



East Midlands Invaluable Report

Survey data from Shared Lives carers and Shared Lives schemes

2023





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Executive summary

Please note that the data in this report was collected in November 2022.

Fee rates are subject to change in the intervening period.

KEY DATA	There were 8 Shared Lives schemes in the East Midlands in November 2022. According to data from Shared Lives schemes, care was commissioned by 8 commissioning organisations. There are 10 data reference codes in total for the East Midlands. Shared Lives schemes provided <u>fee uplift</u> information but no other data for 1 fee rate. Shared Lives schemes provided more detailed live-in data about 9 commissioning organisation fee rates.
BANDINGS AND NON-BANDINGS	Of 9 commissioning organisation fee rates for live-in care: ⇒ 7 are banded, ⇒ 3 are not banded.
LOWEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>greatest</u> lowest live-in fee rate was £427.00. The <u>smallest</u> lowest live-in fee rate was £218.00. 5 out of the 9 commissioning organisation fee rates in the East Midlands were below either regional or national averages for lowest fee rates.

HIGHEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>greatest</u> highest live-in fee rate was £691.13. The <u>smallest</u> highest live-in fee rate was £327.00. 5 out of the 9 commissioning organisation fee rates in the East Midlands were above both regional and national averages for highest fee rates.
BOARD AND LODGINGS	5 put of 6 (83%) commissioning organisation board and lodgings contributions were below the national average.
FEE INCREASES	7 out of 8 (88%) commissioning organisations in the East Midlands (for whom uplift data was provided) had a fee increase after April 2022. Only 1 commissioning organisation had not provided a fee increase in the last three to five years, as of November 2022.
CARER SURVEY STATISTICS	Of the 30 Shared Lives carers who responded to the survey: ● 67% of carers who responded to the survey stated that they were affected by cost of living, less than the national average of 77% ● 27% of carers said that they have considered leaving Shared Lives due to the cost of living, less than the national average of 31% ● 36% of carers stated that they felt highly or somewhat valued. This is significantly more than the national average of 28%. ● Most felt that their physical (74%) and mental (62%) health were about the same as this time last year.

RECOMMENDATIONS

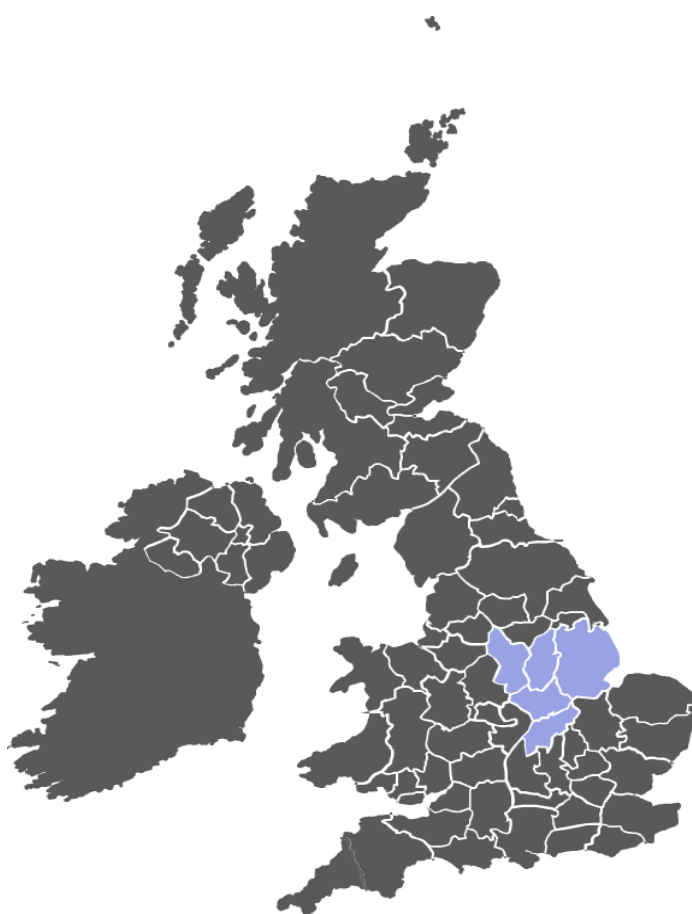
1. Commissioning organisations increase the **board and lodgings** contributions to at or above the English average of **£63.29**.
2. Commissioning organisations ensure that they provide a **lowest live-in fee rate** at or above lowest non-banded fee rate for England: **£401.76**.
3. Commissioning organisations ensure that they provide a **highest live-in fee rate** at or above the highest banding rate for region: **£507.77**.

Introduction

**“I love sharing my life and my family with [the people I support]. I enjoy giving them chances to do everything they want to do and to experience new adventures, to live life to the max!”,
Shared Lives carer, East Midlands**

Shared Lives carers in the East Midlands do amazing work by enriching the lives of the individuals they support, as well as the communities they live in. At Shared Lives Plus, we believe that the dedication of Shared Lives carers should be recognised and reflected in their earnings.

Shared Lives Plus has supported Shared Lives carers and Shared Lives schemes for more than 40 years. During this time, our organisation has primarily been involved in the good management of shared lives schemes, safe delivery of shared lives care, and fair treatment of Shared lives carers.



Although we know Shared Lives is cost effective, we also know that many of our Shared Lives carers are struggling. Furthermore, we know that the fees and board lodgings contributions provided by commissioning organisations to Shared Lives arrangement are not consistent. The data collected in the Invaluable surveys represents a step change in our understanding of care fees and board and lodgings contributions. It also centres Shared Lives carer voices, reflecting their feelings about fees, the cost of living, and their health and wellbeing.

