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# North West England Invaluable Report

Survey data from Shared Lives carers and Shared Lives schemes

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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                                | <p>There were <b>24</b> Shared Lives schemes in the North West in November 2022.</p> <p>According to data provided by Shared Lives schemes, there were <b>24</b> commissioning organisations. Some commissioning organisations commission care from more than one scheme, and at different rates.</p> <p>Shared Lives schemes returned data for live-in fees and board and lodging payments for <b>21 commissioning organisation fee rates</b>.</p> |
| BANDINGS AND NON-BANDINGS               | <p>Of the <b>21</b> commissioning organisation fee rates:</p> <ul style="list-style-type: none"><li>⇒ <b>18</b> are banded.</li><li>⇒ <b>3</b> are not banded.</li></ul>                                                                                                                                                                                                                                                                            |
| LOWEST FEE RATES (LIVE-IN ARRANGEMENTS) | <p>The <u>smallest</u> lowest live-in fee rate was <b>£185.22</b>.</p> <p>The <u>greatest</u> lowest live-in fee rate was <b>£454.39</b>.</p> <p><b>21</b> out of the <b>30 (81%)</b> commissioning organisation fee rates in the North West <b>were below</b> either regional or national averages for lowest fee rates for live-in arrangements.</p>                                                                                              |

|                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HIGHEST FEE RATES<br/>(LIVE-IN<br/>ARRANGEMENTS)</b> | <p>The <u>smallest</u> highest live-in fee rate was <b>£225.76</b>.</p> <p>The <u>greatest</u> highest live-in fee rate was <b>£660.78</b>.</p> <p><b>11</b> out of the <b>21 (52%)</b> commissioning organisation fee rates in the North West <b>were below</b> either regional or national averages for highest fee rates for live-in arrangements.</p>                                                                                                                                                                                                                                                      |
| <b>BOARD AND<br/>LODGINGS</b>                           | <p>Of the <b>17</b> commissioning organisation fee rates for whom data was provided, <b>15 (88%)</b> were <b>above the English national average</b> board and lodgings contributions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>FEE INCREASES</b>                                    | <ul style="list-style-type: none"> <li>⇒ <b>19 (59%)</b> provided a fee uplift <b>after April 2022</b></li> <li>⇒ <b>5 (16%)</b> provided a fee uplift in the <b>last 1-2 years</b></li> <li>⇒ <b>4 (13%)</b> had provided a fee uplift in the <b>last 3-5 years</b></li> <li>⇒ <b>2 (6%)</b> had <u>not</u> provided an uplift for <b>6-10 years</b></li> <li>⇒ <b>2 (6%)</b> had <u>not</u> provided an uplift for <b>more than 10 years</b></li> </ul>                                                                                                                                                      |
| <b>CARER SURVEY<br/>STATISTICS</b>                      | <p>Of the <b>97</b> Shared Lives carers in region who responded to the survey:</p> <ul style="list-style-type: none"> <li>⇒ <b>75%</b> of carers who responded to the survey stated that they were affected by cost of living. This is slightly below the UK average of <b>77%</b></li> <li>⇒ <b>28%</b> of carers said that they have considered leaving Shared Lives due to the cost of living, slightly below the UK average of <b>31%</b></li> <li>⇒ <b>55%</b>, said they felt somewhat or highly valued, as seen in the graphic below. This is <b>more than</b> the UK average of <b>47%</b>.</li> </ul> |

## RECOMMENDATIONS

1. Commissioning organisations ensure that they provide a **lowest fee rate** at or above the lowest non-banded fee for England, **£401.48**.
2. Commissioning organisations ensure that they provide a **highest fee rate** at or above the highest banding rate for England: **£495.12**.
3. Commissioning organisations ensure that they provide a **board and lodgings contribution** at or above the regional average: **£75.04**.

