

RESPONSES TO ADDITIONAL QUESTIONS SUBMITTED VIA THE CHAIR OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

1. Are there any outstanding fees for residential care owed to the Council by residents or their families? If so, how much is outstanding and can this be broken down by home?

The current level of outstanding client contribution and care home fees owed by current residents of Holcroft House and Glen Lee is estimated to be £155,000. Please note these details could include unpaid care prior to their stay at Holcroft House or Glen Lee because of the council's current accounting system. These data were obtained by a manual check of debtor records and matching them to current residents.

2. How much debt has had to be written off by the Council in relation to fees owed for residential care at Glen Lee and Holcroft House, if any?

These data are not available because of the council's current accounting system. Of the debt that has been written off, it is not possible to say which part of adult social care this comes from.

3. How are fees collected by the Council (e.g. by invoices produced by the finance team, paid to the Council centrally or the homes directly)?

Invoices are produced automatically from data exported from the client case management system to collect client contributions or for the full cost of care. These invoices are paid to the council centrally.

4. How are fees paid (online, direct debit, cash, cheque etc)?

All of these methods are used to pay fees.

5. Can statistics on the methods of payment be provided (e.g. of the overall payments made, the percentages for each method of payment used in the past 12 months)?

This breakdown is not currently available.

6. Who is responsible for chasing payments?

The Customer Payment and Debt team chase unpaid invoiced income for client contributions and care fees (for people who pay the entire cost of their care). This team would ring the billing representative, agree a repayment plan and then follow up in writing. If there is no legal billing representative in place, steps would be taken to set up Deputyship.

7. Why is there not a separate budget / fund for the homes? Can a separate budget be set up?

There is a separate budget for the homes' operating costs. These are the gross costs of running the homes, excluding income from residents.

Income from residents is budgeted for separately and is reported as part of the budget by care type. The reason for this is the way that the financial and social care IT systems have been set up. It would be possible to carry out a manual check of income received from the residents over a certain period. Automating this would also be possible, but the council has put a hold on making any changes to the current social care IT system (Paris) as we are implementing a new one (CareDirector).

8. On average how long does it take for the Council to cash cheques received from residents/families?

It usually takes 1 to 2 days to process once they are received by the team.

9. Can anonymised equality data (information about protected characteristics and full-time / part-time working status) about employees be collated and provided to UNISON and Unite?

Detailed information will be contained in a staff Equality and Safety Impact Assessment, following any staff consultation.

80 out of 83 people who are employed at Glen Lee and Holcroft House identify as women, and 3 identify as men.

77 out of 83 people are employed on a part time basis, with 6 full time employees.

52 people consider themselves to be "white British", 9 consider themselves to be "black or Asian" and 6 consider themselves to be "white other" (this information has not been provided or is not known for 9 people).

20 people report that they are not living with a disability, 3 people report that they are living with a disability and this information has not been provided or is not known for 60 people.

10. When shifts need to be covered at Glen Lee or Holcroft, are in-house staff on permanent contracts offered first refusal of shifts before they are offered to agency staff?

We are currently in the process of formulating a list of staff that are willing to do this on a voluntary basis. We would offer overtime to our staff group. HR have checked current contractual arrangements. All of the contracts have a specific sentence to allow them to occasionally work in other areas of the city when required.

11. Does the call for shift cover go out to staff who work at both homes, before Agency Staff are contacted?

We are currently in the process of formulating a list of staff that are willing to do this on a voluntary basis. This was sent out formally by the Adult Social Care Service Lead by email.

12. Are there any Agency or Temporary Employment Agency Workers who work at either home, who have been regularly working for the Council for more than 3 months? If so, have they been offered permanent contracts with Southampton City Council to bring the spend on Agency staff down?

Yes, there are some agency staff who have been employed for more than three months. Approval has now been given to create additional posts to cover both homes as part of an action plan to address agency spend. Agency staff have not yet been offered permanent contracts pending a decision on the future of the homes, in order to avoid compulsory redundancy if the recommendation is to close one or both homes. If there are any vacant posts on completion of the process, permanent or fixed term contracts will be offered to agency staff, as appropriate.

13. What will be the cost of setting up and resourcing the project management team that will prepare the closure plan?

If the decision is taken to close both homes or one home, then a team will be established that have the required skills. Currently a resource plan has been developed in regard to the consultation.

14. How much is it costing to provide advocacy services (through Choices Advocacy) to families and residents affected?

£4,440

15. How many housing with care schemes are there in the city currently and which companies run those schemes?

Scheme	Housing provider	Care provider
Manston Court	SCC	Allied Healthcare
Rosebrook Court	Saxon Weald	Allied Healthcare
Rozel Court	SCC	Allied Healthcare
The Graylings	SCC	Allied Healthcare
Erskine Court	SCC	Allied Healthcare

16. Are care teams actually on site at the housing with care schemes within the city and do they get paid a living wage for their sleep-in shifts?

Yes, care teams are on site at the housing with care schemes 24 hours a day. Staff are paid an hourly rate for the overnight cover meeting at a minimum the National Living Wage level plus an enhancement for out of hours work.

17. In order to ensure equality is promoted and advanced (as per the Public Sector Equality Duty), does the Council (or will the Council) require contractors that it will commission residential dementia care services to, to pay the living wage?

The council requires all contractors to meet statutory standards. As such we require all residential care services to pay their staff at a minimum the National Living Wage (National Minimum Wage).

The council cannot enforce payment of staff at Living Wage level, as placements are made on only a spot purchase basis. Although all providers sign up to the council's terms of inclusion, these are a tool to enable the spot purchase arrangements are able to be made, as opposed to a specific contract. The council does not have the power to enforce payment terms under these arrangements.

Each provider will manage their actual conditions in light of staffing and market requirements, and to meet their own circumstances. Many will already be paying over the minimum requirements in order to attract and to retain staff, as part of normal market conditions.

18. Managers at Glen Lee and Holcroft House have informed us that they do not received a breakdown of the fees that Hays charge for supplying Agency staff. Can detailed reports from Hays for the cost of supplying agency staff (over the past 18 months) be provided to the managers of the homes and trade unions?

This has been provided to managers of both homes, but it has not been shared further for as this information is commercially sensitive.

19. Managers at Holcroft House and Glen Lee used to use Staff 2000 for Agency staff and they believe that the cost of Agency staff was lower when they used Staff 2000. If it turns out that Hays have been costing the homes more when engaging the same or a similar number of Agency staff, would the homes be permitted to use Staff 2000 again in the interests of reducing running costs?

The council is contracted to approach Hays first to fulfil any requirements to provide agency staff. It is possible in principle to use Staff 2000 or any other supplier, subject to complying with procurement requirements. A comparison of agency rates has been circulated to members of the Committee.