In this report, you will find specific information about the highest and lowest average care and support fees, and average board and lodgings payments for commissioning organisations in the East Midlands. **Please note, for this survey we limited our scope to asking about live-in support, since that is the predominant way in which people are supported.** You will also find recommendations for commissioning organisations improving these fees and contributions. We are planning to undertake more collection and analysis of respite and rent data, which is why you will not find that information in this report.

How to use this report

This report has been primarily written for Shared Lives carers and Shared Lives schemes, using the data they provided in the carer and scheme Invaluable surveys. This report may also be of use to others, including commissioners and directors of adult social care.

A note about fees and bandings

Shared Lives is not a homogenous model. The data anomalies in this report reflect the differences between schemes who have evolved over time, and who also cater to the needs of individual supported people.

Shared Lives **live-in** arrangement fees should consist of three main elements:

- ⇒ A care and support fee,
- ⇒ A board and lodgings contribution,
- ⇒ A rent contribution (not included in this report).

The **care and support fees** reflect the care required of the Shared Lives carer, as specified in a person's support plan.

Some commissioning organisations operate a system of bandings, which sets the rates for care and support fees.

There is no set number of bandings, and this can vary between areas. Some areas also provide an additional or extra fee on top of the banding fees. This can be at the discretion of commissioners and is based on the exceptional needs of an individual.

Several commissioning organisations do not work a banding system or have arrangements which are not within their banding system.

The board and lodgings contributions are not generally banded. In some cases, Shared Lives carers may receive a higher or lower board and lodgings contribution at the discretion of the commissioning organisation. For example:

- ⇒ where a person has increased electricity usage through double incontinence, they may receive a higher contribution.
- ⇒ Conversely, where a person is under the age of 25 and in receipt of lower benefits, their board and lodgings contributions may need to be lowered to make it affordable.

Lowest and highest fees

To compare data efficiently, this report compares only the highest and lowest live-in care fees reported in the scheme survey. It compares both banded and non-banded data, for a clearer overall picture of fees in this region. See 'Explainer: comparative averages' for more detail on the fee rates averages and benchmarks used in the data tables.

Data report codes

Each commissioning organisation (such as a local authority/council) has been assigned a data report code, e.g., COEM001.

This allows commissioning organisations to remain anonymous, whilst enabling a regional and national comparison of fees.

Shared Lives schemes will be provided with the data reporting code for the relevant commissioning organisations. If you are a Shared Lives scheme or commissioning organisation who does not have the code but would like one, you can contact us: membership@sharedlivesplus.org.uk

Explainer: comparative averages

Shared Lives banded rates for live-in fees

These are the average of commissioning organisation care fee rates which are part of a banding system. Banding systems provide set rates for care fees, based on the needs of the supported person. There are two Shared Lives banded rates in the data table, one for the region, and one for England.

Shared Lives non-banded rates for live-in fees

These are the average of commissioning organisation care fee rates which are not part of a banding system. There are many Shared Lives schemes across England who either do not operate a banding system of set rates, or who have non-banded exceptional rates, (for example where a new Shared Lives scheme has taken over an historic arrangement). There are two Shared Lives non-banded rates in the data table, one for the region, and one for England.

Regional care worker salary benchmarks

The regional care worker salary benchmarks are taken from the *Skills for Care's Adult Social Care Workforce Data Set*.¹ These figures cover the period 2021-2022 and are full time equivalents (FTE) based on 37 or more contracted hours a week.

The **average local authority care worker salary** in the East Midlands was £20,300 per annum or **£342.82** per week.

The **average local authority senior care worker salary** in the East Midlands was £23,400 per annum or **£383.35** per week.

¹ See: <https://www.data.gov.uk/dataset/9cd42409-1a44-4e6c-9696-29d6a760e746/adult-social-care-workforce-data-set-asc-wds>

Scheme and carer response rates

Shared Lives schemes

In November 2022, there were **8** Shared Lives schemes offering Shared Lives in Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire, and Rutland:

- Derby City Shared Lives
- Derbyshire Shared Lives
- Leicester City Shared Lives
- Leicestershire Shared Lives
- Nottingham City Shared Lives
- Nottinghamshire County Council Shared Lives
- PSS Lincolnshire Shared Lives
- West Northamptonshire Social Services



100% of schemes in the East Midlands provided some data to the Invaluable survey.

Shared Lives carers

When this survey was conducted, there were **325** Shared Lives Plus carer members in the East Midlands. Of these, **30** Shared Lives carers responded to the carer survey.

This equates to 9% of the Shared Lives Plus carer members in the East Midlands.

Commissioning organisations

There were **8 Commissioning Organisations** in the East Midlands who commission Shared Lives care according to data collected in **November 2022**:

- ⇒ Derby City Council
- ⇒ Derbyshire County Council
- ⇒ Leicester City Council
- ⇒ Leicestershire County Council
- ⇒ Lincolnshire County Council
- ⇒ Nottingham City Council (Commissions care from 2 schemes)
- ⇒ Nottinghamshire County Council
- ⇒ West Northamptonshire Council

Banded and non-banded commissioning organisations

Whilst there are only 8 commissioning organisations, there are **10 data reference codes** in total for Invaluable data for East Midlands.

There are **9 data reference codes** for *live-in fee rates*.

