

Mr Fraser Rickatson

Information Team
Croydon Digital Services
Assistant Chief Executive Directorate
7th Floor, Zone B
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA

FOI Reference: 4835493

Date: 24 June 2022

Dear Mr Rickatson

Freedom of Information Request

Your request has been considered under the provisions of the Freedom of Information Act. Please accept our apologies for the delay in responding to you. Specifically, you have requested the following information:

Q1: Please complete the following table for Residential and Nursing Care Home Fees for people over the age of 65:

Care Types:

A. Nursing

B. Nursing Dementia

C. Residential (without Nursing)

D. Residential (without Nursing) with Dementia

Data Required: (for each of the above care types)

I. Minimum or base weekly 2022/23 Fee

II. Maximum weekly 2022/23 fee (if fees form part of a range)

III. Date fee was last uplifted*

IV. Average weekly fee paid for all residents during April 2022

V. Number of placements the average fee relates to

***If Fees have not yet been uplifted for 2022/23, please state the planned or estimated date of the 2022/23 annual fee uplift.**

This data is for the period of April 2022.

Age Band on To Date 65+	Min of Weekly Cost	Age Band on To Date 65+	Max of Weekly Cost	Age Band on To Date 65+	Average of Weekly Cost	Age Band on To Date 65+	Count of LAS Person ID
Nursing	£184.59	Nursing	£2,559.73	Nursing	£898.51	Nursing	334
Residential	£41.60	Residential	£3,360.00	Residential	£876.75	Residential	437
Grand Total	£41.60	Grand Total	£3,360.00	Grand Total	£886.17	Grand Total	771

Q2: Please provide a copy of your 2022/23 fee uplift letter sent to providers outlining your approach to inflation, the decision regarding the uplift, and what the rates and/or percentage uplifts are. Where you have not yet offered a fee uplift for 2022/23, please state when this will be communicated, and who we can contact at that time to request a copy of the uplift letter/correspondence. If you were an authority which brought forward your uplift for 2022/23, please indicate this and provide the letter explaining the approach to providers.

Please see attached fee increase letters that went to providers. Each provider had a unique letter dependent on whether they were for either Home Care, Nursing/Residential/Supported Living or Day Centres.

All providers were uplifted with new rates and these rates were effective from 11 April 2022

If providers have not received their letters they should email - inflationrequest@croydon.gov.uk

We did not bring any uplifts forward.

Q3: Where you operate banded/tier rates or have multiple, or a range of rates for each care type, please indicate as such and provide the rate bandings or ranges and a link or explanation to how these are applied. Where possible this should follow the format in Q1 for Minimum, Maximum, Average and the number of placements.

This information has been provided in what the Council holds in line with the detail provided in Question 1.

Q4: Please outline your approach to care homes paying the National Living Wage, Real Living Wage or any other local variations or premiums associated to Care home staff pay and how this impacts the care provider in respect of the rates paid should they adopt different pay structures directed by the Council and if they choose not to do so.

The Councils Tender and Contract Regulations sets out the requirements of providers for the London Living Wage and National Living Wage. The link to this is below:-

<https://www.croydon.gov.uk/sites/default/files/Business%20licences%20and%20tenders/Procurement/Tenders%20and%20Contracts%20Regulations%20-%20July%202019.pdf>

Q5: To avoid further FOI's, please provide a link to your website we can share with members where information relating to care home fees are published.

There is no other further information that is provided outside of the information already available.

If you are dissatisfied with the way the Council has handled your request under the Freedom of Information Act you may ask for an internal review. This should be submitted to us within 40 working days of this response. You can do this by outlining the details of your complaint by:

Email: FOI@croydon.gov.uk

Writing: Information Team
London Borough of Croydon
Bernard Weatherill House
7th Floor - Zone B
8 Mint Walk
Croydon CR0 1EA

Any requests received after the 40 working day time limit will be considered only at the discretion of the council.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely

Croydon Council

Email: inflationrequest@croydon.gov.uk

Name
Address 1
Address 2
Address 3
POSTCODE

Your Ref: ref
Our Ref: Our Ref
Date: date

Dear Care Provider

Re: Cost of care strategy- ResidentialNursing/Supported Living Providers

You are receiving this letter as you are currently a commissioned provider of residential, nursing and/or supported living services for Croydon Council.

