£15.50	£30.67	27,240	£17.91	£15.33	£2.58
North Lincolnshire	£15.94	£30.00	6,207	£16.74
North Yorkshire	£15.24	£35.92	18,563	£20.22	£15.29	£4.93
Sheffield	£17.74	£19.69	42,785	£18.48	£15.92	£2.56
Wakefield	£12.97	£26.00	13,884	£18.85

Figure 64. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in Yorkshire and The Humber during the 2021 sample week



Breakdown by devolved administration

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

The results of the Freedom of Information request regarding councils and Health and Social Care (HSC) Trusts are provided in the following sections.

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

Wales

Key facts

£19.33

per hour weighted average, compared to £18.45 per hour for councils/HSC Trusts in the UK

②

Only two councils pay the Homecare Association's Minimum Price for Homecare of £21.43 per hour

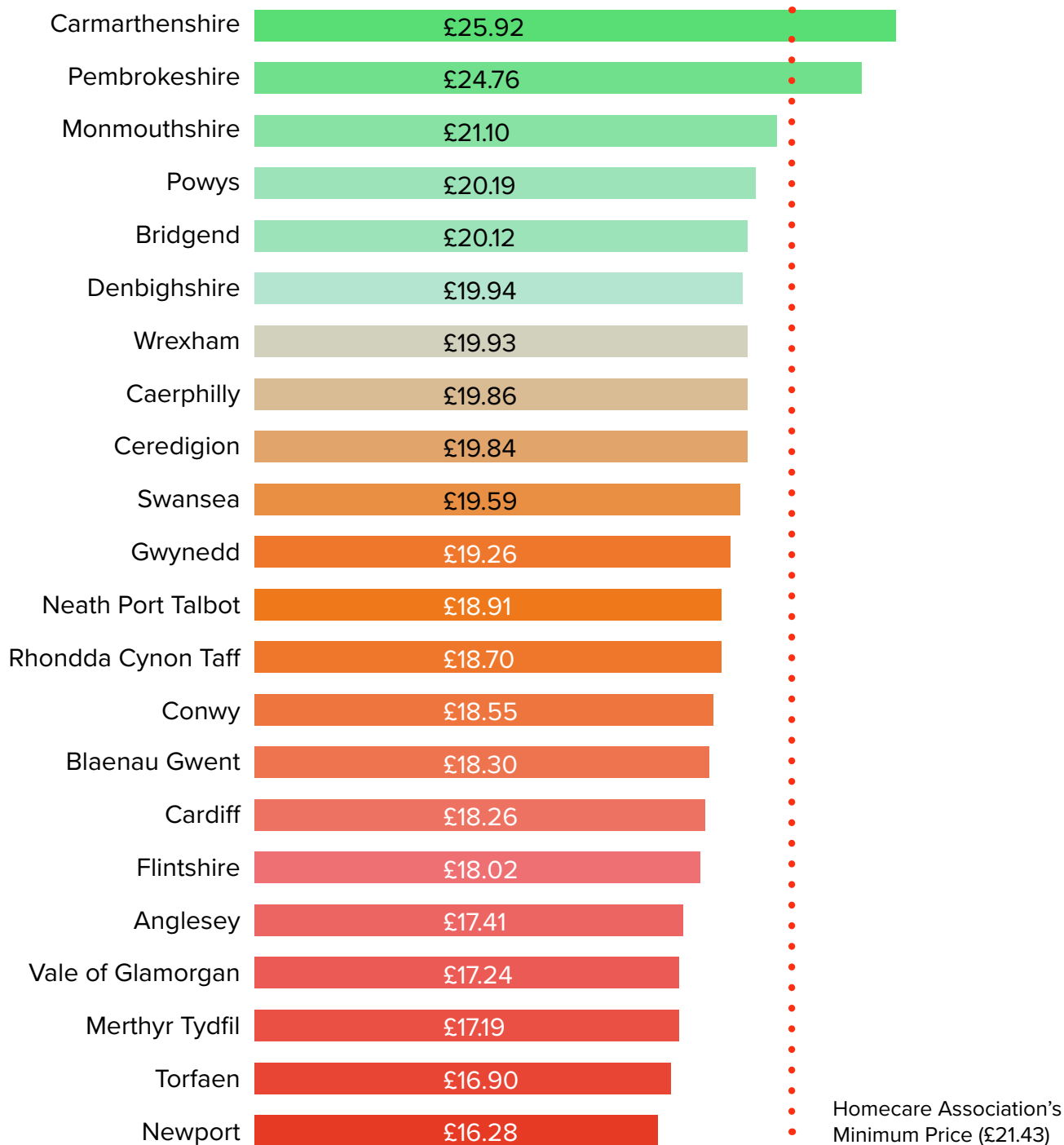
4th highest

weighted average in the 12 government regions of the UK

9%

of authorities have an average price in the bottom quartile among councils/HSC Trusts in the UK

Figure 65. Average hourly prices paid for homecare by councils in Wales during the 2021 sample week



All 22 local authorities which purchase homecare from the independent and voluntary sector in Wales responded to the request for information on the process paid for homecare as summarised in Figures 65, 66 and 67.

Despite submitting the requested information, Newport's total hours for 2021 have not been used in the analysis for this report. This is because their figure was a clear outlier and inexplicably different from that for 2020. After claiming that this number was accurate, this still seems rather unlikely.

It is worth noting that Ceredigion and Gwynedd also add on £1 per hour to their lowest and highest prices (in addition, to the average price for Ceredigion) for a COVID rate. This extra sum is excluded from the analysis below.

The weighted average price paid for older people's homecare in Wales during the sample week was £19.33 per hour. This was the fourth-highest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, two authorities (9%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with ten authorities (45%) in Wales in the top quartile for councils/HSC Trusts.

The weighted average price in the administration has increased by £2.55 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the fourth-highest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £19.33 per hour weighted average in the administration was £0.87 above the weighted average price for councils/HSC Trusts in the United Kingdom.

The average prices paid by individual authorities in the administration ranged from £16.28 to £25.92 per hour; a difference of £9.64 between the lowest and highest paying authorities in Wales.

Only two authorities, Carmarthenshire and Pembrokeshire, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in Wales was £11.95 per hour, while the highest was £41.44, both paid by Cardiff. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the administration was 184,966. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 17% increase in hours from the 2020 sample week.

Only one (5%) of the administration's authorities, Rhondda Cynon Taff, has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). In this case, the minimum rate to be paid to workers was £9.50 (i.e. the real Living Wage); however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.73 per hour, which Rhondda Cynon Taff was not doing.

Four of the authorities (18%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only two (9%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 66. Prices paid per hour and the hours of homecare purchased in Wales during the 2021 sample week, compared with the 2018 sample week

	2021				2018	Since 2018
Authority	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Anglesey	£16.84	£17.84	3,931	£17.41	£16.53	£0.88
Blaenau Gwent	£16.18	£21.92	3,924	£18.30	£14.83	£3.47
Bridgend	£18.21	£26.26	7,885	£20.12	£18.01	£2.11
Caerphilly	£15.55	£22.66	8,142	£19.86	£16.49	£3.37
Cardiff	£11.95	£41.44	26,281	£18.26	£16.15	£2.11
Carmarthenshire	£18.53	£39.14	8,020	£25.92	£20.08	£5.84
Ceredigion	£17.91	£26.63	4,263	£19.84	£16.86	£2.98
Conwy	£16.96	£20.12	9,789	£18.55	£16.45	£2.10
Denbighshire	£17.09	£23.19	3,525	£19.94
Flintshire	£18.02	£18.02	6,949	£18.02	£16.73	£1.29
Gwynedd	£17.44	£20.60	5,571	£19.26	£16.88	£2.38
Merthyr Tydfil	£13.94	£21.62	3,646	£17.19	£14.68	£2.51
Monmouthshire	£17.64	£25.50	6,787	£21.10	£15.95	£5.15
Neath Port Talbot	£16.20	£21.42	8,283	£18.91	£16.81	£2.10
Newport	£15.29	£17.51	..	£16.28	£15.13	£1.15
Pembrokeshire	£21.43	£29.08	6,677	£24.76	£19.54	£5.22
Powys	£16.97	£27.90	10,795	£20.19	£16.44	£3.75
Rhondda Cynon Taff	£17.70	£19.96	13,778	£18.70	£15.42	£3.28
Swansea	£15.48	£24.54	12,907	£19.59	£15.73	£3.86
Torfaen	£16.90	£16.90	6,216	£16.90
Vale of Glamorgan	£17.03	£21.87	20,111	£17.24	£15.43	£1.81
Wrexham	£18.23	£21.45	7,488	£19.93	£17.09	£2.84

Figure 67. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in Wales during the 2021 sample week



Scotland

Key facts

£18.62

per hour weighted average,
compared to £18.45 per hour for
councils/HSC Trusts in the UK

①

Only one council pays the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

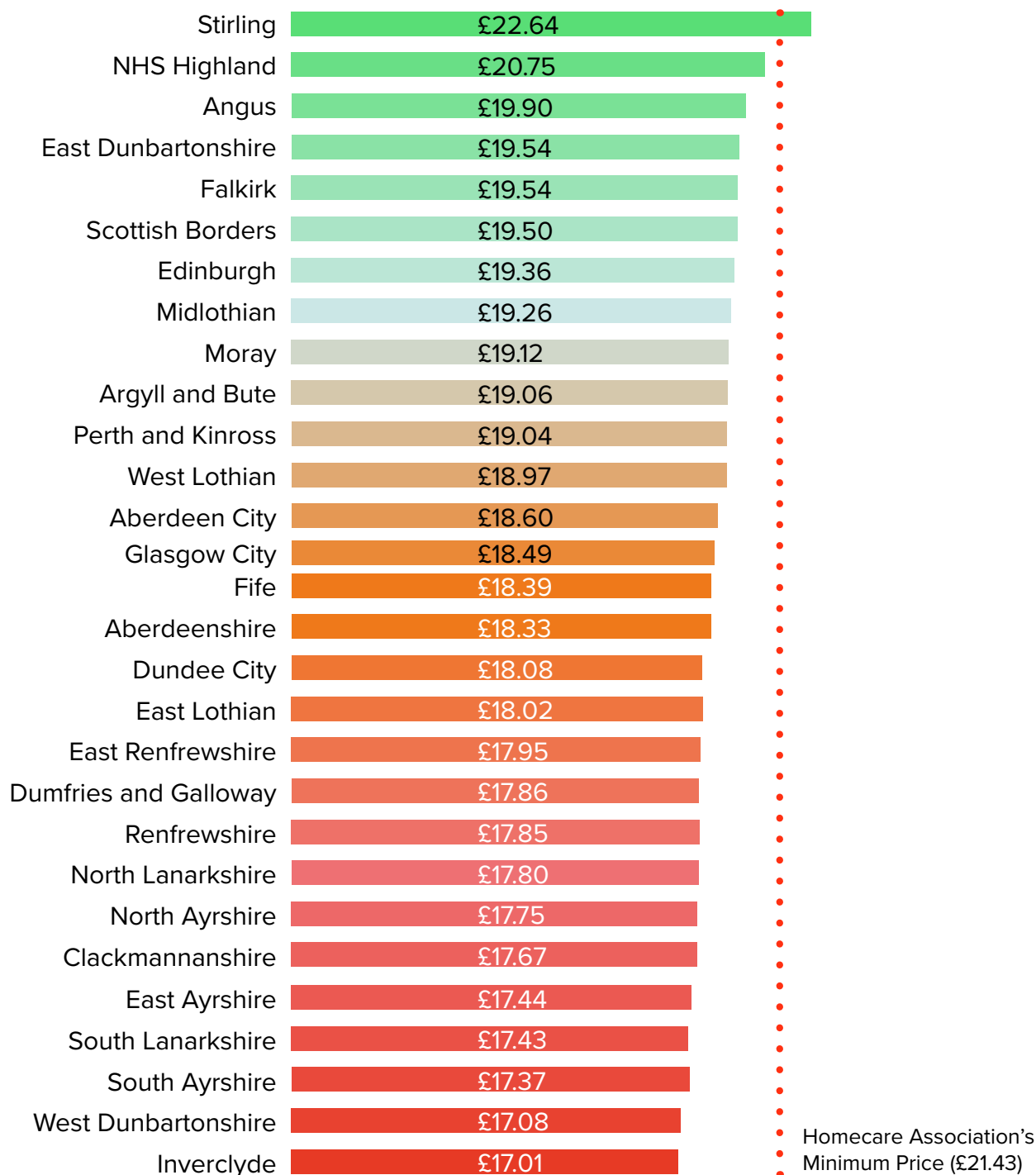
6th lowest

weighted average in the 12
government regions of the UK

7%

of authorities have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 68. Average hourly prices paid for homecare by councils in Scotland during the 2021 sample week



All 30 organisations which purchase homecare from the independent and voluntary sector in Scotland responded to the request for information on the process paid for homecare as summarised in Figures 68, 69 and 70.

Neither the Orkney Islands nor the Shetland Islands commission any external homecare. Therefore, these authorities are not included in the following analysis.

Comhairle nan Eilean Siar was unable to provide figures for several questions, including the lowest, highest and average prices, as well as the number of hours in the 2021 sample week. This was because the information was not held in a reportable format.

The Highland Council did not hold any of the information, as their services have been transferred to NHS Highland. However, due to the way that homecare services are commissioned in Scotland, these figures are included here, rather than in the NHS section of this report (with NHS Highland being treated as an ‘authority’).

Edinburgh and Midlothian did not provide data on their lowest and highest hourly rates, with each claiming an exemption under the terms of the Freedom of Information (Scotland) Act 2002.

The weighted average price paid for older people’s homecare in Scotland during the sample week was £18.62 per hour. This was the sixth-lowest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, two authorities (7%) were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom, with five authorities (17%) in Scotland in the top quartile for councils/HSC Trusts. However, both Angus’s and West Dunbartonshire’s average price has decreased since 2018.

The weighted average price in the administration has increased by £2.08 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the fifth-lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £18.62 per hour weighted average in the administration was £0.17 above the weighted average price for councils/HSC Trusts in the United Kingdom.

The average prices paid by individual authorities in the administration ranged from £17.01 to £22.64 per hour; a difference of £5.63 between the lowest and highest paying authorities in Scotland.

Only one authority, Stirling, was paying an average price at, or above, the Homecare Association’s Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for local authorities in Scotland was £11.16 per hour, paid by West Lothian (for sleepover hours), while the highest was £38.00, paid by East Renfrewshire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most authorities since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the administration was 321,208. Considering councils who provided data for sample weeks in both 2021 and 2020, there was a 12% increase in hours from the 2020 sample week.

13 of the administration's authorities (43%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.50 (i.e. the Scottish Living Wage); however, using the Homecare Association's Minimum Price for Homecare model, this wage would require authorities to pay providers £22.73 per hour, which no council in Scotland is doing.

13 of the authorities (43%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only eight (27%) could provide such a calculation.

In the table below, only authorities that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which authorities omitted from their responses is indicated.