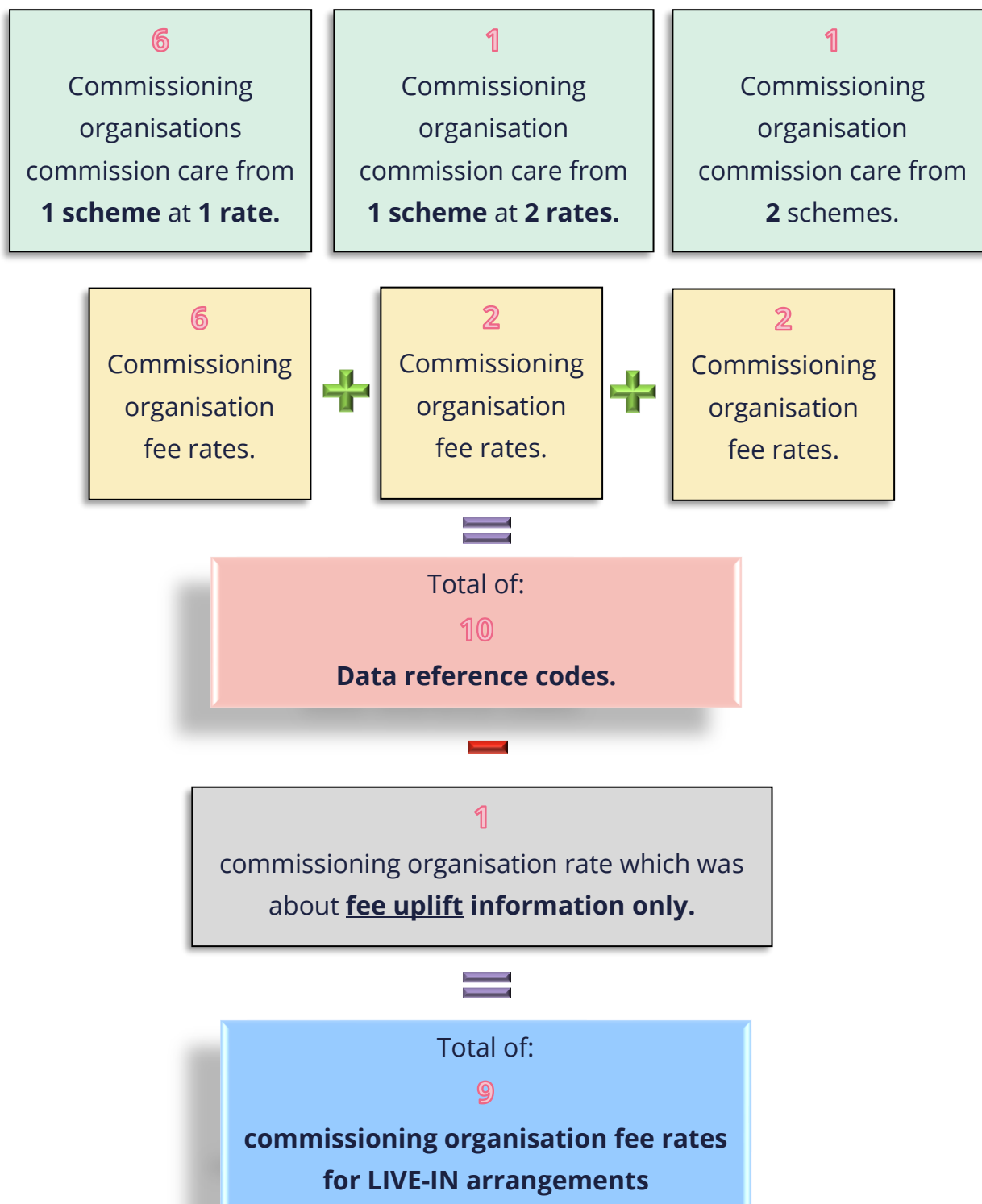
See the flow chart on the following page for why this is the case.

Of these **9 live in fee rates**:

- **7** are banded.
- **3** are not banded.

Data reference codes for commissioning organisations

Whilst there are **8** commissioning organisations in the East Midlands, there are **10** data reference codes in total. **9** commissioning organisation fee rates are cited in the live-in fee rate data tables (lowest and highest fees):



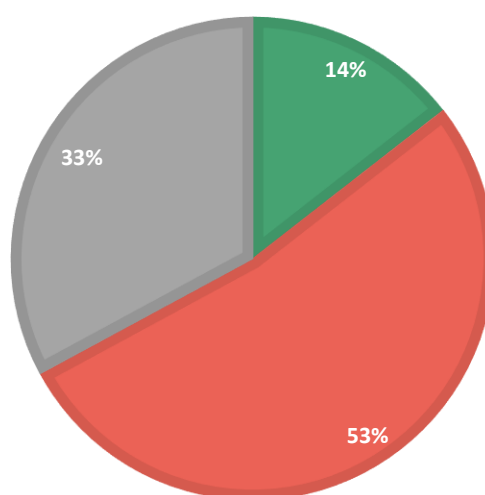
Fee uplifts

Please note that this fee uplift data was collected in November 2022.

Fee rates are subject to change in the intervening period.

FEE UPLIFTS EAST MIDLANDS

■ After April 2022 ■ Between 3-5 years ■ No data



Of the **8** commissioning organisation fee rates in the East Midlands for whom uplift data was provided:

7 (88%) received a fee uplift after April 2022.

⇒ COEM001

⇒ COEM002

⇒ COEM003

⇒ COEM004

⇒ COEM008

⇒ COEM009

⇒ COEM010

1 (12%) commissioning organisation fee rate (COEM006) had not been uplifted for between 3-5 years.