# Introduction

**“We have looked after our special young lady since she was 7 and she is now 42. When she was our foster daughter, she was included in everything in our family life. When our daughter got married in 2005 our young lady was a flower girl, and it was the most perfect day. She loved the whole wonderful experience. Such a special day for us all.”**

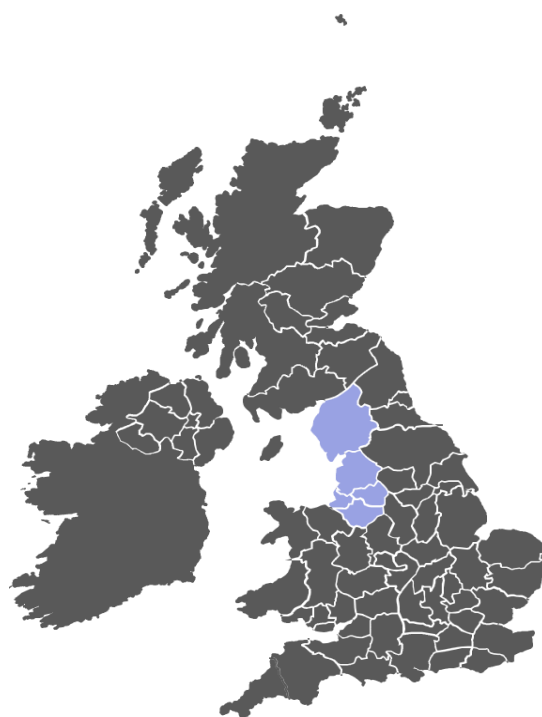
**“It is a privilege to do this work and provide a home and support to vulnerable adults who otherwise would not get opportunities to thrive in the community on their own.”**

## **Shared Lives carers, North West England**

Shared Lives carers in the North West 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 it is cost effective, we also know that many of our Shared Lives carers are struggling. We also 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 North West. 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 for live-in support. 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/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., CONW001.

**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](mailto: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 benchmarks are taken from the *Skills for Care's Adult Social Care Workforce Data Set*.<sup>1</sup> 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 North West was £21,000 per annum or **£351.97** per week.

The **average local authority senior care worker salary** in the North West was £25,900 per annum or **£416.05** per week.

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<sup>1</sup> 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 **23** Shared Lives schemes in North West, based within the 5 counties of Cheshire, Cumbria, Greater Manchester, Lancashire, and Merseyside:<sup>2</sup>

- ⇒ Blackburn with Darwen
- ⇒ Blackpool
- ⇒ Bolton Cares
- ⇒ Catalysts Choices Community Interest Company (CIC)
- ⇒ Cheshire East
- ⇒ Cumbria Care
- ⇒ Halton
- ⇒ Knowsley
- ⇒ Lancashire
- ⇒ MacIntyre Warrington
- ⇒ Manchester
- ⇒ New Directions
- ⇒ Oldham
- ⇒ Persona Care & Support Limited
- ⇒ PossAbilities CIC
- ⇒ PSS North West
- ⇒ Salford
- ⇒ Stockport
- ⇒ Tameside
- ⇒ Trafford (Possabilities)
- ⇒ United Response
- ⇒ Vivo Care Choices
- ⇒ Wigan



North West region

<sup>2</sup> Since this data was collected, Wirral Council have established a Shared Lives Scheme, and Cumbria Shared Lives became two schemes: Cumberland and Westmorland.

**100%** of schemes in North West provided some form of data to the Invaluable survey.

## **Shared Lives carers**

When this survey was conducted, there were **931** Shared Lives Plus carer members in North West. Of these, **97** Shared Lives carers responded to the carer survey.

**This equates to 10% of the Shared Lives Plus carer members in North West.**

# About the commissioning organisations

There are **24 commissioning organisations** in North West according to data collected for the Invaluable survey in November 2022.