Figure 69. Prices paid per hour and the hours of homecare purchased in Scotland during the 2021 sample week, compared with the 2018 sample week

Authority	2021				2018	Since 2018
	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Aberdeen City	£12.43	£22.10	8,260	£18.60	£17.30	£1.30
Aberdeenshire	£16.70	£18.80	12,211	£18.33	£17.19	£1.14
Angus	£18.74	£37.57	8,754	£19.90	£20.45	-£0.55
Argyll and Bute	£17.72	£26.76	9,092	£19.06	£17.25	£1.81
Clackmannanshire	£17.00	£21.00	5,329	£17.67	£16.15	£1.52
Dumfries and Galloway	£17.86	£17.86	19,125	£17.86	£16.86	£1.00
Dundee City	£18.08	£18.08	13,000	£18.08	£16.20	£1.88
East Ayrshire	£17.44	£17.44	2,758	£17.44	£16.02	£1.42
East Dunbartonshire	£16.86	£23.06	5,075	£19.54	£14.98	£4.56
East Lothian	£17.59	£27.07	8,725	£18.02	£16.30	£1.72
East Renfrewshire	£13.20	£38.00	14,422	£17.95	£15.86	£2.09
Edinburgh	44,562	£19.36	£16.61	£2.75
Falkirk	£17.16	£24.17	12,600	£19.54	£17.74	£1.80
Fife	£18.03	£25.81	18,571	£18.39	£16.15	£2.24
Glasgow City	£15.56	£24.32	3,453	£18.49	£15.96	£2.53
Inverclyde	£16.81	£17.28	3,927	£17.01	£15.58	£1.43
Midlothian	17,911	£19.26	£16.18	£3.08
Moray	£17.87	£22.00	5,327	£19.12	£16.79	£2.33
NHS Highland	£18.83	£26.17	10,527	£20.75	£19.01	£1.74
North Ayrshire	£17.75	£17.75	6,620	£17.75	£16.36	£1.39
North Lanarkshire	£17.69	£17.90	14,918	£17.80	£16.23	£1.57
Perth and Kinross	£18.03	£22.26	9,100	£19.04	£18.62	£0.42
Renfrewshire	£17.85	£17.85	11,419	£17.85
Scottish Borders	£17.60	£21.46	4,947	£19.50	£17.53	£1.97
South Ayrshire	£17.37	£17.37	11,960	£17.37	£15.84	£1.53
South Lanarkshire	£17.40	£17.77	21,825	£17.43	£15.17	£2.26
Stirling	£16.68	£34.45	4,436	£22.64	£19.24	£3.40
West Dunbartonshire	£16.33	£20.08	1,404	£17.08	£17.53	-£0.45
West Lothian	£11.16	£20.72	10,951	£18.97	£16.46	£2.51

Figure 70. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by councils in Scotland during the 2021 sample week



Northern Ireland

Key facts

£15.76

per hour weighted average,
compared to £18.45 per hour for
councils/HSC Trusts in the UK

0

No HSC Trusts pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

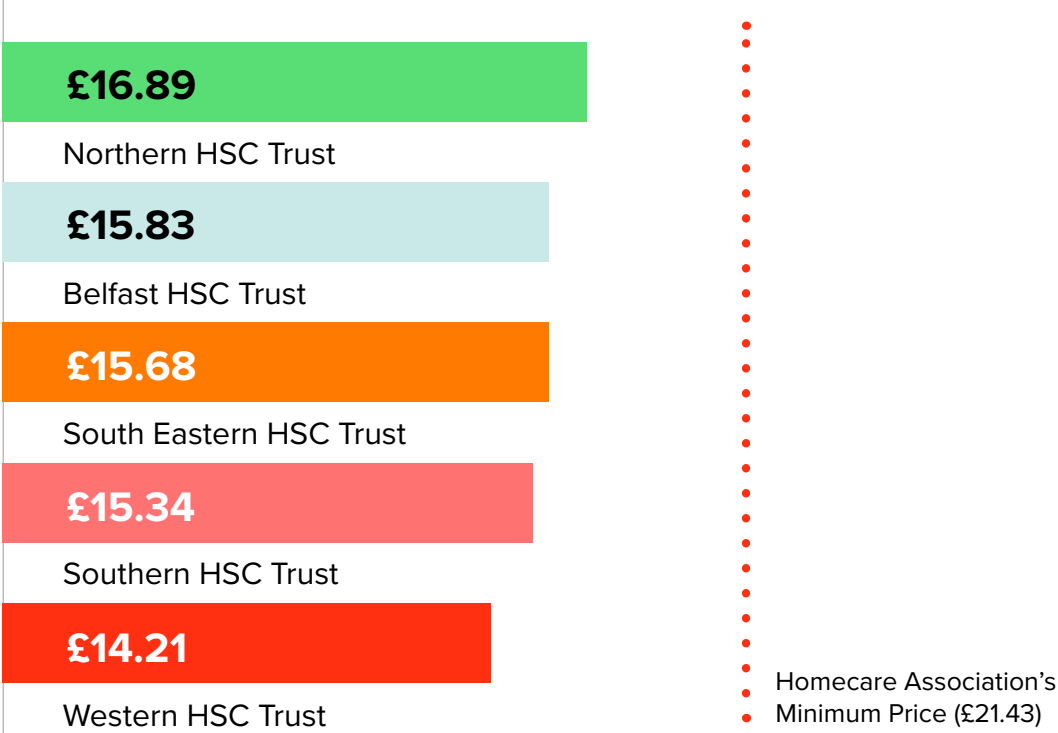
The lowest

weighted average in the 12
government regions of the UK

100%

of HSC Trusts have an average
price in the bottom quartile among
councils/HSC Trusts in the UK

Figure 71. Average hourly prices paid for homecare by Health and Social Care Trusts in Northern Ireland during the 2021 sample week



In Northern Ireland, the five Health and Social Care (HSC) Trusts are responsible for purchasing homecare services from the independent and voluntary sector, as well as providing 27% of the total hours themselves in-house.

All five HSC Trusts responded to the request for information on the process paid for homecare as summarised in Figures 71, 72 and 73.

Western HSC Trust did not provide data on their lowest and highest hourly rates, after claiming an exemption under the terms of the Freedom of Information Act 2000.

The weighted average price paid for older people's homecare in Northern Ireland during the sample week was £15.76 per hour. This was the lowest in the 12 government regions of the United Kingdom (including the devolved administrations).

Of those reporting an average price, all five HSC Trusts were in the bottom quartile among councils/HSC Trusts across the whole United Kingdom.

In contrast, a separate request to the Health and Social Care Trusts made in March 2021 under the Freedom of Information Act, by the Independent Health and Care Providers association (IHCP), recorded the following costs per hour of provision of homecare in-house:

- £40.63 (Belfast HSC Trust)
- £34.51 (Western HSC Trust)
- £31.58 (South Eastern HSC Trust)
- £28.79 (Southern HSC Trust)
- £26.19 (Northern HSC Trust)

It is noted that the costs of in-house provision of homecare in Northern Ireland are often more than double the amount the trusts are paying to independent providers.

The weighted average price in the administration has increased by £2.05 per hour since the Homecare Association undertook a similar Freedom of Information enquiry in 2018. This was the fourth-

lowest increase, in cash terms, in the 12 government regions of the United Kingdom since 2018.

In 2021, the £15.76 per hour weighted average in the administration was £2.70 below the weighted average price for councils/HSC Trusts in the United Kingdom.

The average prices paid by individual HSC Trusts in the administration ranged from £14.21 to £16.89 per hour; a difference of £2.68 between the lowest and highest paying HSC Trusts in Northern Ireland.

No HSC Trusts were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

From the HSC Trusts that provided the information, the lowest hourly rate in Northern Ireland was £14.82 per hour, while the highest was £23.63, both paid by Northern HSC Trust. However, the actual lowest price will be below £14.82, given the average rate for Western HSC Trust, which did not supply a minimum price, is only £14.21. The highest and lowest hourly rates stated by most HSC Trusts should be regarded as outliers since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the administration was 157,606. Considering HSC Trusts who provided data for sample weeks in both 2021 and 2020, there was an 11% increase in hours from the 2020 sample week.

None of the administration's HSC Trusts has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

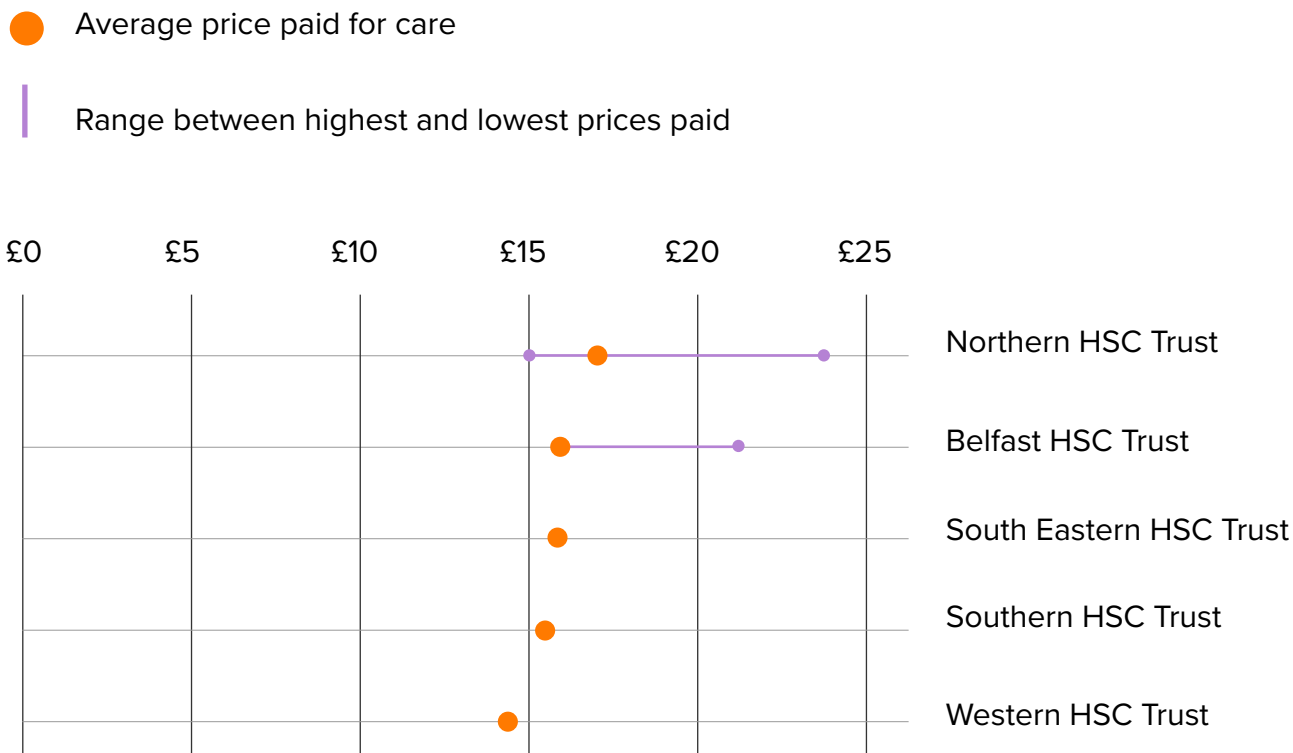
One of the HSC Trusts (20%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, none could provide such a calculation.

In the table below, only HSC Trusts that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which HSC Trusts omitted from their responses is indicated.

Figure 72. Prices paid per hour and the hours of homecare purchased in Northern Ireland during the 2021 sample week, compared with the 2018 sample week

HSC Trust	2021				2018	Since 2018
	Lowest price	Highest price	Hours	Average price	Average price	Increase or decrease
Belfast HSC Trust	£15.68	£21.00	31,597	£15.83	£14.02	£1.81
Northern HSC Trust	£14.82	£23.63	38,009	£16.89	£14.46	£2.43
South Eastern HSC Trust	£15.68	£15.68	45,239	£15.68	£13.91	£1.77
Southern HSC Trust	£15.34	£15.34	21,363	£15.34	£13.45	£1.89
Western HSC Trust	21,398	£14.21	£12.69	£1.52

Figure 73. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by Health and Social Care Trusts in Northern Ireland during the 2021 sample week



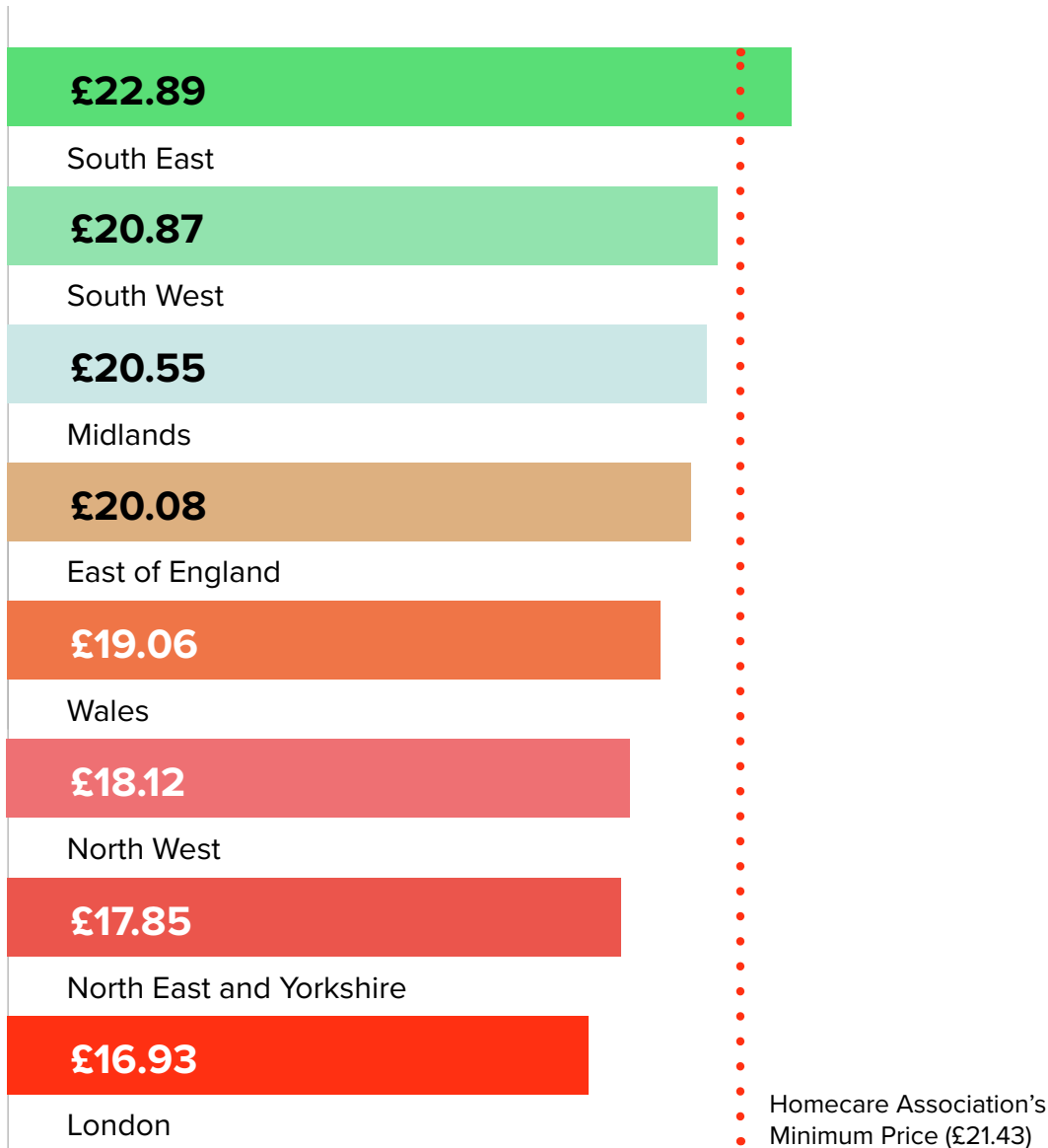
Purchase of homecare by the NHS

England's NHS regions and NHS Wales

Note that this year's Freedom of Information request was sent to Scotland's 14 regional NHS Boards. However, other than NHS Highland (whose response is entered in the government section above for analysis purposes), external homecare services were not commissioned or the information was not held. Indeed, social care in Scotland is [generally purchased by local authorities](#) according to Strategic Commissioning Plans that are produced by Integration Joint Boards.

Furthermore, the Homecare Association's Freedom of Information request in 2018 was not sent to health bodies, and so no comparison can be made with previous responses.

Figure 74. Weighted average hourly prices paid for homecare in England's NHS regions and by the NHS in Wales for the 2021 sample week



Weighted average rates for England's NHS regions and NHS Wales are compared in Figures 74, 75 and 76.

The NHS regions showing the lowest weighted average hourly prices for homecare are London (£16.93) and North East and Yorkshire (£17.85). These compare to the weighted average for the NHS in England of £19.54.