No fee uplift data was provided for **2** commissioning organisation rates:

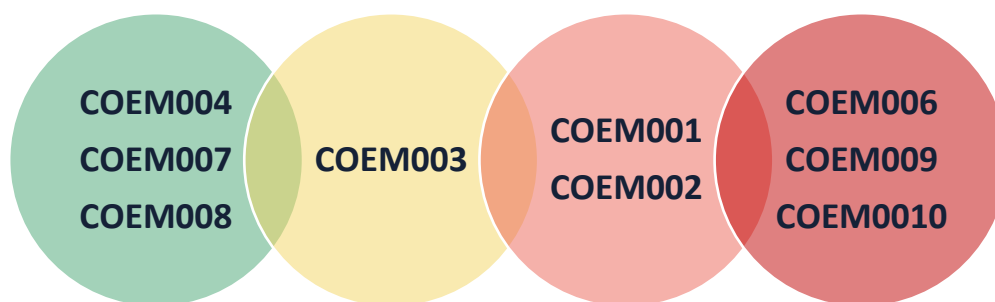
⇒ COEM005

⇒ COEM007

Lowest average fee rates for live-in arrangements

Please note that these figures were accurate as of November 2022.

	COEM00 1	COEM00 2	COEM00 3	COEM00 4	COEM00 6	COEM00 7	COEM00 8	COEM00 9	COEM01 0
Individual CO Lowest Banding Rate	-	-	£394.00	£412.00	£243.00	-	£402.00	£253.27	£218.00
Individual CO Lowest Non-banded Fee	£378.62	£365.79	-	-	-	£427.00	-	-	-
Lowest Shared Lives Banding Rate (East Midlands)	£320.38								
Difference	£58.24	£45.41	£73.62	£91.62	-£77.38	£106.62	£81.62	-£67.11	-£102.38
Lowest SL Banding Rate (England)	£324.57								
Difference	£54.05	£41.22	£69.43	£87.43	-£81.57	£102.43	£77.43	-£71.30	-£106.57
Lowest SL Non-banded Fee (East Midlands)	£390.47								
Difference	-£11.85	-£24.68	£3.53	£21.53	-£147.47	£36.53	£11.53	-£137.20	-£172.47
Lowest SL Non-banded Fee (England)	£401.48								
Difference	-£22.86	-£35.69	-£7.48	£10.52	-£158.48	£25.52	£0.52	-£148.21	-£183.48
Average Care Worker (East Midlands)	£342.82								
Difference	£35.80	£22.97	£51.18	£69.18	-£99.82	£84.18	£59.18	-£89.55	-£124.82



3 commissioning organisations were above average in all 5 regional and national average categories for lowest live-in fee rates (as shown in the table above.)

1 commissioning organisation was above average in 4 out of 5 categories.

2 commissioning organisations were below average in 3 or more categories.

3 commissioning organisations were below average in all 5 categories.

This means that **5** out of the **9** commissioning organisation rates in the East Midlands **were below** either regional or national averages for lowest live-in fee rates.



COEM007 provided the *greatest (lowest) non-banded* live-in fee of **£427.00.**

COEM004 provided the *greatest (lowest) banded* fee of **£412.00.**



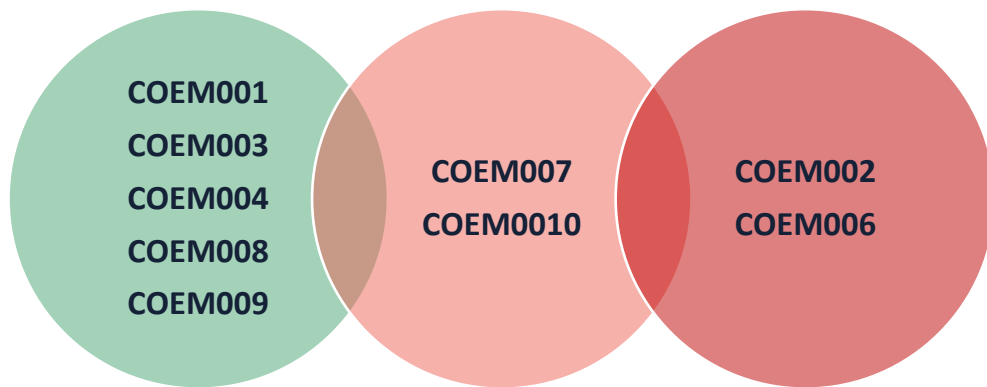
COEM010 provided the *smallest (lowest) banded live-in fees* of **£218.**

COEM002 provided the *smallest (lowest) non-banded live-in fees* of **£365.79.**

Highest average fee rates for live-in arrangements

Please note that these figures were accurate as of November 2022.

	COEM001	COEM002	COEM003	COEM004	COEM006	COEM007	COEM008	COEM009	COEM010
Highest Banding Rate	-	-	£541.50	£522.00	£327.00	-	£527.00	£691.13	£438.00
Highest Non-banded Fee	£673.13	£365.91	-	-	-	£427.00	-	-	-
Highest SL Banding Rate (East Mids)	£507.77								
Difference	£165.36	-£141.86	£33.73	£14.23	-£180.77	-£80.77	£19.23	£183.36	-£69.77
Highest SL Non-banded Fee (England)	£495.12								
Difference	£178.01	-£129.21	£46.38	£26.88	-£168.12	-£68.12	£31.88	£196.01	-£57.12
Highest SL Banded Rate (East Mids)	£488.68								
Difference	£184.45	-£122.77	£52.82	£33.32	-£161.68	-£61.68	£38.32	£202.45	-£50.68
Highest SL Non-banded Fee (England)	£431.76								
Difference	£241.37	-£65.85	£109.74	£90.24	-£104.76	-£4.76	£95.24	£259.37	£6.24
Average Senior Care Worker (East Mids)	£383.35								
Difference	£289.78	-£17.44	£158.15	£138.65	-£56.35	£43.65	£143.65	£307.78	£54.65



5 commissioning organisations were above average in all 5 regional and national average categories for highest live-in fee rates (as shown in the table above.)

