

Freedom of Information request 221-21

Request

We ask you to provide the information described below, including the prices paid 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 the seven-day Reference Period which includes Monday, 19 April 2021.

Your attention is drawn to the interpretation and definitions described in sections 2 and 3.

The information requested is:

- (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, 20th 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.

2. Definitions

Terms defined below in the singular include the plural, unless otherwise stated.

Homecare should be interpreted as referring to social care and support services delivered in people's own homes. This service may also be known as 'domiciliary care' or 'care at home'.

Homecare Provider refers to an independent and voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

- The Care Quality Commission (CQC)
- Care Inspectorate Wales (CIW)
- The Care Inspectorate
- The Registration and Quality Improvement Authority (RQIA)

Reference Period means any period of seven consecutive days which includes Monday, 19 April 2021.

In relation to the lowest, highest and average prices paid to Homecare Providers in questions (a) to (h), you should note that our assumption is that your answers will include careworkers' travel time and mileage costs, unless you advise us to the contrary. You may, at your discretion, provide any qualifying statements or clarification about the figures returned in your reply to these questions.

The following guidance will help you select the correct data sample to complete this request in questions (a) to (h), above.

In case of doubt, you should apply a common sense interpretation to the request outlined in section 1, above.

The data sample used to provide this information should include:

- 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).

You should exclude the following items from the data sample used:

- 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 (eg. a direct payment).
- Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.
- In Scotland, services regulated by the Care Inspectorate as a "Housing Support" service.

Response

This service is provided by Scottish Borders Council, not NHS Borders, therefore please note under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information please find a link to Scottish Borders Council website below:

<https://www.scotborders.gov.uk/>

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **221-21** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.