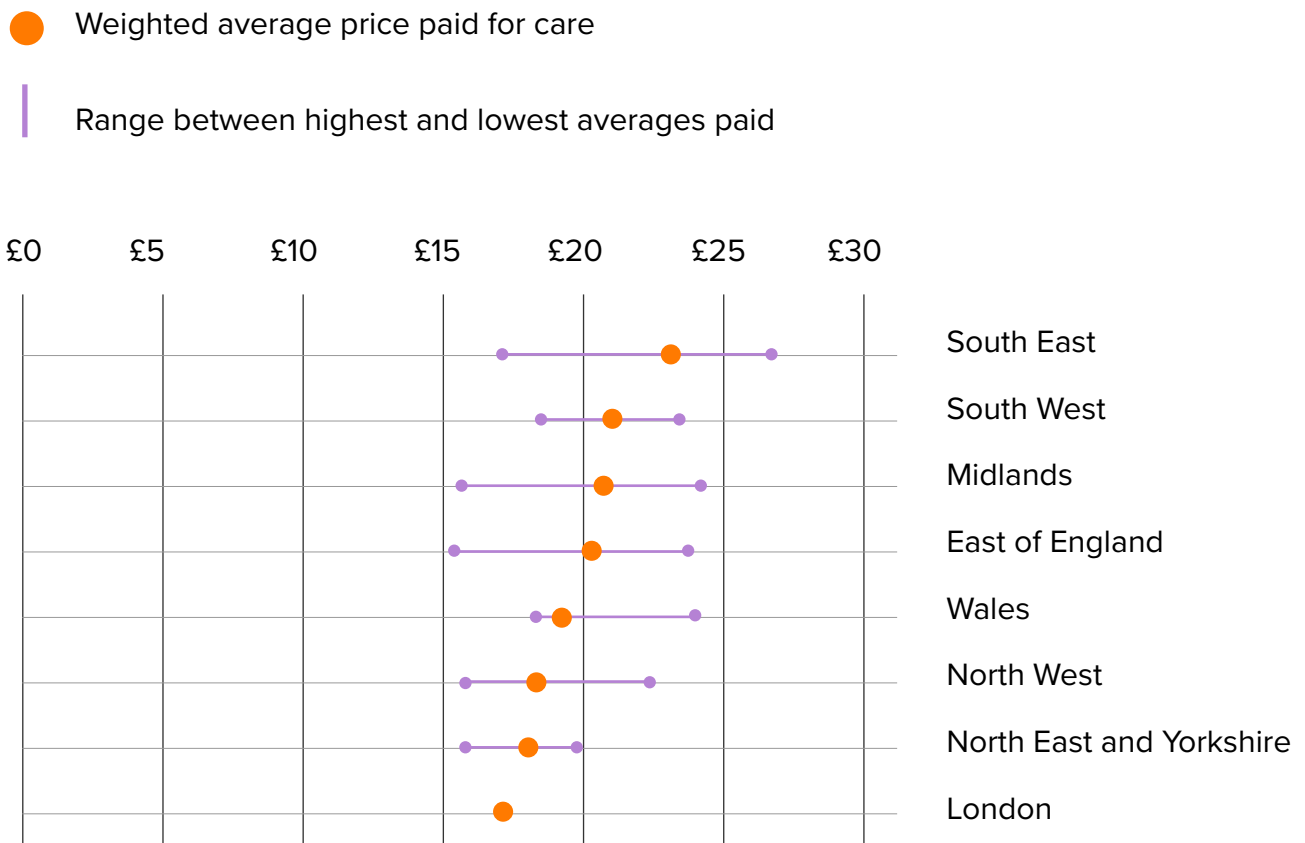
None of the health bodies in these two regions had an average price in the top quartile among Clinical Commissioning Groups (CCGs)/Local Health Boards across the NHS in England and Wales.

In general terms, there is evidence to suggest a north-south divide, as there are higher weighted averages in the South, with the exception of London.

Figure 75. Average prices paid per hour and the hours of homecare purchased in England's NHS regions and by the NHS in Wales during the 2021 sample week

NHS region	2021			
	Lowest average	Highest average	Hours	Weighted average
East of England	£15.11	£23.46	22,053	£20.08
London	£16.75	£17.12	51,304	£16.93
Midlands	£15.52	£23.96	29,939	£20.55
North East and Yorkshire	£15.64	£19.63	51,978	£17.85
North West	£15.68	£22.12	82,522	£18.12
South East	£16.94	£26.43	74,577	£22.89
South West	£18.36	£23.28	34,730	£20.87
Wales	£18.18	£23.77	18,819	£19.06
United Kingdom				£19.51

Figure 76. Range of average hourly prices paid for homecare in England's NHS regions and by the NHS in Wales, compared to the weighted average price for the region or in Wales during the 2021 sample week



Breakdown by NHS region and administration

In what follows, the NHS regional team covering, for example, the East of England is NHS England and NHS Improvement East of England. But for simplicity, it is henceforth referred to as NHS East of England, similarly other NHS regions. Furthermore, all NHS bodies are CCGs, unless otherwise stated.

Comparison is made between weighted average prices for government regions and NHS regions, despite the respective boundaries not necessarily being coterminous. When boundaries are clearly not coterminous, regions are grouped together to ensure a fairer contrast.

Moreover, comparison is not made between the number of hours purchased in the 2021 and 2020 sample weeks below. Numerous health bodies were unable to provide both of these pieces of information, making any potential contrast more volatile.

NHS East of England

Key facts

£20.08

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

①

Only one body pays the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

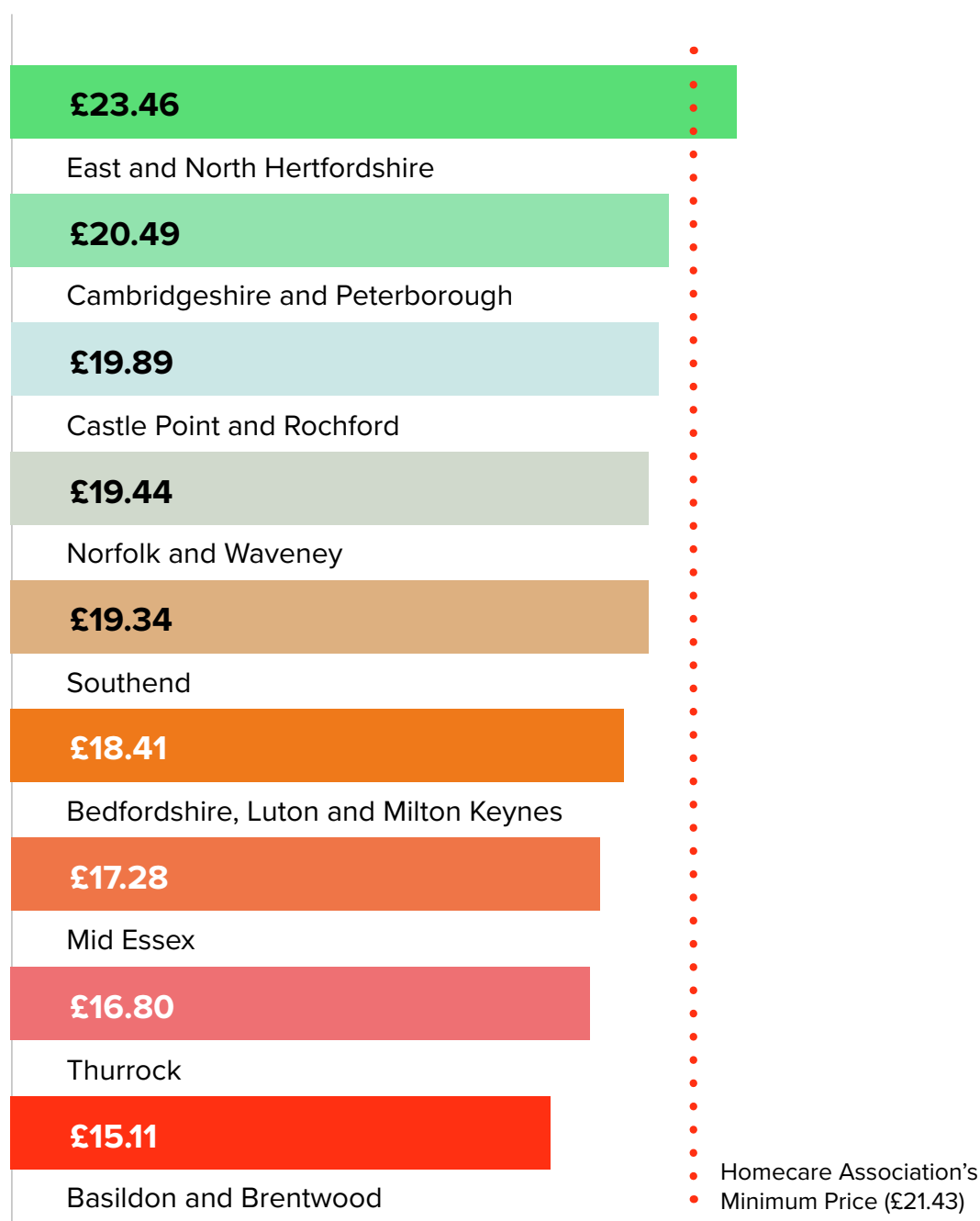
4th highest

weighted average in the eight NHS
regions of England and Wales

22%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 77. Average hourly prices paid for homecare by CCGs in NHS East of England during the 2021 sample week



All 14 CCGs which purchase homecare from the independent and voluntary sector in NHS East of England responded to the request for information on the process paid for homecare as summarised in Figures 77, 78 and 79.

Herts Valleys and West Essex did not hold information on the lowest, highest and average prices, as well as the number of hours in both the 2021 and 2020 sample weeks (Herts Valleys stated that their homecare packages are commissioned on a weekly basis).

Meanwhile, Ipswich and East Suffolk, North East Essex and West Suffolk were each unable to provide an average price and number of hours for 2021 and 2020, as they did not record this information in a reportable format.

The weighted average price paid for older people's homecare in NHS East of England during the sample week was £20.08 per hour. This was the fourth-highest weighted average in the eight NHS regions of England and Wales. The figure is also £0.70 above that for the East of England government region.

Of those reporting an average price, two health bodies (22%) were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with only one body (11%) in NHS East of England in the top quartile for CCGs/Local Health Boards.

The £20.08 per hour weighted average in the region was £0.54 above the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £15.11 to £23.46 per hour; a difference of £8.35 between the lowest and highest paying bodies in NHS East of England.

Only one body, East and North Hertfordshire, was paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS East of England was £13.77 per hour, paid by Castle Point and Rochford, and Southend, while the highest was £36.87, paid by Cambridgeshire and Peterborough. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 22,053.

None of the region's bodies has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

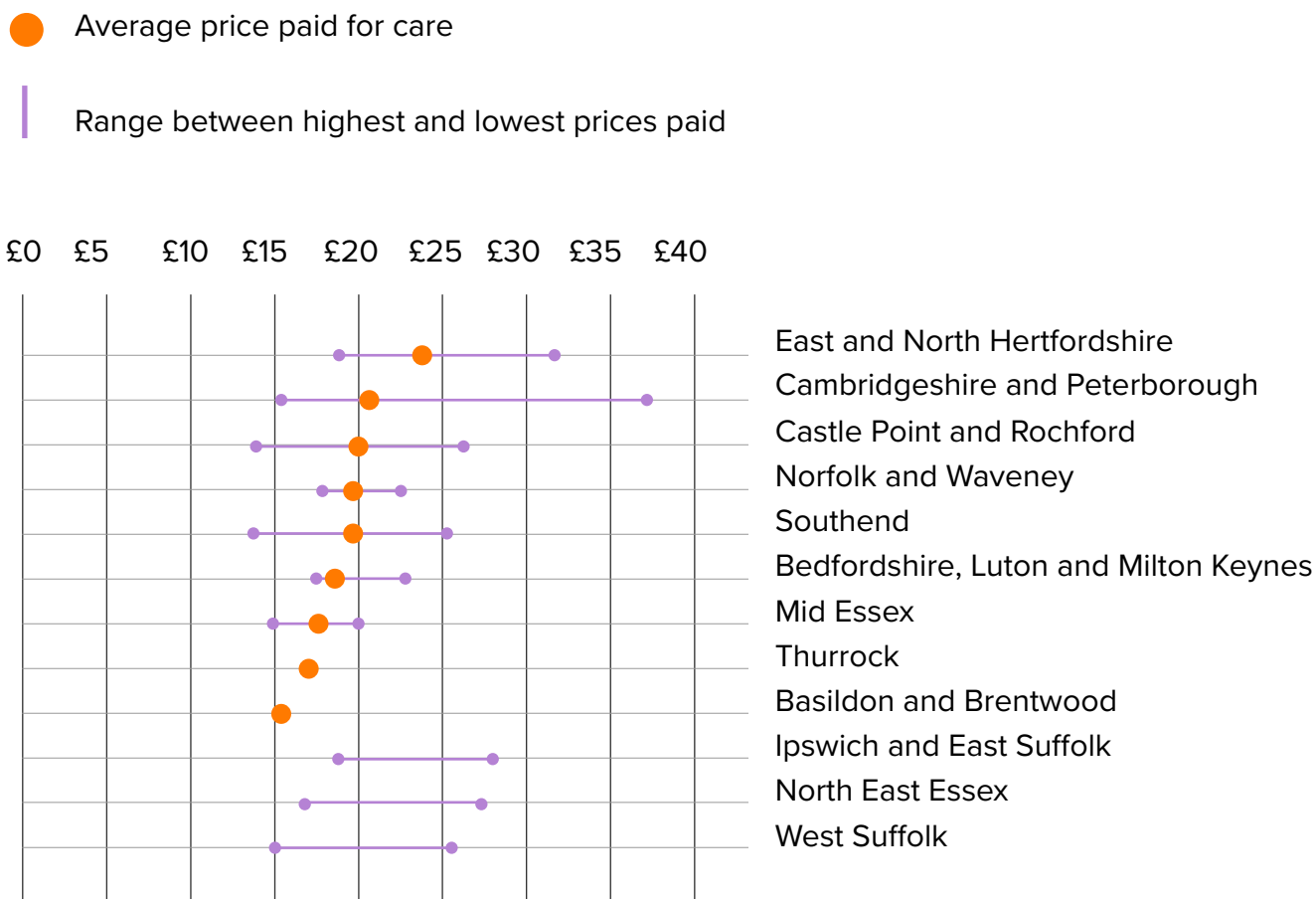
One of the health bodies (7%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, none could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 78. Prices paid per hour and the hours of homecare purchased in NHS East of England during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Basildon and Brentwood	£15.11	£15.11	565	£15.11
Bedfordshire, Luton and Milton Keynes	£17.43	£22.72	964	£18.41
Cambridgeshire and Peterborough	£15.38	£36.87	5,095	£20.49
Castle Point and Rochford	£13.77	£26.00	1,190	£19.89
East and North Hertfordshire	£18.70	£31.40	4,912	£23.46
Ipswich and East Suffolk	£18.72	£28.00
Mid Essex	£14.82	£19.73	472	£17.28
Norfolk and Waveney	£17.64	£22.18	5,073	£19.44
North East Essex	£16.74	£27.15
Southend	£13.77	£24.90	1,128	£19.34
Thurrock	£16.80	£16.80	2,654	£16.80
West Suffolk	£15.00	£25.37

Figure 79. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS East of England during the 2021 sample week



NHS London

Key facts

£16.93

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

0

No bodies pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

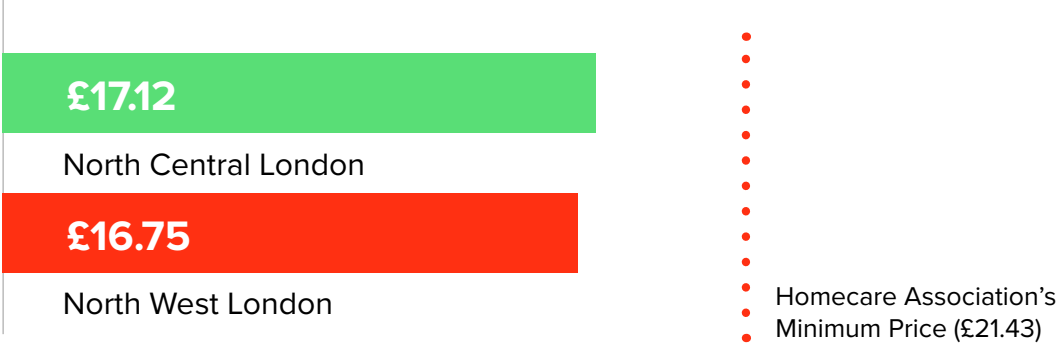
The lowest

weighted average in the eight NHS
regions of England and Wales

100%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 80. Average hourly prices paid for homecare by CCGs in NHS London during the 2021 sample week



All five CCGs which purchase homecare from the independent and voluntary sector in NHS London responded to the request for information on the process paid for homecare as summarised in Figures 80, 81 and 82.

North East London claimed an exemption under the terms of the Freedom of Information Act 2000 on several questions, including the lowest, highest and average prices, as well as the number of hours in the 2021 sample week. Moreover, South East London did not hold the information on these questions, while South West London claimed an exemption on all questions.

Therefore, due to the small sample size, the numbers in the following analysis should be treated with caution.

The weighted average price paid for older people's homecare in NHS London during the sample week was £16.93 per hour. This was the lowest weighted average in the eight NHS regions of England and Wales. The figure is also £1.06 below that for the Greater London government region.

Of those reporting an average price, two (both North Central London and North West London) were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales.

The £16.93 per hour weighted average in the region was £2.61 below the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £16.75 to £17.12 per hour; a difference of £0.37 between the averages for North Central London and North West London.

Thus, no bodies were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS London was £12.75 per hour, while the highest was £45.18, both paid by North Central London. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by North West London since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 51,304.

One (20%) of the region's bodies, North East London, has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage) in some areas. In this case, the minimum rate to be paid to workers was £9.56. Using the Homecare Association's Minimum Price for Homecare model, this wage would require health bodies to pay providers £22.86 per hour, but North East London did not provide an average price to determine whether this figure is being met.