2 commissioning organisations were below average in 3 or more categories.

2 commissioning organisations were below average in all 5 categories.

This means that 5 out of the 9 commissioning organisation rates in the East Midlands **were above** both regional and national averages for highest live-in fee rates.



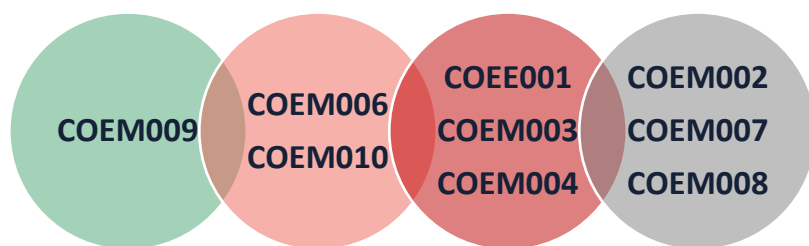
COEM009 provided the *greatest (highest) banded* live-in fee of **£691.13**
COEM001 provided the *greatest (highest) non-banded* live-in fee of **£673.13**



COEM006 provided the *smallest (lowest) banded* live-in fees of **£327.00**
COEM002 provided the *smallest (lowest) non-banded* live-in fees of **£365.91.**

Board and lodgings contributions

	COEM001	COEM002	COEM003	COEM004	COEM006	COEM007	COEM008	COEM009	COEM010
Board & Lodgings	£55.00	-	£57.41	£53.00	£60.00	-	-	£66.50	£60.00
Board & Lodgings (East Mids)	£58.65								
Difference	-£3.65	-	-£1.24	-£5.65	£1.35	-	-	£7.85	£1.35
Board & Lodgings (England)	£62.91								
Difference	-£7.91	-	-£5.50	-£9.91	-£2.91	-	-	£3.59	-£2.91



1 commissioning organisation was above national and regional averages for board and lodgings.

2 commissioning organisations were above regional but not national averages.

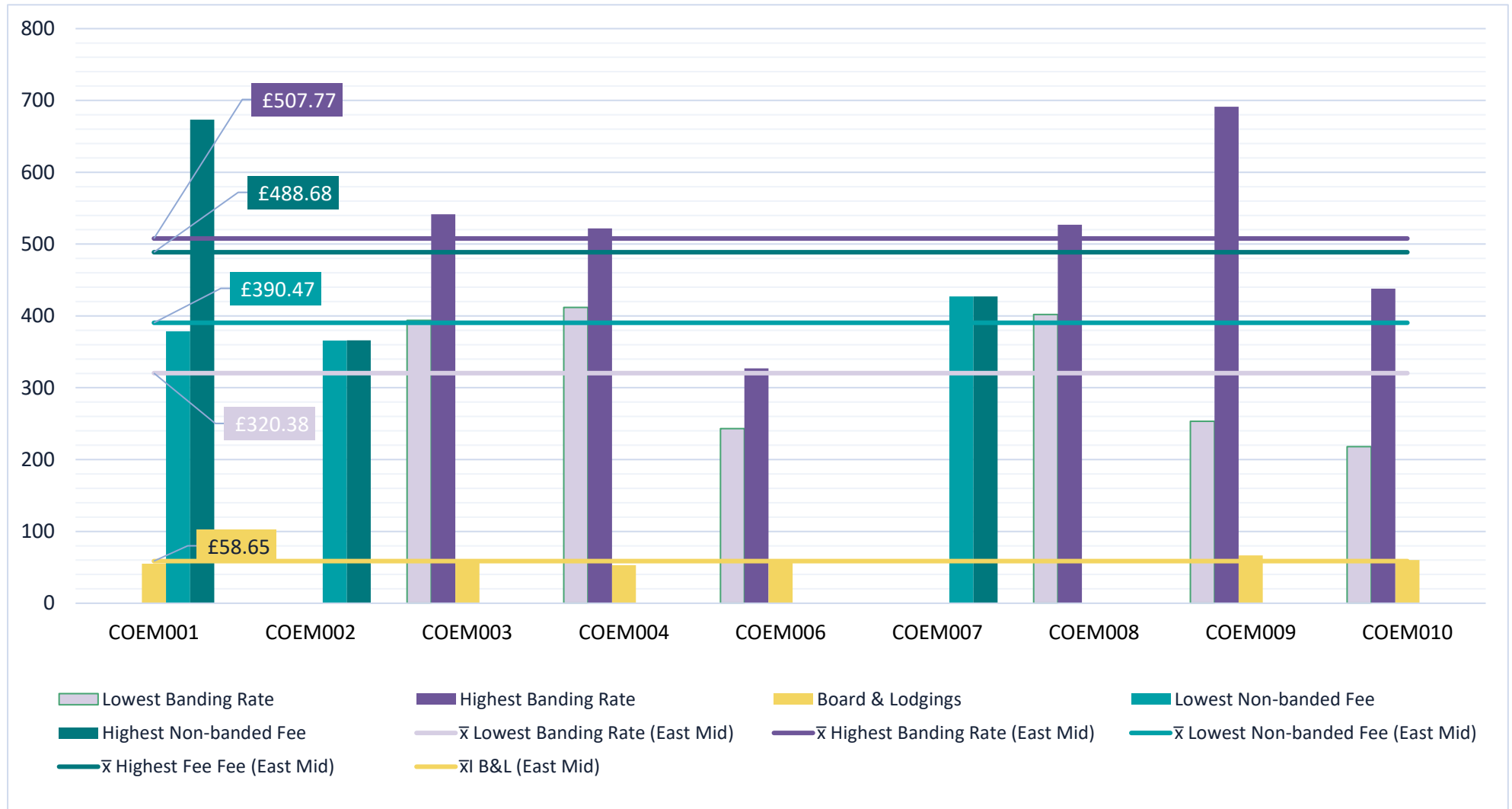
3 commissioning organisations were below both national and regional averages.