We contacted you earlier in the year to inform you that we will be uplifting rates in April 2022. The Council agreed its budget on 7 March 2022 and therefore we are advising you of your new rates that will be affective from 11 April 2022. This is detailed below per resident and is the Councils confirmed offer for 22/23:-

Resident Initials	Resident Reference No.	Existing Weekly rate	New Weekly Rate

The Council has used Local and National data to support uplifts for 2022/23 from the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS). This takes into account the costs that providers will incur for 22/23, whether they are affected by the London Living Wage or National Living Wage and the type of care that they provide.

The uplifts proposed will be implemented and you will not need to contact the Council to accept these changes. The new rates are the maximum offer that the Council can implement.

To support a sustainable care market the Department of Health & Social care has announced a programme called the 'Fair Cost of Care' This means that local authorities should carry out an initial fair cost of care exercise for Home Care and Over 65s Residential/Nursing by October 2022. This is to help initially to determine a sustainable fee rate for care.

We will be contacting you over the coming months to discuss how we can work together to complete a survey to support this work and how we can work together long term to support a high quality and sustainable care market.

If you have any queries about Covid-19 please contact enquiriesBC@croydon.gov.uk . We will get back to you within 24 hours.

Should you have any queries regarding the content of this letter please email inflationrequest@croydon.gov.uk ..

Finally, I would like to thank you for your vital work supporting our most vulnerable residents over the last 2 years and the services that you continue to provide each day by your excellent staff

Yours sincerely

Stephen Hopkins
Head of Adults Placements, Brokerage & Market Management

Name
Address 1
Address 2
Address 3
POSTCODE

Your Ref: ref
Our Ref: Our Ref
Date: date

Dear Care Provider

Re: Cost of care strategy- Home Care Providers

You are receiving this letter as you are currently a commissioned provider of domiciliary care services for Croydon Council.

We contacted you earlier in the year to inform you that we will be uplifting rates in April 2022. The Council agreed its budget on 7 March 2022 and therefore we are advising you of your new rates that will be affective from 11 April 2022. This is the Councils confirmed offer for 22/23 :-

Time Period	Rate Per Time Period
60 Minute Rate	
45 Minute Rate	
30 Minute Rate	
15 Minute Rate	

The Council has used Local and National data to support uplifts for 2022/23 from the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS). This takes into account the costs that providers will incur for 22/23, whether they are affected by the London Living Wage or National Living Wage and the type of care that they provide.

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We will be contacting you over the coming months to discuss how we can work together to complete a survey to support this work and how we can work together long term to support a high quality and sustainable care market

If you have any queries about Covid-19 please contact enquiriesBC@croymdon.gov.uk . We will get back to you within 24 hours.

Should you have any queries or concerns regarding the cost of care uplift please email inflationrequest@croymdon.gov.uk .

Finally, I would like to thank you for your vital work supporting our most vulnerable residents over the last 2 years and the services that you continue to provide each day by your excellent staff

Yours sincerely

Stephen Hopkins
Head of Adults Placements, Brokerage & Market Management

Email: inflationrequest@croydon.gov.uk

Name
Address 1
Address 2
Address 3
POSTCODE

Your Ref: ref
Our Ref: Our Ref
Date: date

Dear Care Provider

Re: Cost of care strategy- Day Centre Providers

You are receiving this letter as you are currently a commissioned provider of day centre services for Croydon Council.

We contacted you earlier in the year to inform you that we will be uplifting rates in April 2022. The Council agreed its budget on 7 March 2022 and therefore we are advising you of your new rates that will be affective from 11 April 2022. This is the Councils confirmed offer for 22/23 :-

Type of rate	Rate Per Time Period

The Council has used Local and National data to support uplifts for 2022/23 from the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS). This takes into account the costs that providers will incur for 22/23, whether they are affected by the London Living Wage or National Living Wage and the type of care that they provide.

The uplifts proposed will be implemented and you will not need to contact the Council to accept these changes. The new rates are the maximum offer that the Council can implement.

If you have any queries about Covid-19 please contact enquiriesBC@croydon.gov.uk . We will get back to you within 24 hours.

Should you have any queries or concerns regarding the cost of care uplift please email inflationrequest@croydon.gov.uk.

Finally, I would like to thank you for your vital work supporting our most vulnerable residents over the last 2 years and the services that you continue to provide each day by your excellent staff

Yours sincerely

Stephen Hopkins
Head of Adults Placements, Brokerage & Market Management