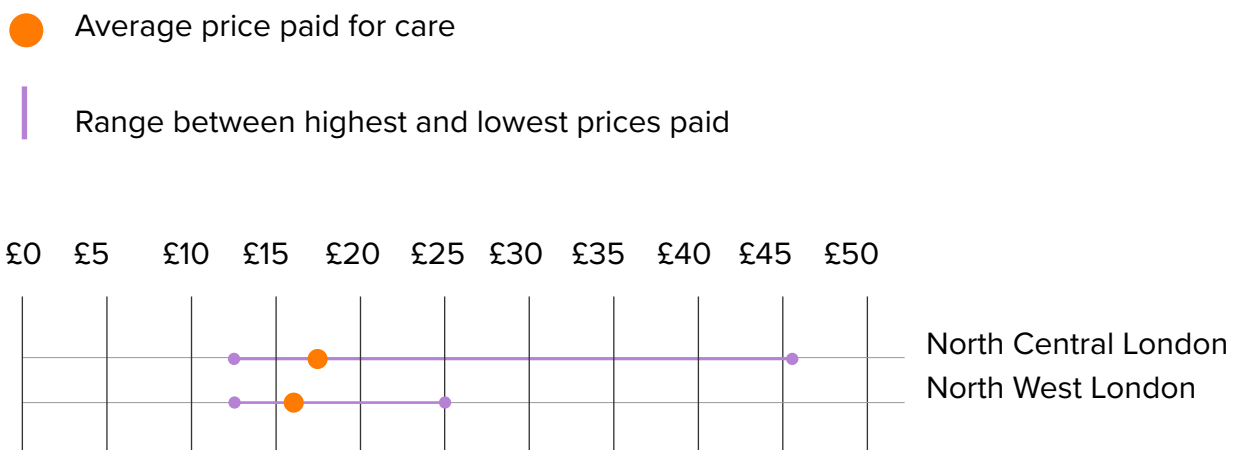
One of the health bodies (20%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, none could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 81. Prices paid per hour and the hours of homecare purchased in NHS London during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
North Central London	£12.75	£45.18	24,307	£17.12
North West London	£13.00	£25.13	26,996	£16.75

Figure 82. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS London during the 2021 sample week



NHS Midlands

Key facts

£20.55

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

7

Seven bodies pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

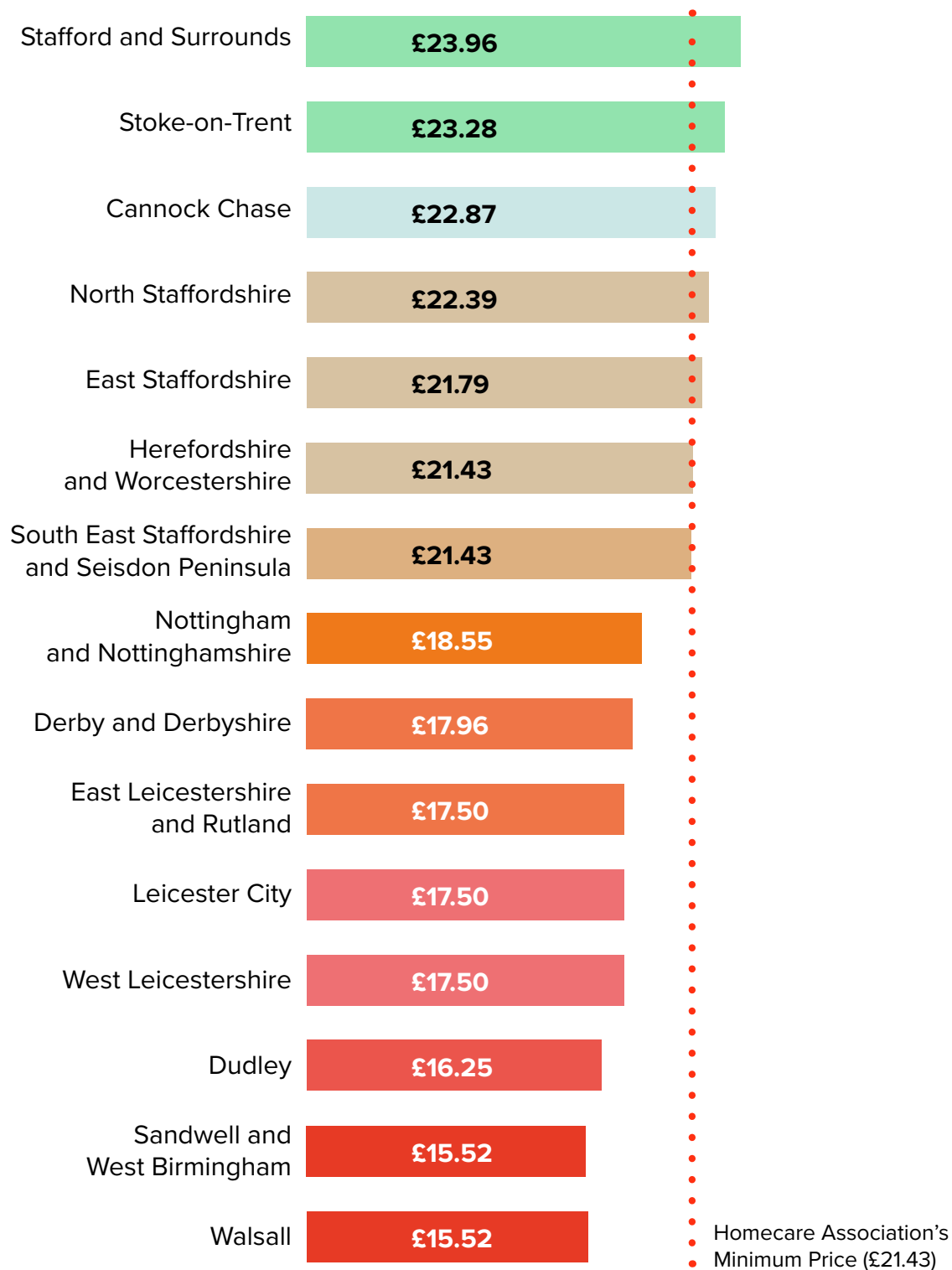
3rd highest

weighted average in the eight NHS
regions of England and Wales

20%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 83. Average hourly prices paid for homecare by CCGs in NHS Midlands during the 2021 sample week



All 20 CCGs which have purchased homecare from the independent and voluntary sector in NHS Midlands responded to the request for information on the process paid for homecare as summarised in Figures 83, 84, 85 and 86.

This number includes former CCGs that merged to establish Black Country and West Birmingham CCG, namely Dudley, Sandwell & West Birmingham, Walsall and Wolverhampton. However, Lincolnshire did not hold any of the information, and so this body is not included in the following analysis.

Birmingham and Solihull claimed an exemption under the terms of the Freedom of Information Act 2000 on questions relating to the lowest, highest and average prices, as well as the number of hours in both the 2021 and 2020 sample weeks. Meanwhile, Coventry and Warwickshire claimed an exemption on all questions.

Both Northamptonshire and Shropshire, Telford and Wrekin did not hold information on the lowest, highest and average prices, as well as the number of hours in 2021 and

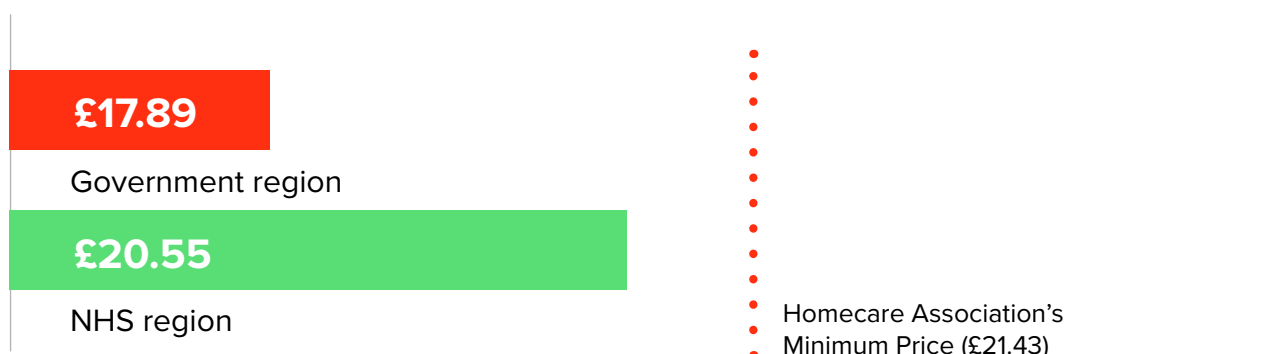
2020. Similarly, Wolverhampton CCG was able to provide a total spend figure, but otherwise, the information requested was not held.

A pooled response was sent for East Leicestershire and Rutland, Leicester City and West Leicestershire, with information on the number of hours not being held and an estimate of the average price being provided. This response has been split in this analysis into the individual CCGs.

The weighted average price paid for older people's homecare in NHS Midlands during the sample week was £20.55 per hour. This was the third-highest weighted average in the eight NHS regions of England and Wales.

To compare this figure with that for the associated 'Midlands' government region, a weighted average was computed using councils in both the East Midlands and West Midlands. The following chart shows that the NHS number is £2.66 above that for the government region.

Figure 84. Weighted average hourly price paid for homecare in the 'Midlands' government and NHS region during the 2021 sample week



Of those reporting an average price, three health bodies (20%) were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with seven bodies (47%) in NHS Midlands in the top quartile for CCGs/Local Health Boards.

The £20.55 per hour weighted average in the region was £1.02 above the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £15.52 to £23.96 per hour; a difference of £8.44 between the lowest and highest paying bodies in NHS Midlands.

Seven bodies, Cannock Chase, East Staffordshire, Herefordshire and Worcestershire, North Staffordshire, South East Staffordshire and Seisdon Peninsula, Stafford and Surrounds, and Stoke-on-Trent, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS Midlands was £5.98 per hour, paid by East Staffordshire, while the highest was £33.40, paid by South East Staffordshire and Seisdon Peninsula. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 29,939.

None of the region's bodies has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

Four of the health bodies (20%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only three (15%) could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 85. Prices paid per hour and the hours of homecare purchased in NHS Midlands during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Cannock Chase	£17.00	£28.00	868	£22.87
Derby and Derbyshire	£16.71	£19.21	252	£17.96
Dudley	£15.27	£25.00	1,087	£16.25
East Leicestershire and Rutland	£16.68	£18.32	..	£17.50
East Staffordshire	£5.98	£32.99	1,204	£21.79
Herefordshire and Worcestershire	£16.50	£30.00	5,729	£21.43
Leicester City	£16.68	£18.32	..	£17.50
North Staffordshire	£16.49	£30.96	3,669	£22.39
Nottingham and Nottinghamshire	£17.26	£20.24	6,891	£18.55
Sandwell & West Birmingham	£14.02	£18.23	1,400	£15.52
South East Staffordshire and Seisdon Peninsula	£7.27	£33.40	1,861	£21.43
Stafford and Surrounds	£15.99	£31.28	1,713	£23.96
Stoke-on-Trent	£16.50	£30.96	3,865	£23.28
Walsall	£15.57	£20.16	1,400	£15.52
West Leicestershire	£16.68	£18.32	..	£17.50

Figure 86. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS Midlands during the 2021 sample week



NHS North East and Yorkshire

Key facts

£17.85

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

0

No bodies pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

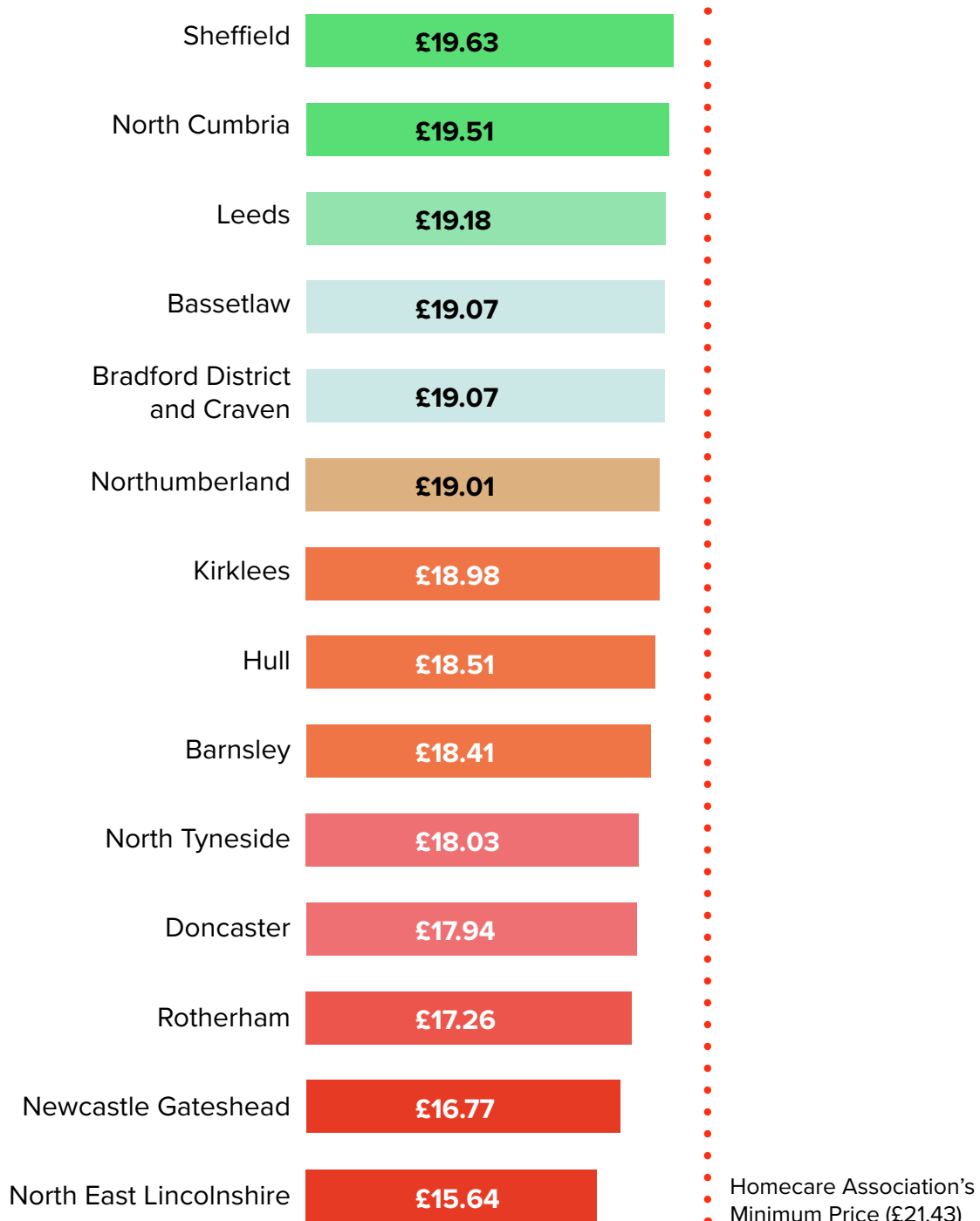
2nd lowest

weighted average in the eight NHS
regions of England and Wales

21%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 87. Average hourly prices paid for homecare by CCGs in NHS North East and Yorkshire during the 2021 sample week



All 19 CCGs which purchase homecare from the independent and voluntary sector in NHS North East and Yorkshire responded to the request for information on the process paid for homecare as summarised in Figures 87, 88 and 89.

County Durham, North Lincolnshire, South Tyneside, Sunderland and Tees Valley did not hold any of the information. Therefore, these bodies are not included in the following analysis.

East Riding of Yorkshire did not hold information on the lowest, highest and average prices, while claiming an exemption under the terms of the Freedom of Information Act 2000 regarding the number of hours purchased in both the 2021 and 2020 sample weeks. Neither North Yorkshire nor Vale of York held any of these pieces of information.

Barnsley and Bassetlaw did not hold some information, most notably, the hours purchased in both sample weeks. Calderdale claimed an exemption on these two questions, and did not provide an average rate.

Wakefield did not purchase any homecare services from the independent and voluntary sector in the sample week, relative to the definitions in the request.

Kirklees provided an estimate of their average price, while North Cumbria sent breakdowns of their homecare packages so that some of the information requested could be estimated by the Homecare Association.

The weighted average price paid for older people's homecare in NHS North East and Yorkshire during the sample week was £17.85 per hour. This was the second-lowest weighted average in the eight NHS regions of England and Wales. To compare this figure with that for the associated 'North' government region, please see the NHS North West section below.

Of those reporting an average price, three health bodies (21%) were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with no

bodies in NHS North East and Yorkshire in the top quartile for CCGs/Local Health Boards.

The £17.85 per hour weighted average in the region was £1.69 below the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £15.64 to £19.63 per hour; a difference of £3.99 between the lowest and highest paying bodies in NHS North East and Yorkshire.

No bodies were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS North East and Yorkshire was £13.82 per hour, paid by Hull, while the highest was £30.95, paid by Northumberland. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 51,978.