No data was submitted for 3 commissioning organisations.

This means that 5 out of 6 (83%) commissioning organisation board and lodgings contributions **are below the national average.**²

² Please note that these figures were accurate as of November 2022.

Regional live-in fees and contributions graph



Shared Lives carer survey data

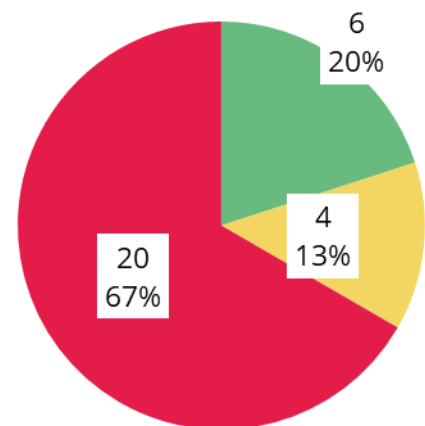
Impact of the cost of living

67% of carers who responded to the survey stated that they were affected by cost of living, **less than** the national average of **77%**. One carer stated that:

"I am constantly concerned about the cost of electricity and food and looking at ways to reduce our bills ... this does not make the young man we care for happy as he just can't understand why I'm changing things."

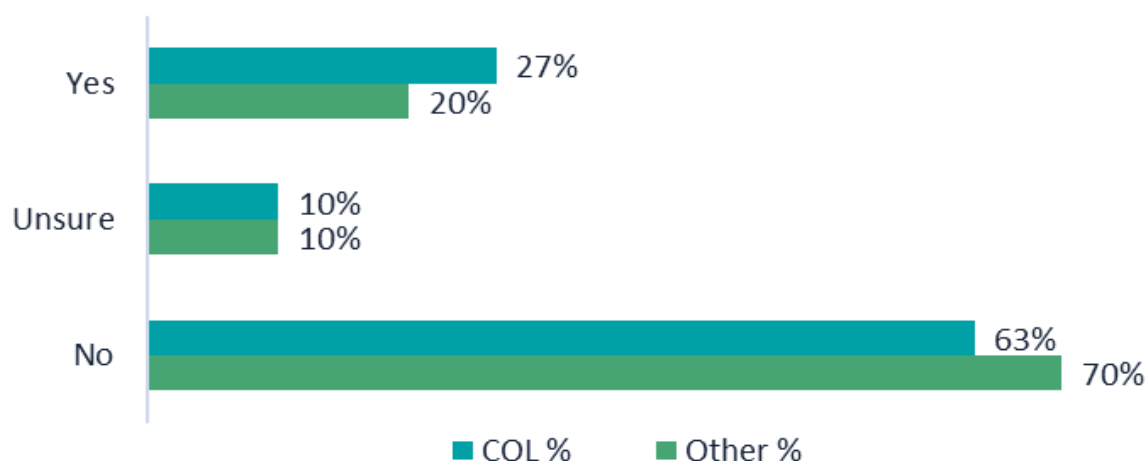
27% of carers said that they have considered leaving Shared Lives due to the cost of living, **less than** the national average of **31%**:

"I did get offered another job which offered financial security but turned it down because of [the people I support]"



■ No ■ Unsure ■ Yes

Have you been significantly impacted by the cost of living?



Have you considered stopping work as a Shared Lives carer due to the cost of living (COL) or Other?

How valued do Shared Lives carers feel?

The greatest number of carers who responded to the survey, **39%**, were neutral about feeling valued in their role, as seen in the graphic below:



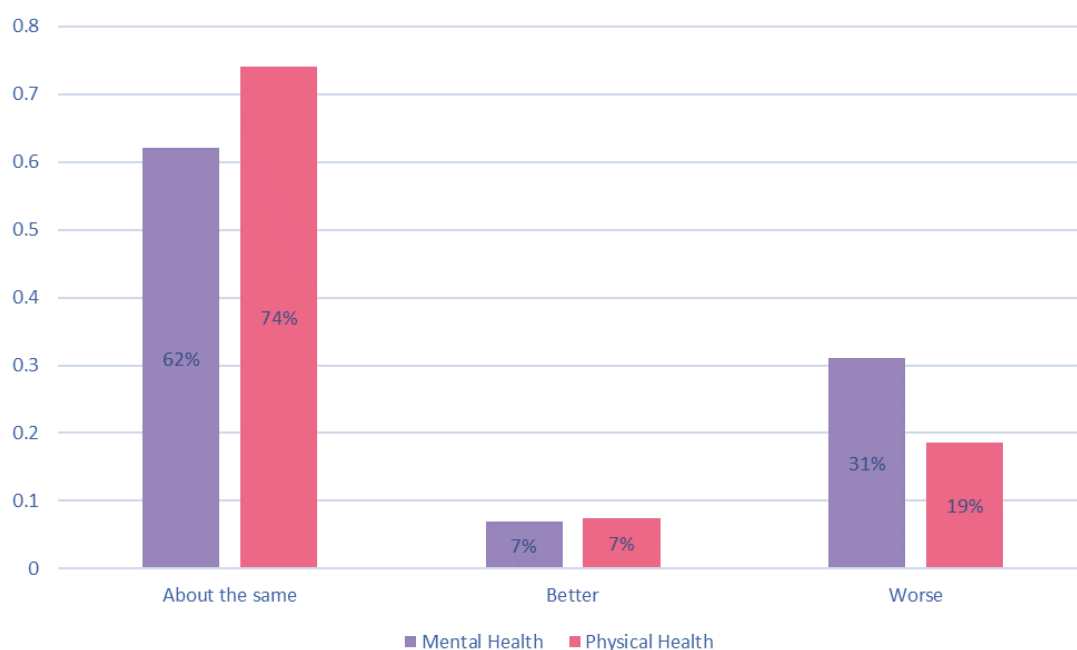
36% of carers stated that they **felt highly or somewhat valued**. This is significantly **more than** the national average of **28%**. In one scheme, **100%** Shared Lives carers said they feel highly valued in their role. One carer stated that:

"I like to know [my scheme is] there at the end of the phone if there is a problem or query."

25%, felt that they are **not very or not at all valued**. This is **just below** the national average of **26%**. One carer noted that they felt unhappy in their role because of:

"[Lack of] trust, lack of empathy, fear, I feel demoralised. I fear for my health and mental wellbeing."

Shared Lives carer wellbeing



How is your physical and mental health in comparison to this time last year?

Physical health

- ⇒ **7%** of carers felt their physical health was **better**, which was **below** the national average of **10%**.
- ⇒ **74%** felt their physical health was **the same**, which was above the national average of **67%**.
- ⇒ **19%** felt their physical health was **worse**, which was **on par** with the national average of **19%**.

Mental health

- ⇒ **7%** of carers felt their mental health was **better**, which was **on par** the national average of **7%**.
- ⇒ **62%** felt their mental health was **the same**, which was just above the national average of **59%**.

“[I have] no problems - I have a good working relationship with my support worker from shared lives and discuss [my concerns] with him”.

- ⇒ **31%** felt their mental health was **worse**, which was **less than** the national average of **34%**. One carer said of their mental health:

“When covid started for nearly two years I wasn't able to any days off due to lockdown that was 24/7 this had an impact on my mental health having to take antidepressants. Before lockdown I not only supported a lady full time, but I also supported 3 ladies with day care which I had to stop due to total burn out.”

Several carers in the East Midlands identified financial concerns as a key cause of mental and physical ill health:

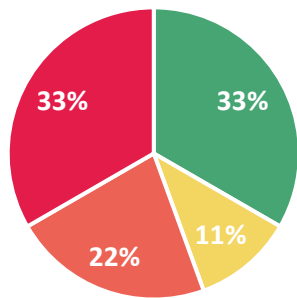
“[I worry] constantly about money... how to make ends meet when I'm earning so little”.

“Stress is causing me to wake up at night. I worry constantly about how much energy / fuel I use.”

Summary

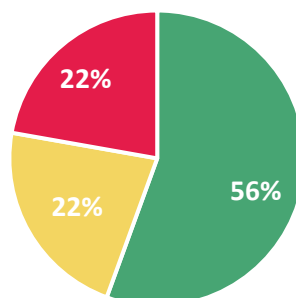
Please note that these figures were accurate as of November 2022.

Lowest Banded Fees



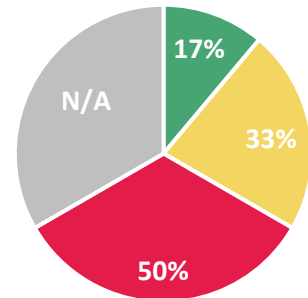
- Above average
- Mostly above average
- Partly below average
- Below average

Highest Average Fee



- Above average
- Partly below average
- Below average

Board & Lodgings Fees



- Above average
- Partly below average
- Below average
- No Data

"I feel it's a privilege to look after my lady, but I don't feel the government value us. To them it's just a cheaper way of getting care for people who need it. They have no understanding of the commitment and loyalty it involves."

Shared Lives carer, East Midlands

The picture is mixed when it comes to commissioning organisations' provision of live-in fees, and board and lodgings contributions to Shared Lives arrangements in the East Midlands. This is reflected in the similar mix of Shared Lives carer feedback. Many Shared Lives carers expressed how much they enjoyed making a difference to the people they support. Many also told of how financial stress was impacting not only their work, but also their quality of life. See the appendix for more.

We strongly urge commissioning organisations in the East Midlands raise their fees and contributions to meet or exceed the comparative averages outlined in the recommendations section.

Areas of strength

- More than half of commissioning organisations, **56%**, provided **highest live-in fee** rates which **exceeded all comparative averages**.
- A third, 33%, provided *lowest* live-in fee rates which were also above all comparative fee rates.

Areas of development

No single commissioning organisation was above average in all three measurements (lowest live-in fees, highest live-in fees, and board and lodgings).

⇒ A number of commissioning organisations did provide borderline rates. These are rates which exceed some of the comparative averages but are not high enough to exceed all.

There are also several commissioning organisations whose rates fall below all comparative averages.

Most notably:

- **5 out of 6 (83%)** commissioning organisation board and lodgings contributions **are below the national average**.
- And a third, 33%, provide below average lowest live-in fee rates.

Shared Lives carers in the East Midlands also described the negative impact that low fees had on their mental and physical health.

Recommendations

Commissioning organisations increase the board and lodgings contributions to at or above the English board and lodgings average of £62.91.

- ⇒ Only COEM009 has board and lodgings which *marginally* exceeds the English national average.
- ⇒ All other commissioning organisations **fall below** either regional or national average, or both.