Two of the region's bodies (11%) have imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Of these, the average minimum rate to be paid to workers was £9.29; however, using the Homecare Association's Minimum Price for Homecare model, this wage would require health bodies to pay providers £22.27 per hour, which no CCG in NHS North East and Yorkshire is doing.

None of the health bodies asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 88. Prices paid per hour and the hours of homecare purchased in NHS North East and Yorkshire during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Barnsley	£18.22	£18.78	..	£18.41
Bassetlaw	£18.07	£19.75	..	£19.07
Bradford District and Craven	£16.88	£26.80	6,622	£19.07
Calderdale	£18.57	£19.47
Doncaster	£15.00	£26.00	1,938	£17.94
Hull	£13.82	£30.00	1,947	£18.51
Kirklees	£18.11	£19.85	1,287	£18.98
Leeds	£17.90	£19.76	10,087	£19.18
Newcastle Gateshead	£15.82	£21.75	10,391	£16.77
North Cumbria	£15.56	£26.22	1,311	£19.51
North East Lincolnshire	£15.56	£26.00	8,535	£15.64
North Tyneside	£15.60	£18.85	2,199	£18.03
Northumberland	£16.62	£30.95	1,717	£19.01
Rotherham	£16.48	£17.89	4,058	£17.26
Sheffield	£18.07	£20.97	1,885	£19.63

Figure 89. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS North East and Yorkshire during the 2021 sample week



NHS North West

Key facts

£18.12

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

①

Only one body pays the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

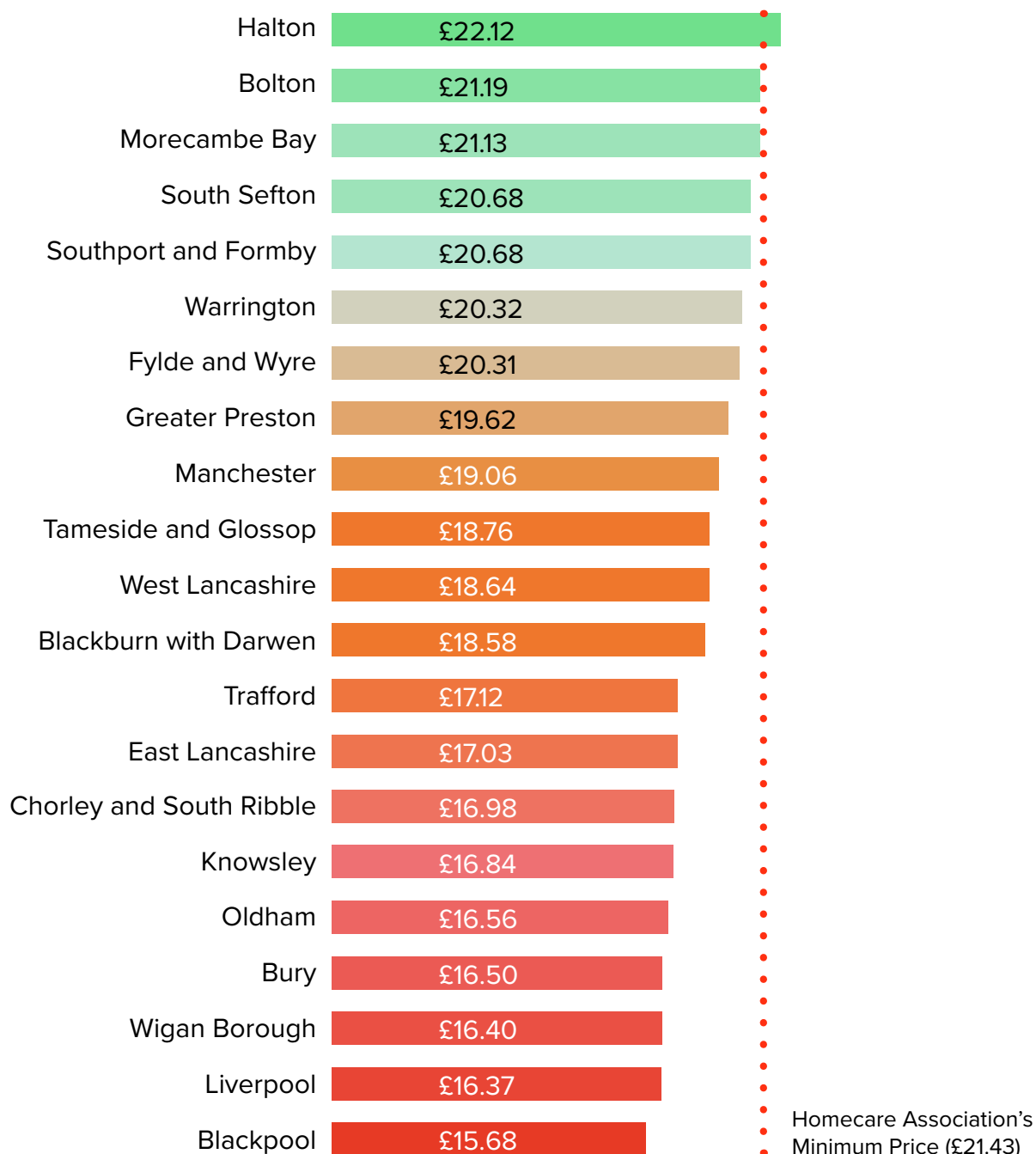
3rd lowest

weighted average in the eight NHS
regions of England and Wales

43%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 90. Average hourly prices paid for homecare by CCGs in NHS North West during the 2021 sample week



All 25 CCGs which purchase homecare from the independent and voluntary sector in NHS North West responded to the request for information on the process paid for homecare as summarised in Figures 90, 91, 92 and 93.

Both Salford and St Helens do not commission any external homecare. Therefore, these bodies are not included in the following analysis.

According to the exclusions specified in the request, the client groups of Heywood, Middleton and Rochdale CCG were not included.

Stockport claimed an exemption under the terms of the Freedom of Information Act 2000 on all questions. In addition, Bolton claimed an exemption on the hours purchased in both sample weeks and the total spend.

Cheshire and Wirral did not hold information on questions relating to the lowest, highest and average prices, as well as the number of hours in both the 2021 and 2020 sample weeks.

Wigan Borough did not provide their highest price, and did not hold information on the

hours in 2021 and 2020, as well as the total spend.

Bury's average price was estimated from the information provided. Meanwhile, information on the number of hours in both the 2021 and 2020 sample weeks, and the total spend was pooled between South Sefton, and Southport and Formby. For analysis purposes, these figures were split evenly between the two CCGs.

The weighted average price paid for older people's homecare in NHS North West during the sample week was £18.12 per hour. This was the third-lowest weighted average in the eight NHS regions of England and Wales.

To compare this figure with that for the associated 'North' government region, a weighted average was computed using CCGs in both NHS North East and Yorkshire, and NHS North West. This process was repeated using councils in the North East, North West and Yorkshire and The Humber government regions. The following chart shows that the NHS number is £0.42 above that for the government region (using exact figures).

Figure 91. Weighted average hourly price paid for homecare in the 'North' government and NHS region for the 2021 sample week



Of those reporting an average price, nine health bodies (43%) were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with three bodies (14%) in NHS North West in the top quartile for CCGs/Local Health Boards.

The £18.12 per hour weighted average in the region was £1.42 below the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £15.68 to £22.12 per hour; a difference of £6.44 between the lowest and highest paying bodies in NHS North West.

Only one body, Halton, was paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS North West was £9.00 per hour, paid by Chorley and South Ribble, while the highest was £72.05, paid by West Lancashire. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 82,522.

None of the region's bodies has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

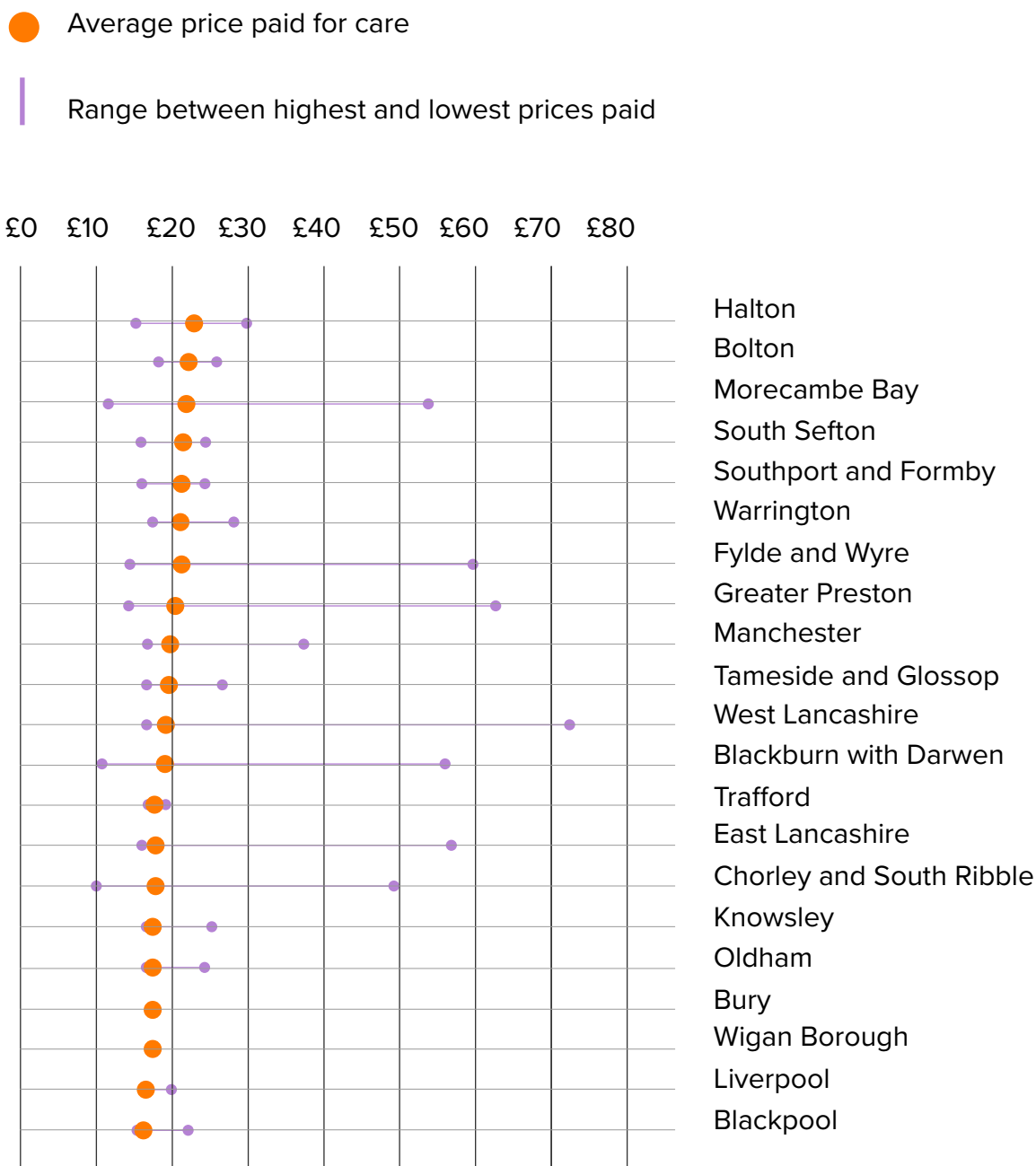
Four of the health bodies (16%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, only three (12%) could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 92. Prices paid per hour and the hours of homecare purchased in NHS North West during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Blackburn with Darwen	£10.18	£55.00	4,820	£18.58
Blackpool	£14.82	£21.50	4,844	£15.68
Bolton	£17.17	£25.20	..	£21.19
Bury	£16.50	£16.52	18,182	£16.50
Chorley and South Ribble	£9.00	£48.62	6,002	£16.98
East Lancashire	£15.64	£55.96	11,274	£17.03
Fylde and Wyre	£14.11	£58.90	6,479	£20.31
Greater Preston	£13.75	£61.83	6,053	£19.62
Halton	£14.70	£28.70	887	£22.12
Knowsley	£16.40	£24.07	2,547	£16.84
Liverpool	£16.04	£18.70	446	£16.37
Manchester	£16.38	£36.39	2,811	£19.06
Morecambe Bay	£11.09	£53.18	8,755	£21.13
Oldham	£16.34	£23.30	328	£16.56
South Sefton	£15.23	£23.90	42	£20.68
Southport and Formby	£15.23	£23.90	42	£20.68
Tameside and Glossop	£16.00	£25.71	1,286	£18.76
Trafford	£16.39	£18.66	1,048	£17.12
Warrington	£16.78	£27.40	2,254	£20.32
West Lancashire	£16.02	£72.05	4,424	£18.64
Wigan Borough	£16.40	£16.40

Figure 93. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS North West during the 2021 sample week



NHS South East

Key facts

£22.89

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

4

Only four bodies pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

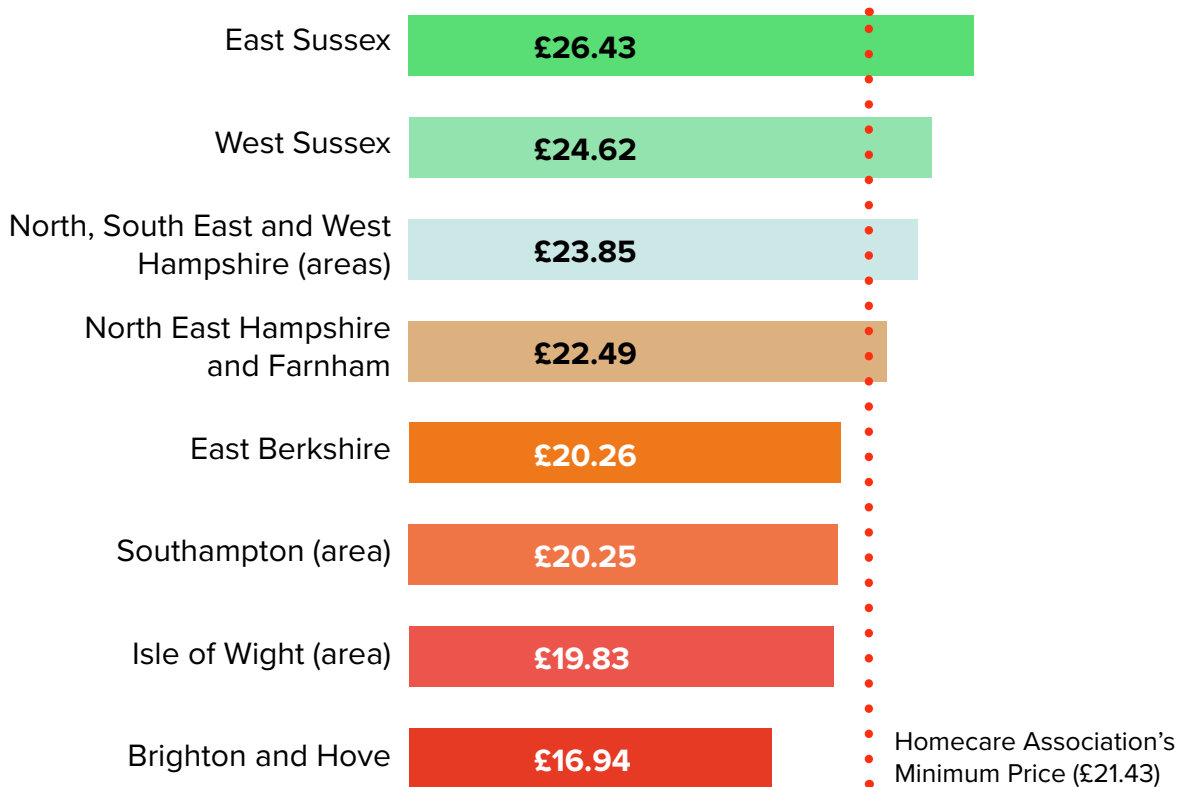
The highest

weighted average in the eight NHS
regions of England and Wales

13%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 94. Average hourly prices paid for homecare by CCGs in NHS South East during the 2021 sample week



All 12 organisations/areas which have purchased homecare from the independent and voluntary sector in NHS South East responded to the request for information on the process paid for homecare as summarised in Figures 94, 95 and 96.

This number includes former CCGs that merged to establish Frimley CCG, namely East Berkshire, North East Hampshire & Farnham, and Surrey Heath. Furthermore, the newly-formed Hampshire, Southampton and Isle of Wight CCG sent responses for its separate areas, namely the Isle of Wight area, the North, South East and West Hampshire areas (which were pooled together) and the Southampton area. However, these areas are treated as CCGs.

Buckinghamshire and Portsmouth did not hold any of the information, while Oxfordshire and Surrey Heath confirmed that they do not commission any external homecare. In the case of Surrey Heath, services are commissioned by Surrey Heartlands CCG on their behalf. Therefore, these CCGs are not included in the following analysis. Meanwhile, Oxfordshire commissions Oxford Health NHS Foundation Trust (FT) to undertake NHS Continuing Healthcare functions on their behalf. However, the Foundation Trust (to whom Buckinghamshire also suggested to send the request instead) did not hold any of the information (typically, as a distinct or separate record).