Commissioning organisations ensure that they provide a lowest live-in fee rate at or above lowest non-banded fee rate for England: £401.76

Six commissioning organisations provide lowest fees that **do not meet** the lowest non-banded fee rate for England, which is the highest of the averages. These are:

- COEM001
- COEM003
- COEM009
- COEM002
- COEM006
- COEM0010

Commissioning organisations ensure that they provide a highest live-in fee rate at or above the highest banding rate for region: £507.77.

Four commissioning organisations provide highest fees that **do not meet** the highest banding rate for region, which is the highest of the averages. These are:

- COEM002
- COEM007
- COEM006
- COEM0010

Appendix: Carer voices in the East Midlands

Below are anonymised quotes from Shared Lives carers in the East Midlands who responded to the Invaluable survey.

What Shared Lives carers enjoy the most about Shared Lives:

- ∞ *"I feel needed when I provide care to Shared Lives clients; able to provide a stable environment where my knowledge and skills in mental health can provide care in this area which can enhance their lives in a positive manner."*
- ∞ *"Being a good role model and making a difference and making it person centred."*
- ∞ *"Seeing people grow in confidence and independence. To see them enjoying family life not just with my immediate family but my extended family too."*
- ∞ *"I most enjoy being with the [people I support], helping them fulfil their life choices and supporting them in their choices".*

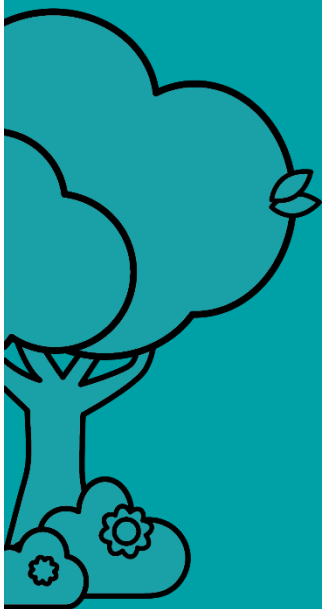
What Shared Lives carers find most difficult about Shared Lives:

- ∞ *"It can be quite isolating."*
- ∞ *"It's a big commitment."*
- ∞ *"Can be stressful at times."*
- ∞ *"It really depends on the person we are supporting. Each person brings their own joys and challenges. Our biggest difficulty all these years is knowing when a challenge is too big for us to cope with. We have never given up on anyone we have supported in twenty years, but we are facing that at the moment, and it is the hardest thing we have faced in twenty years."*
- ∞ *"In the past a lack of support but as stated previously we have a new carers support worker and things feel better. People think the pay is good but after everything is paid it's not good for 24 hrs a day care."*

What more support would Shared Lives carers like from their schemes?

- ∞ *"Value us. Being told to do the training or get suspended and make sure you do it in your own time. Was like a slap in the face. I did get offered another job which offered financial security but turned it down because of my clients. Thankfully I finally have some more shared lives work after 4 years. Pre-covid we got good in person training which we were paid to do. The training offered a safe environment to learn, share and off load any work issues."*
- ∞ *"Understand what it is like being a Shared Lives carer."*
- ∞ *"Maybe part of their recruitment criteria should be that they have the introductory period we have to do before taking on a new [supported person] before they take on their post. This includes management. By this I mean, tea visits, day visits, overnight visits, weekend visits and bank holiday visits. They should then be paid what we are paid, not their usual wage. They may then have a better idea of what we do and our concerns."*
- ∞ *"Help us all re finances."*
- ∞ *"Yes, they could work for us as they used to instead of against us. I don't know the new management, they don't send out up dates, the manager has been in post for over a year and never visited."*
- ∞ *"Listen to carers and help them get more work."*
- ∞ *"Give back the weekend allowance that we used to claim."*
- ∞ *"Treat you as an equal, with respect and as part of the team."*
- ∞ *"The only respite we get is if a member of our family offer, we don't get extra money for not getting our full quota of respite!!We have never had 28 days respite in any one year! "*
- ∞ *"They do above and beyond. It's not them that's the problem."*
- ∞ *"Perhaps listen to what carers offer other than caring, we all have skills that just aren't utilised."*

- ∞ *"Listen to their carers and there needs at the end of the day it's not just about the service user. We need to be heard to help provide a good service."*
- ∞ *[The scheme] need to stop this culture, they need to walk in our shoes, to listen have empathy find out if there is a problem i.e., insurance, training to name a few has the carer got a financial or medical issue. Not if it not done they will suspension. No emails you're doing a fantastic job we as carers know we do a fantastic job because our [supported people] are safe and happy. Over the last 2yrs I have contacted head of the council, CQC, Councillor, MPs to no avail and find it very disconcerting that most of these people don't even know what shared Lives is about. I was one of those carers who worked 24/7 for nearly 2yrs due to covid and when I tried to get my respite, I hadn't been able to take during this time I was told 'No' because I hadn't taken it, so I lost it. I asked to be paid for it and was told we can't be seen to be spending public money!!! The scheme staff seem to be totally demoralised so what chance do the carers have.*
- ∞ *"Give us a pay increase to help with bills especially utilities as we have to keep the guys warm and safe."*
- ∞ *"I don't think they could, excellent support."*
- ∞ *"Nothing more than what they do."*
- ∞ *"Consistent contact: it is not clear who provides support for the service user beside the carer; some Local Authority Social Workers are better than others therefore support from that quarter is not consistent."*
- ∞ *"Recognise the cost-of-living increase and the 24/7 mental health pressure on being a carer."*





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