Meanwhile, Surrey Heartlands claimed an exemption under the terms of the Freedom of Information Act 2000 on all questions. Similarly, the areas of Isle of Wight, North, South East and West Hampshire and Southampton claimed an exemption on some information, including the lowest and highest prices.

Kent and Medway did not hold information on the average rate, and the number of hours in both the 2021 and 2020 sample weeks. In addition to these elements, Berkshire West also did not hold the lowest and highest prices.

The weighted average price paid for older people's homecare in NHS South East during the sample week was £22.89 per hour. This was the highest weighted average in the eight NHS regions of England and Wales. The figure is also £3.13 above that for the South East government region.

Of those reporting an average price, only one health body (13%) was in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with four bodies (50%) in NHS South East in the top quartile for CCGs/Local Health Boards.

The £22.89 per hour weighted average in the region was £3.36 above the weighted average price for the NHS in England.


The average prices paid by individual bodies in the region ranged from £16.94 to £26.43 per hour; a difference of £9.49 between the lowest and highest paying bodies in NHS South East.

Four bodies, East Sussex, the North, South East and West Hampshire areas, North East Hampshire & Farnham, and West Sussex, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour. Indeed, NHS South East is the only region, health or government, whose weighted average surpasses this Minimum Price.

The lowest hourly rate for health bodies in NHS South East was £6.25 per hour, paid by West Sussex (rate for live-in care), while the highest was £92.00, paid by North East Hampshire & Farnham. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 74,577.

None of the region's bodies has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).



Four of the health bodies (33%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, none could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 95. Prices paid per hour and the hours of homecare purchased in NHS South East during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Brighton and Hove	£6.48	£45.30	4,220	£16.94
East Berkshire	£16.00	£23.00	6,828	£20.26
East Sussex	£17.87	£58.90	7,631	£26.43
Isle of Wight (area)	1,497	£19.83
North, South East and West Hampshire (areas)	32,232	£23.85
Southampton (area)	8,362	£20.25
Kent and Medway	£11.97	£29.14
North East Hampshire & Farnham	£10.50	£92.00	5,522	£22.49
West Sussex	£6.25	£61.73	8,286	£24.62

Figure 96. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS South East during the 2021 sample week



NHS South West

Key facts

£20.87

per hour weighted average,
compared to £19.54 per hour
for the NHS in England

②

Only two bodies pay the Homecare
Association's Minimum Price for
Homecare of £21.43 per hour

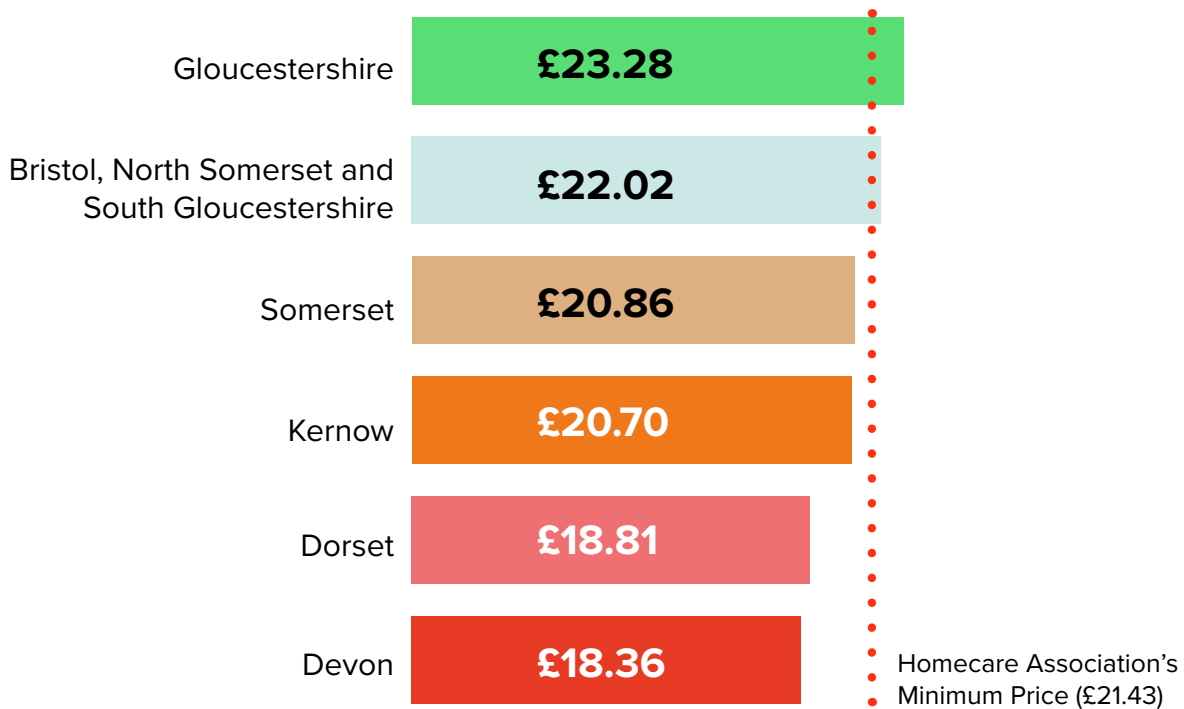
2nd highest

weighted average in the eight NHS
regions of England and Wales

0%

of bodies have an average price in
the bottom quartile among CCGs/
Local Health Boards across the NHS
in England and Wales

Figure 97. Average hourly prices paid for homecare by CCGs in NHS South West during the 2021 sample week



All six CCGs which purchase homecare from the independent and voluntary sector in NHS South West responded to the request for information on the process paid for homecare as summarised in Figures 97, 98 and 99.

Bath and North East Somerset, Swindon and Wiltshire CCG did not hold any of the information at the level of detail requested. Therefore, this body is not included in the following analysis.

The weighted average price paid for older people's homecare in NHS South West during the sample week was £20.87 per hour. This was the second-highest weighted average in the eight NHS regions of England and Wales. However, the figure is also £0.18 below that for the South West government region.

Of those reporting an average price, no health bodies were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with three bodies (50%) in NHS South West in the top quartile for CCGs/Local Health Boards.

The £20.87 per hour weighted average in the region was £1.34 above the weighted average price for the NHS in England.

The average prices paid by individual bodies in the region ranged from £18.36 to £23.28 per hour; a difference of £4.92 between the lowest and highest paying bodies in NHS South West.

Two bodies, Bristol, North Somerset and South Gloucestershire, and Gloucestershire, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS South West was £5.21 per hour, paid by Devon (which reflects an average rate for live-in care packages over a 24-hour period, not the price paid for direct care delivery over an hour), while the highest was £36.48, paid by Dorset. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in the region was 34,730.

Only one (17%) of the region's bodies, Kernow, has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). In this case, the minimum rate to be paid to workers was £9.50 (i.e. the real Living Wage); however, using the Homecare Association's Minimum Price for Homecare model, this wage would require health bodies to pay providers £22.73 per hour, which Kernow was not doing.

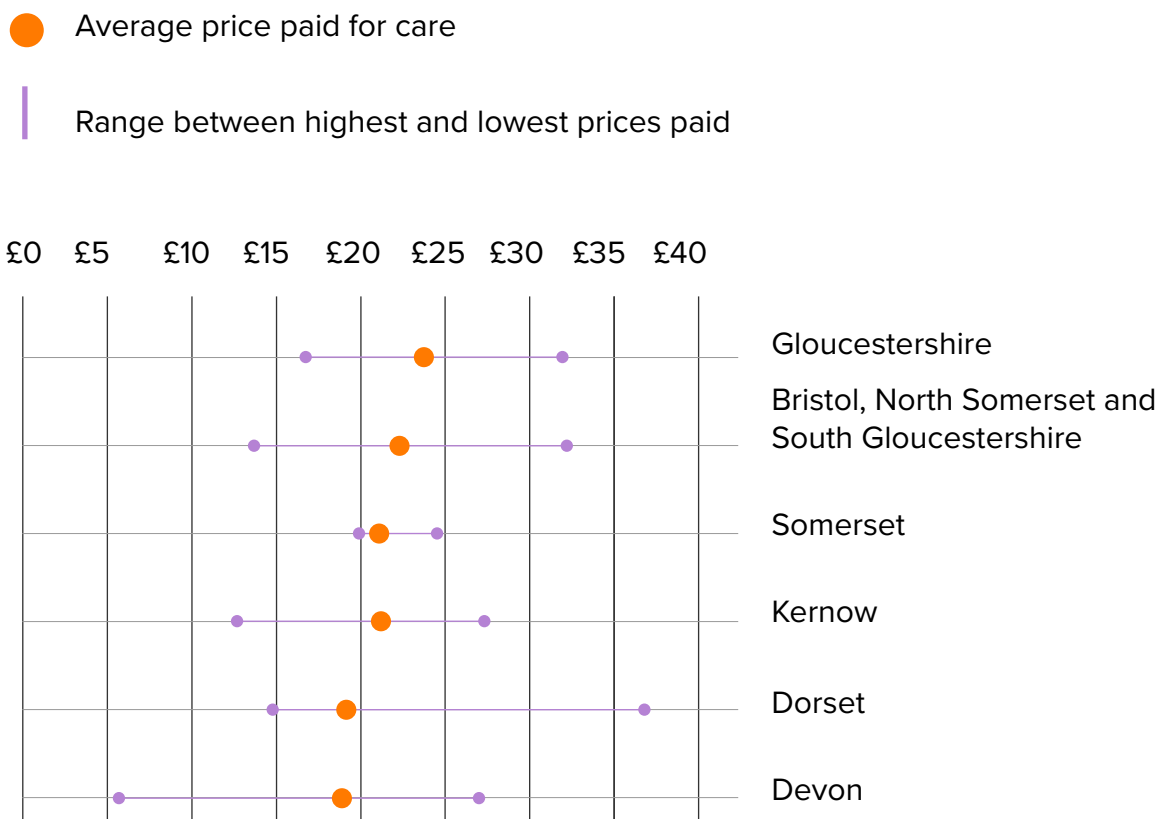
Two of the health bodies (33%) asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services. However, none could provide such a calculation.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 98. Prices paid per hour and the hours of homecare purchased in NHS South West during the 2021 sample week

CCG	2021			
	Lowest price	Highest price	Hours	Average price
Bristol, North Somerset and South Gloucestershire	£13.20	£31.97	8,929	£22.02
Devon	£5.21	£26.61	4,978	£18.36
Dorset	£14.50	£36.48	4,238	£18.81
Gloucestershire	£16.57	£31.57	5,131	£23.28
Kernow	£12.32	£27.00	7,025	£20.70
Somerset	£19.64	£24.17	4,430	£20.86

Figure 99. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by CCGs in NHS South West during the 2021 sample week



NHS Wales

Key facts

£19.06

per hour weighted average, compared to £19.51 per hour for the NHS in England and Wales

②

Only two bodies pay the Homecare Association's Minimum Price for Homecare of £21.43 per hour

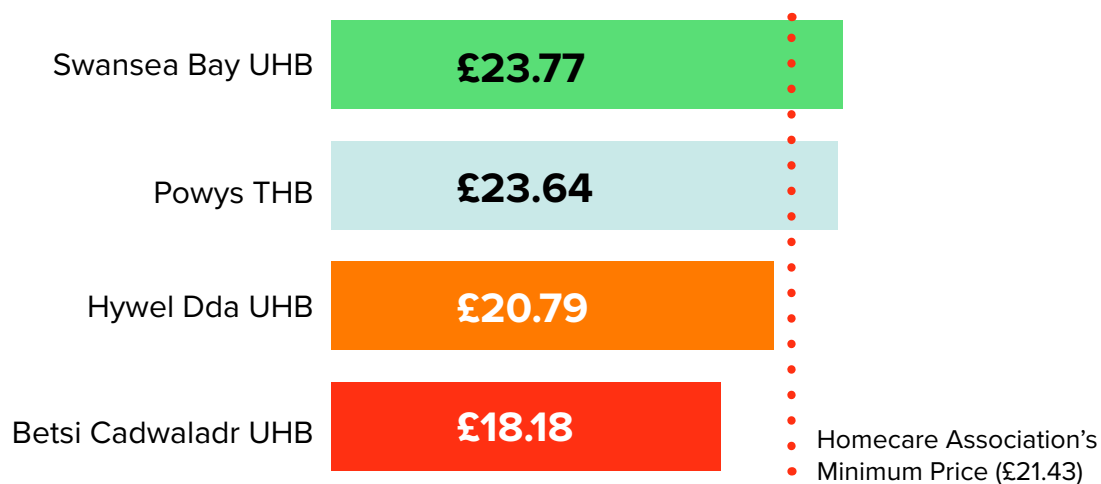
4th lowest

weighted average in the eight NHS regions of England and Wales

0%

of bodies have an average price in the bottom quartile among CCGs/ Local Health Boards across the NHS in England and Wales

Figure 100. Average hourly prices paid for homecare by Local Health Boards in Wales during the 2021 sample week



In Wales, the NHS is split into seven Local Health Boards that use the operational name of University Health Board (UHB) or Teaching Health Board (THB).

All six Local Health Boards which purchase homecare from the independent and voluntary sector in NHS Wales responded to the request for information on the process paid for homecare as summarised in Figures 100, 101 and 102.

Cardiff and Vale UHB did not hold any of the information since Cardiff Council is responsible for the contracting arrangements for homecare. Therefore, this body is not included in the following analysis.

Meanwhile, Cwm Taf Morgannwg UHB did not hold information on the lowest, highest and average prices, as well as the number of hours in both the 2021 and 2020 sample weeks (as they spot purchase homecare, so record the total package cost and not the hourly rate). In addition, Aneurin Bevan UHB claimed an exemption under the terms of the Freedom of Information Act 2000 on each of these questions, together with that on the total spend.

The weighted average price paid for older people's homecare in NHS Wales during the sample week was £19.06 per hour. This was the fourth-lowest weighted average in the eight NHS regions of England and Wales. The figure is also £0.26 below that for the Wales government region.

Of those reporting an average price, no health bodies were in the bottom quartile among CCGs/Local Health Boards across the NHS in England and Wales, with two bodies (50%) in NHS Wales in the top quartile for CCGs/Local Health Boards.

The £19.06 per hour weighted average in the administration was £0.45 below the weighted average price for the NHS in England and Wales.

The average prices paid by individual bodies in the administration ranged from £18.18 to £23.77 per hour; a difference of £5.59 between the lowest and highest paying bodies in NHS Wales.

Two bodies, Powys THB and Swansea Bay UHB, were paying an average price at, or above, the Homecare Association's Minimum Price for Homecare of £21.43 per hour.

The lowest hourly rate for health bodies in NHS Wales was £15.00 per hour, paid by Hywel Dda UHB, while the highest was £62.61, paid by Swansea Bay UHB. Both these figures should be regarded as outliers, as indeed should the highest and lowest hourly rates stated by most bodies since both rates are likely to be paid in exceptional circumstances.

The total number of hours of homecare purchased in NHS Wales was 18,819.

None of the administration's bodies has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage).

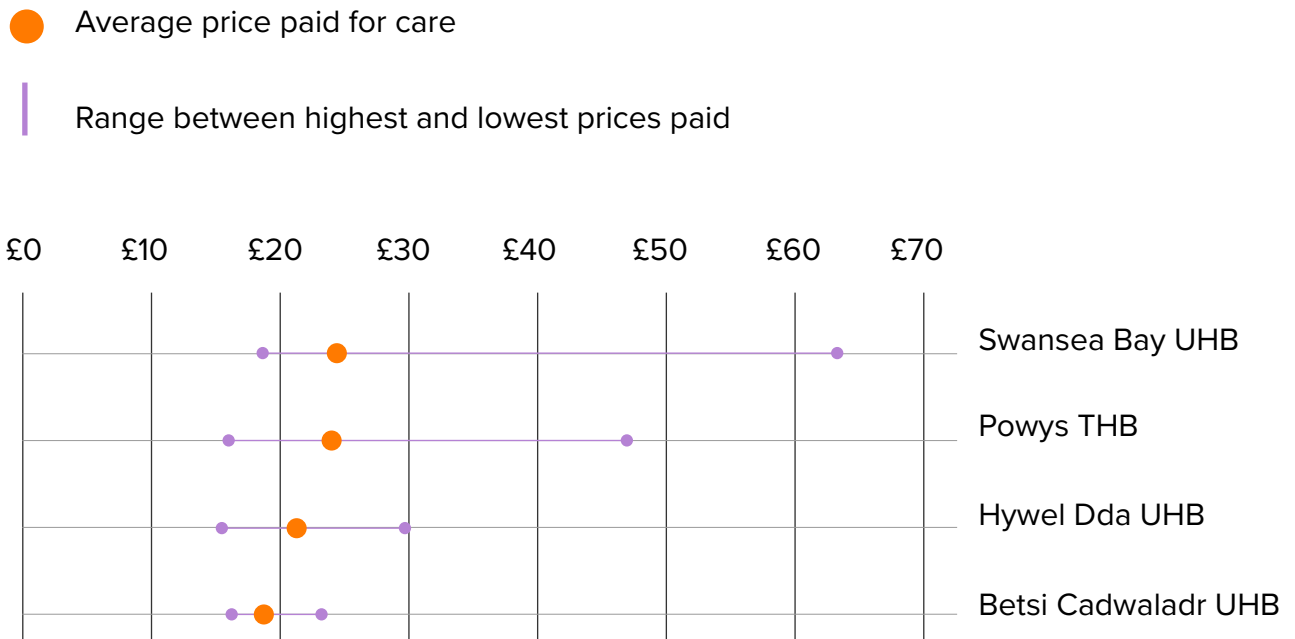
None of the health bodies asserted that they had undertaken a numerical calculation since 2019-20 in order to assess the hourly cost of delivering homecare services.

In the table below, only health bodies that provided data on at least one of the lowest price, highest price, hours and average price in 2021 are shown. Information which health bodies omitted from their responses is indicated.

Figure 101. Prices paid per hour and the hours of homecare purchased in NHS Wales during the 2021 sample week

Local Health Board	2021			
	Lowest price	Highest price	Hours	Average price
Betsi Cadwaladr UHB	£15.54	£22.63	15,481	£18.18
Hywel Dda UHB	£15.00	£29.08	597	£20.79
Powys THB	£15.20	£46.26	2,105	£23.64
Swansea Bay UHB	£17.84	£62.61	637	£23.77

Figure 102. Average hourly prices paid for homecare, compared to the range between the highest and lowest prices paid by Local Health Boards in Wales during the 2021 sample week



Methodology, responses and data analysis

Freedom of Information request

The Homecare Association contacted each local authority, HSC Trust, CCG, Local Health Board and regional NHS Board in the United Kingdom that has potential responsibility for commissioning homecare for older people (a total of 340, including two NHS Foundation Trusts) with a request for information using the Freedom of Information Act 2000 and the Freedom of Information (Scotland) Act 2002 accordingly.

Each public organisation was asked to provide the prices it pays to independent and voluntary sector homecare providers for the provision of regulated homecare services delivered to people aged 65 years or above in their own home, during a seven-day 'reference period' which included Monday, 19 April 2021, as follows:

- a. The **lowest** rate per hour paid to any individual homecare provider during the reference period, expressed in pounds and pence per hour.
- b. The **highest** rate per hour paid to any individual homecare provider during the reference period, expressed in pounds and pence per hour.
- c. The **average** ("arithmetic mean") price per hour paid to all homecare providers for all hours of homecare services purchased during the reference period, expressed in pounds and pence per hour.
- d. The **total hours** of homecare purchased from all homecare providers during the reference period.
- e. The **total hours** of homecare purchased from all homecare providers during a seven-day period which includes Monday, 20 April 2020 (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).
- f. Your organisation's **total spend** on homecare services purchased from all homecare providers during the reference period.
- g. In relation to contracts held with independent and voluntary sector homecare providers:
 - i. Whether your organisation has imposed a contractual requirement that any homecare provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Please answer "Yes" or "No".
 - ii. The minimum pay rate specified, in pounds and pence per hour, if the answer to question (g)(i), above, was "Yes".

- h. In relation to how you have calculated the price(s) you pay for homecare:
- i. Whether, in the financial years 2019-20, 2020-21 or 2021-22, you have undertaken a numerical calculation of the hourly cost of a homecare service to assure yourself that the price(s) you pay to independent and voluntary sector homecare providers covers their costs and expectations of a profit or surplus. Please answer “yes” or “no”.
- ii. If your answer to question (h)(i) was “yes”, please supply a copy of the most recent numerical calculation referred to in your answer, including the financial year to which it relates. For the avoidance of doubt, this question asks you to supply a numerical calculation, rather than a narrative description of the factors which you have considered in setting the prices paid.

Note that the week in April was selected to allow public organisations reasonable time to have implemented price increases for the National Minimum Wage (including the National Living Wage), which came into effect on 1 April 2021.

The request is larger than the previous Freedom of Information exercise about the prices paid for homecare in a sample week in April 2018. However, repeated questions have been asked consistently, so that comparison of the changes over a three-year period can be made.

Moreover, for the first time, the Freedom of Information request also sought information on prices paid for homecare from NHS bodies in England and Wales. Their responses, included in this report, have been analysed in a similar way to those for

councils/HSC Trusts.

The following guidance was offered to help organisations select the correct data sample. In case of doubt, the organisation was advised to apply a ‘common sense’ interpretation to the request.

Each organisation was asked to **include** the following:

- Homecare delivered by independent and voluntary sector homecare providers;
- Services delivered to adults aged 65 years and above;
- Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves;
- The care element (only) of services delivered in ‘extra care housing’ or ‘supported living’ schemes (i.e. excluding any payment for providing housing or housing services).

Each organisation was asked to **exclude** the following:

- Services provided to adults under the age of 65 years;
- 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);
- Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment);
- Services provided by any ‘in-house’ homecare team, where the workforce is employed by your organisation.

The sample size

Excluding those who either do not purchase homecare from the independent and voluntary sector or did not hold any of the information, 312 out of 313 public organisations (99.7%) responded to the Freedom of Information request, either fully or in part.

The one outlier was Lewisham, who did eventually respond, but not in time to be included in the analysis of the data.

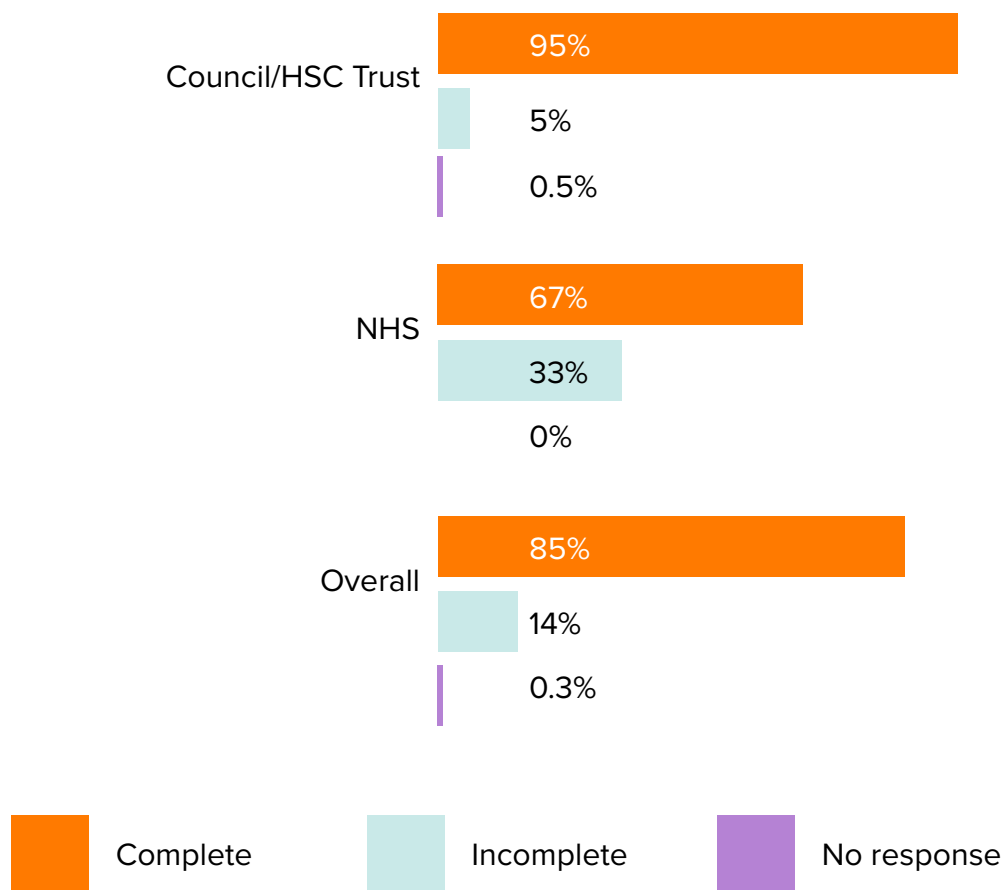
In addition, three new CCGs, Black Country and West Birmingham, Frimley and Hampshire, Southampton and Isle of Wight, split their responses, either by area or by former CCGs. As a result, the overall number of responses was higher than the number of requests sent.

From Figure 103, there is a higher proportion of NHS bodies that provided 'incomplete' responses compared with councils/ HSC Trusts, as some or all of the hourly information was not recorded.

Note that a 'complete' response was defined as one that submitted, at least, figures for the minimum, maximum and average prices, and the total hours for the 2021 sample week. Occasionally, the total spend and one of the average price or total hours was provided. In this case, the Homecare Association could compute the missing figure using the formula (or variant thereof):
Total spend = Average price x Total hours.
Such responses were also marked as 'complete'.

'Incomplete' responses also include those organisations who replied to the request, but claimed an exemption under the terms of the Freedom of Information Act 2000 on all questions.

Figure 103. Breakdown of Freedom of Information responses by councils/HSC Trusts, the NHS and overall

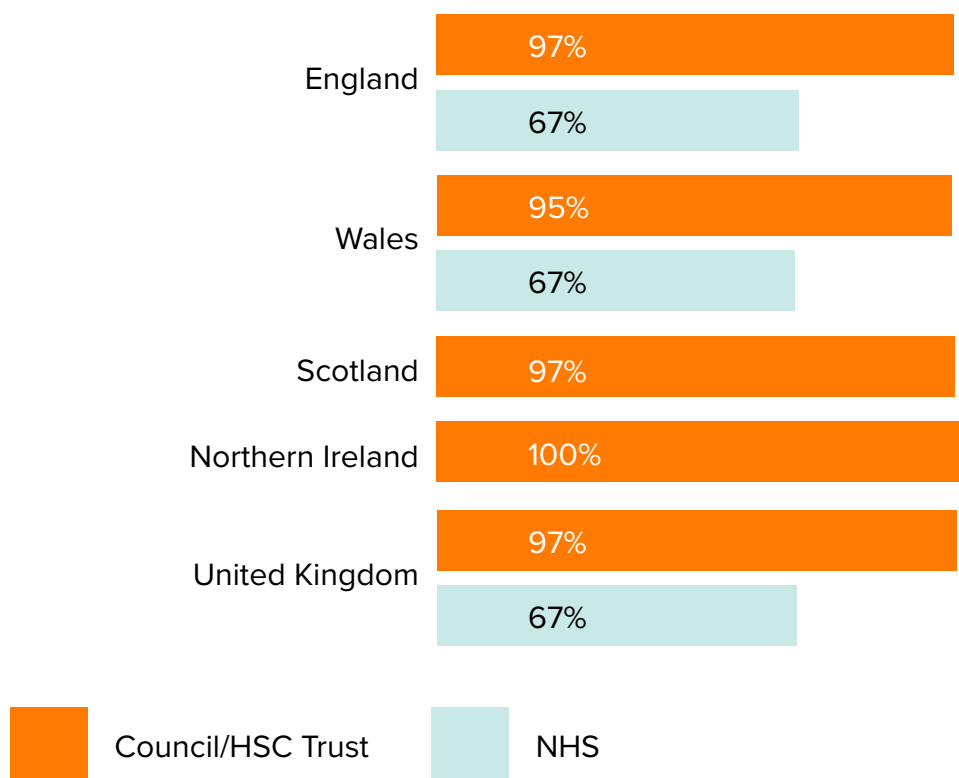


272 organisations (87% of those purchasing homecare from the independent and voluntary sector) supplied both an average price and the number of hours of homecare purchased in the 2021 sample week, which could then be used in weighted average calculations for England’s government and NHS regions, as well as for the devolved administrations.

Figure 104 breaks down this data according to councils/HSC Trusts and NHS bodies. Indeed, there is a difference of 30 percentage points between the UK proportions for councils/HSC Trusts and the NHS.

The Homecare Association is as confident as possible that the weighted average prices for England’s government and NHS regions, as well as for the devolved administrations, provide a representative picture of reality.

Figure 104. Proportion of councils/HSC Trusts and NHS bodies in each administration (where relevant) and the United Kingdom that were included in weighted average calculations for the 2021 sample week



Speed of response

Each public organisation was sent the original Freedom of Information request by electronic mail. All organisations received this request.

For all organisations (including those who do not purchase homecare from the independent and voluntary sector or did not hold any of the information), the average (mean) response time to the request was 19 working days.

Figure 105 summarises the overall response rate, in working days, from the original request sent to each organisation (Lewisham's response time is not included). 254 organisations (73%) responded within the 20-working day limit specified in Freedom of Information legislation. The majority (39%) did so in the final week of this

limit.

After the statutory limit expired, one or more follow-up requests were made to organisations, with 92 (27%) replying late.

According to Figure 106, NHS bodies were quicker at replying than councils/HSC Trusts. Indeed, for the NHS, 90% (121 bodies) replied within 20 working days, compared with only 63% (133 authorities) in local government.

The Homecare Association acknowledges, with thanks, all those public organisations who supplied information promptly.

Figure 105. Overall proportion of responses received in working days from the date of the Freedom of Information request being sent

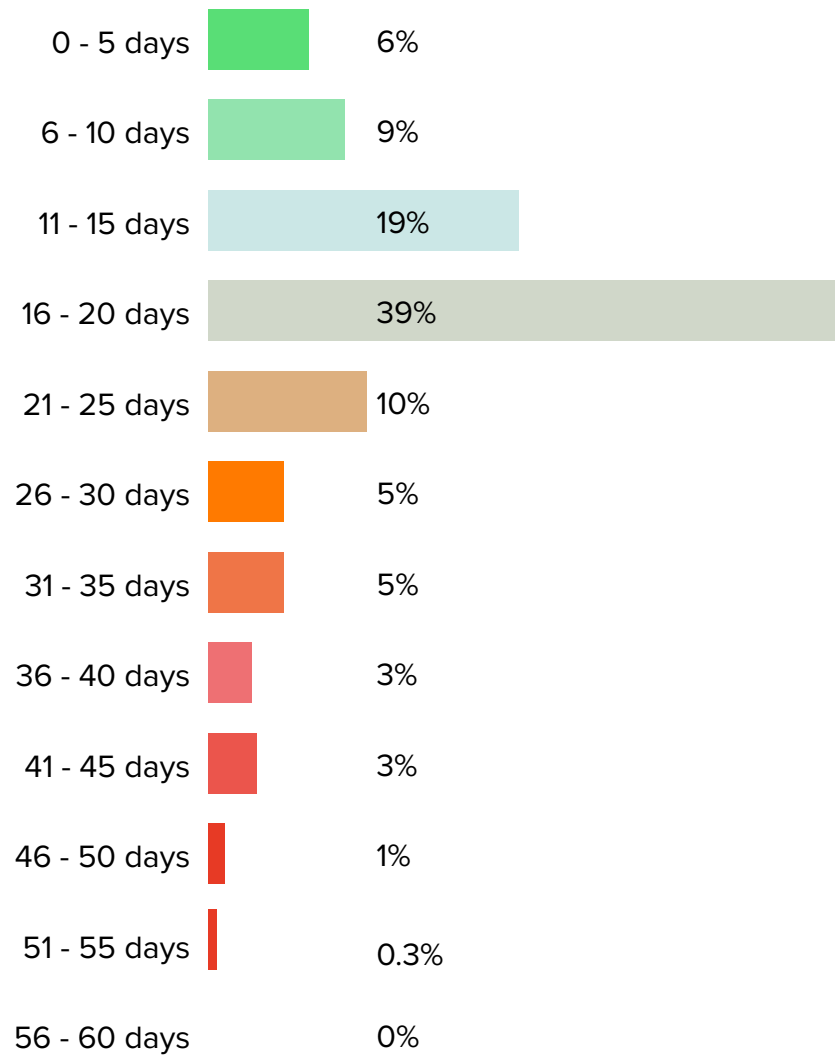
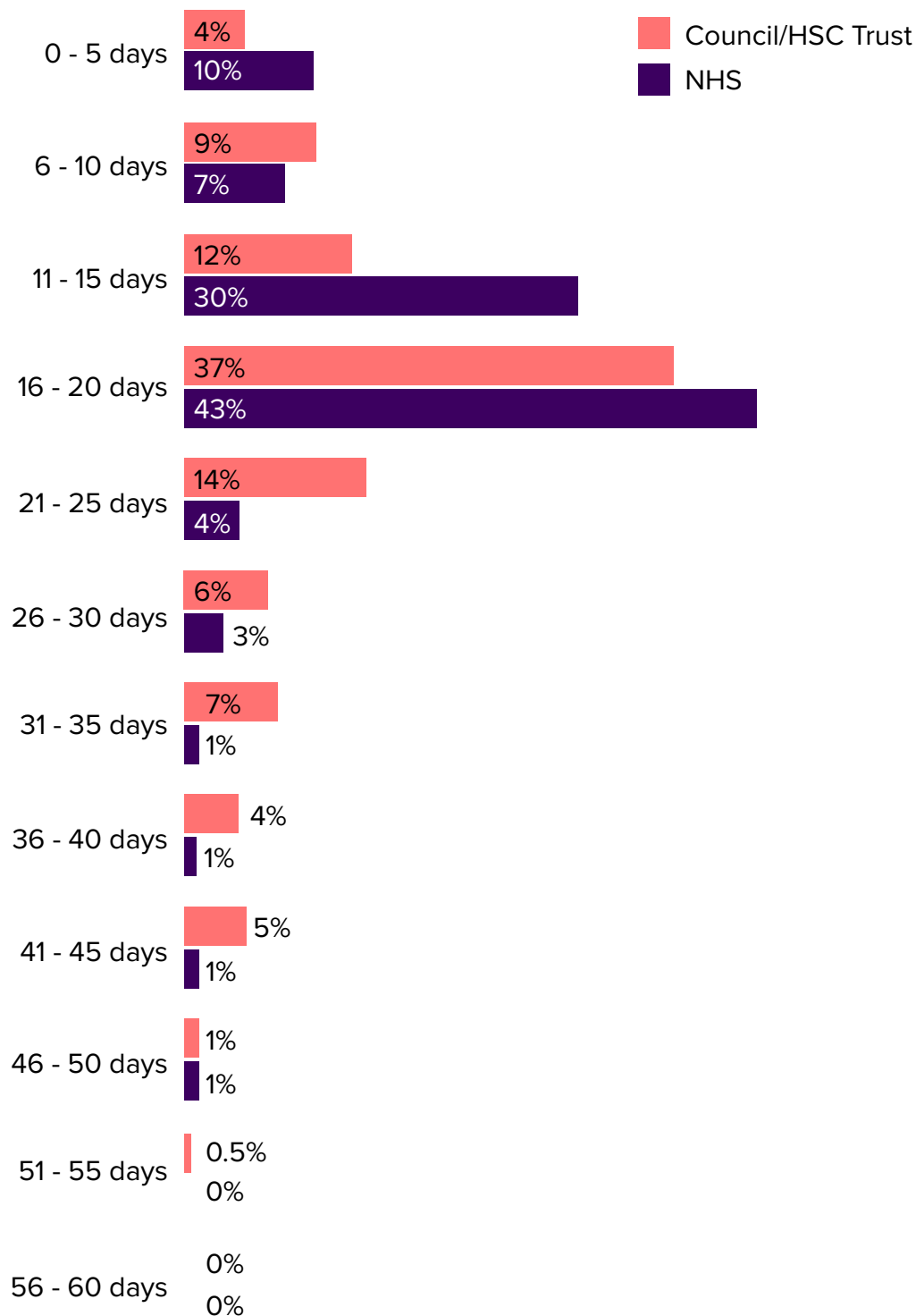


Figure 106. Proportion of responses by councils/ HSC Trusts and the NHS received in working days from the date of the Freedom of Information request being sent



Overall approach to analysis

For the most part, the data supplied by each organisation was analysed as it was reported in the organisation's response. However, it was sometimes necessary for the Homecare Association to change a response to a question, where it was felt that the question had been misread or not been answered appropriately.

Where there was evidence of a significant 'outlier' (data which appeared to be well outside the expected range), the Homecare Association offered the organisation the opportunity to correct their original submission. In many cases, the organisation either did so, or confirmed their first answer.

On a limited number of occasions, the Homecare Association excluded data which appeared to be erroneous.

Calculations of national and regional weighted average prices were based, solely, on the data supplied by organisations, excluding incomplete or erroneous responses.

Where an 'average' price is specified for an individual organisation, this refers to the 'arithmetic mean', either supplied directly by the organisation or computed/estimated by the Homecare Association using the information provided.

When reference is made to a 'weighted average' for a government/NHS region or UK administration, this has been calculated to provide a figure which takes into account the different volumes of care that each individual organisation in that region or administration purchases. A weighted average for a region or administration, W , is computed using the formula:

$$W = \frac{\sum_{i=1}^n \omega_i X_i}{\sum_{i=1}^n \omega_i}$$

Here, ω_i is the number of hours purchased by organisation i in the 2021 sample week, X_i is the average price for organisation i and n is the number of organisations in the region or administration that are included in the calculation.

Appendices

Appendix 1. The Homecare Association's Minimum Price for Homecare

The Minimum Price for Homecare consists of three main elements: careworker costs, other business costs and profit/surplus (Homecare Association, 2020).

It is underpinned by a series of assumptions, namely that councils/HSC Trusts and NHS bodies pay providers solely by 'contact time' (i.e. the time spent by a careworker in a service user's home providing care) and that:

- Workers are paid for contact time at the prevailing National Minimum Wage (including the National Living Wage);
- 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;
- Business mileage of workers is reimbursed at a reasonable rate;
- Workers receive holiday pay and sickness pay;
- Workers are enrolled in a workplace pension;
- The provider achieves a profit/surplus of 3%, which is just sufficient to enable a sustainable business.

The business costs in the Minimum Price for Homecare consist of:

- Staff recruitment/training and management/supervisors;
- Statutory registration fees, insurance, and rent, rates and utilities (as well as IT and telephony);
- PPE/consumables and stationery/postage;
- Governance costs;
- Other business overheads.

Appendix 2. Organisations that do not purchase homecare from the independent and voluntary sector

The Homecare Association is grateful to the following public organisations who kindly responded to the request, but confirmed that they do not purchase homecare services from the independent and voluntary sector. This includes those who did not hold any of the information.

In some cases, the commissioning of homecare services is carried out by other organisations on behalf of the respective organisation:

Councils/HSC Trusts

- Enfield;
- Isles of Scilly;
- North East Lincolnshire;
- Orkney Islands;
- Shetland Islands;
- The Highland Council (services transferred to NHS Highland, but information included under the council for analysis purposes);
- Torbay.

NHS bodies

The following are CCGs unless otherwise stated:

- Bath and North East Somerset, Swindon and Wiltshire;
- Buckinghamshire;
- Cardiff and Vale UHB;
- County Durham;
- Lincolnshire;
- NHS Ayrshire & Arran (regional Board);
- NHS Borders (regional Board);
- NHS Dumfries & Galloway (regional Board);
- NHS Fife (regional Board);
- NHS Forth Valley (regional Board);
- NHS Grampian (regional Board);
- NHS Greater Glasgow and Clyde (regional Board);
- NHS Lanarkshire (regional Board);
- NHS Lothian (regional Board);
- NHS Orkney (regional Board);
- NHS Shetland (regional Board);
- NHS Tayside (regional Board);
- NHS Western Isles (regional Board);
- North Lincolnshire;
- Oxfordshire;
- Portsmouth;
- Salford;

- South Tyneside;
- St Helens;
- Sunderland;
- Surrey Heath;
- Tees Valley.

Appendix 3. Organisations that provided an 'incomplete' response to the Freedom of Information request

45 organisations (14% of those which purchase homecare from the independent and voluntary sector) replied to the Freedom of Information request, but supplied an 'incomplete' response, i.e. one that did not provide figures for the minimum, maximum and average prices, and the total hours for the 2021 sample week. The NHS bodies below often did not hold some or all of the information for these four questions:

Councils/HSC Trusts

- Comhairle nan Eilean Siar;
- Derbyshire;
- Edinburgh;
- Hackney;
- Kent;
- Midlothian;
- Portsmouth;
- Rotherham;
- Surrey;
- Western HSC Trust.

NHS bodies

The following are CCGs unless otherwise stated:

- Aneurin Bevan UHB;
- Barnsley;
- Bassetlaw;
- Berkshire West;
- Birmingham and Solihull;
- Bolton;
- Calderdale;

- Cheshire;
- Coventry and Warwickshire;
- Cwm Taf Morgannwg UHB;
- East Leicestershire and Rutland;
- East Riding of Yorkshire;
- Herts Valleys;
- Ipswich and East Suffolk;
- Isle of Wight (area);
- Kent and Medway;
- Leicester City;
- North East Essex;
- North East London;
- North Yorkshire;
- North, South East and West Hampshire (areas);
- Northamptonshire;
- Oxford Health NHS FT;
- Shropshire, Telford and Wrekin;
- South East London;
- South West London;
- Southampton (area);
- Stockport;
- Surrey Heartlands;
- Vale of York;
- West Essex;
- West Leicestershire;
- West Suffolk;
- Wigan Borough;
- Wirral.

Appendix 4. Organisations that claimed an exemption under Freedom of Information legislation

31 public organisations (10%) withheld information by claiming an exemption under the terms of the Freedom of Information Act 2000 or Freedom of Information (Scotland) Act 2002 in relation to this request.

Typically, the exemptions were on the

grounds of the cost of compliance exceeding the appropriate limit (Section 12 of the 2000 Act) or prejudice to commercial interests (Section 43(2) of the 2000 Act/ Section 33(1)(b) of the 2002 Act).

Prior to the writing of this report, an exemption was also claimed by other organisations, but was subsequently lifted following an internal review requested by the Homecare Association. These organisations are not listed here:

Councils/HSC Trusts

- Coventry;
- Edinburgh;
- Flintshire;
- Greenwich;
- Kent;
- Midlothian;
- Newham;
- Portsmouth;
- Rotherham;
- South Ayrshire;
- Surrey;
- West Sussex;
- Western HSC Trust.

NHS bodies

The following are CCGs unless otherwise stated:

- Aneurin Bevan UHB;
- Birmingham and Solihull;
- Bolton;
- Calderdale;
- Coventry and Warwickshire;
- East Berkshire;
- East Riding of Yorkshire;
- Hull;
- Isle of Wight (area);
- North East Hampshire & Farnham;

- North East London;
- North, South East and West Hampshire (areas);
- Nottingham and Nottinghamshire;
- Somerset;
- South West London;
- Southampton (area);
- Stockport;
- Surrey Heartlands.

Appendix 5. Councils/HSC Trusts with an average hourly price paid for homecare in the top quartile of the United Kingdom

The authorities paying the highest average hourly prices for older people's homecare among councils/HSC Trusts across the United Kingdom are as follows:

Authority/HSC Trust	Average price
Angus	£19.90
BANES (Bath and North East Somerset)	£23.88
BCP (Bournemouth, Christchurch and Poole)	£19.75
Bridgend	£20.12
Bromley	£24.65
Buckinghamshire	£21.18
Caerphilly	£19.86
Carmarthenshire	£25.92
Central Bedfordshire	£22.35
Ceredigion	£19.84
City of London	£22.84
City of York	£20.12
Cornwall	£19.94
Denbighshire	£19.94
Derbyshire	£23.28
Devon	£23.40
Dorset	£20.30
East Dunbartonshire	£19.54
East Sussex	£22.63
Falkirk	£19.54
Gloucestershire	£22.88
Greenwich	£23.56
Hampshire	£19.96
Herefordshire	£19.64
Hertfordshire	£24.19
Isle of Wight	£19.68
Kent	£21.99
Kirklees	£19.84
Liverpool	£20.92
Merton	£19.93
Monmouthshire	£21.10
NHS Highland (regional Board)	£20.75
North Somerset	£20.66
North Yorkshire	£20.22
Oxfordshire	£25.20
Pembrokeshire	£24.76
Powys	£20.19
Richmond	£19.62
Somerset	£20.31
South Gloucestershire	£21.86
Stirling	£22.64
Suffolk	£19.60
Sutton	£19.56
Swansea	£19.59
Swindon	£19.68
Torbay & South Devon NHS FT	£20.85
Tower Hamlets	£19.66
West Sussex	£21.56
Wiltshire	£26.11
Wrexham	£19.93

Note that the list contains two NHS bodies: NHS Highland (as explained previously) and Torbay & South Devon NHS FT (supplied information on behalf of Torbay Council).

Of those that provided average prices in both years and where the council/HSC Trust is unchanged, 30 authorities (65%) that appear in the respective list from the Freedom of Information exercise in 2018 also make the 2021 list.

Appendix 6. Councils/HSC Trusts with an average hourly price paid for homecare in the bottom quartile of the United Kingdom

The authorities paying the lowest average hourly prices for older people's homecare among councils/HSC Trusts across the United Kingdom are as follows:

Authority/HSC Trust	Average price
Barking & Dagenham	£16.84
Belfast HSC Trust	£15.83
Birmingham	£15.46
Blackburn with Darwen	£15.60
Brent	£16.34
Bury	£16.50
Coventry	£16.17
Croydon	£16.59
Darlington	£15.79
Dudley	£16.32
Durham	£16.29
Ealing	£15.00
Gateshead	£16.65
Halton	£12.68
Harrow	£15.70
Inverclyde	£17.01
Kingston	£17.00
Knowsley	£16.60
Leicester City	£16.68
Lincolnshire	£16.85
Luton	£16.88
Manchester	£16.54
Medway	£16.73
Middlesbrough	£16.60
Newcastle	£16.49
Newport	£16.28
North Lincolnshire	£16.74
North Northamptonshire	£16.86
Northern HSC Trust	£16.89
Oldham	£16.44
Peterborough	£15.86
Redbridge	£16.02
Redcar and Cleveland	£16.62
Salford	£15.93
Sandwell	£15.27
Sefton	£16.77
South Eastern HSC Trust	£15.68
South Tyneside	£15.76
Southend	£16.40
Southern HSC Trust	£15.34
Stockton	£15.76
Sunderland	£15.43
Surrey	£16.59
Torfaen	£16.90
Walsall	£16.19
Waltham Forest	£15.55
West Dunbartonshire	£17.08
Western HSC Trust	£14.21
Wigan	£16.40
Wolverhampton	£15.80

Of those that provided average prices in both years and where the council/HSC Trust is unchanged, 29 authorities (63%) that appear in the respective list from the Freedom of Information exercise in 2018 also make the 2021 list.

Appendix 7. CCGs/Local Health Boards with an average hourly price paid for homecare in the top quartile in England and Wales

The health bodies (CCGs unless otherwise stated) paying the highest average hourly prices for older people's homecare across the NHS in England and Wales are as follows:

CCG/Local Health Board	Average price
Bolton	£21.19
Bristol, North Somerset and South Gloucestershire	£22.02
Cannock Chase	£22.87
East and North Hertfordshire	£23.46
East Staffordshire	£21.79
East Sussex	£26.43
Gloucestershire	£23.28
Halton	£22.12
Herefordshire and Worcestershire	£21.43
Morecambe Bay	£21.13
North East Hampshire & Farnham	£22.49
North Staffordshire	£22.39
North, South East and West Hampshire (areas)	£23.85
Powys THB	£23.64
Somerset	£20.86
South East Staffordshire and Seisdon Peninsula	£21.43
Stafford and Surrounds	£23.96
Stoke-on-Trent	£23.28
Swansea Bay UHB	£23.77
West Sussex	£24.62

Appendix 8. CCGs/Local Health Boards with an average hourly price paid for homecare in the bottom quartile in England and Wales

The health bodies (CCGs unless otherwise stated) paying the lowest average hourly prices for older people's homecare across the NHS in England and Wales are as follows:

CCG/Local Health Board	Average price
Basildon and Brentwood	£15.11
Blackpool	£15.68
Brighton and Hove	£16.94
Bury	£16.50
Chorley and South Ribble	£16.98
Dudley	£16.25
East Lancashire	£17.03
Knowsley	£16.84
Liverpool	£16.37
Newcastle Gateshead	£16.77
North Central London	£17.12
North East Lincolnshire	£15.64
North West London	£16.75
Oldham	£16.56
Rotherham	£17.26
Sandwell & West Birmingham	£15.52
Thurrock	£16.80
Trafford	£17.12
Walsall	£15.52
Wigan Borough	£16.40

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- Members of the Homecare Association's Provider Reference Group, who helped develop the Association's Costing Model and assumptions for the Minimum Price for Homecare;
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- Colin Angel, Policy Director at the Homecare Association, for constructing the Freedom of Information request that was subsequently sent to the public organisations in this report.

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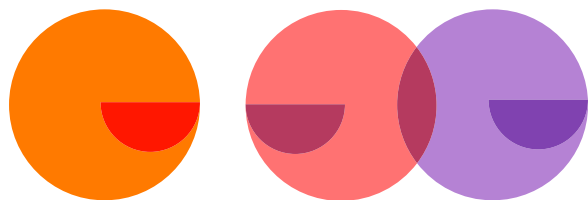
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