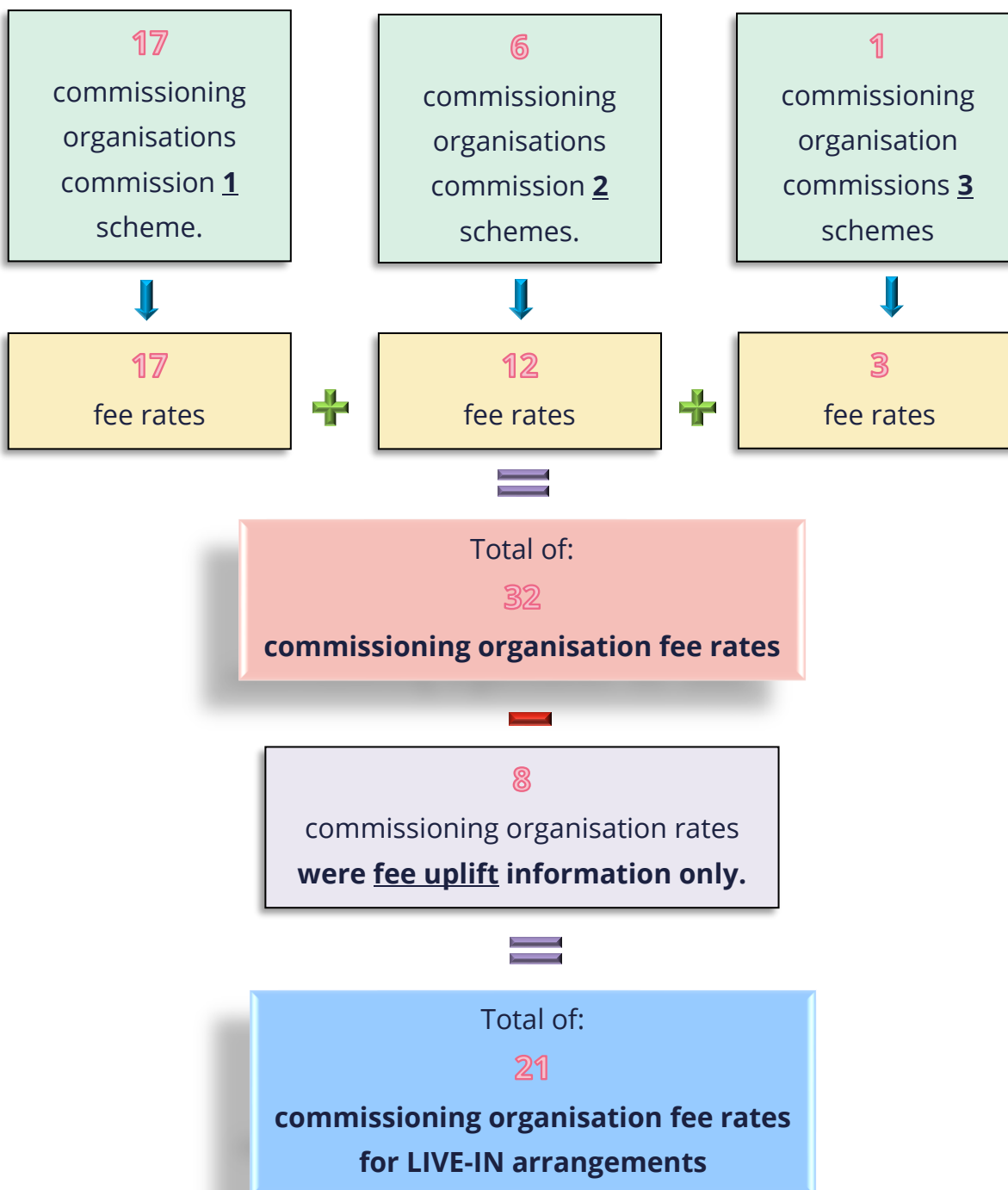
These are:

- ⇒ Blackburn with Darwen Borough Council
- ⇒ Blackpool Council
- ⇒ Bolton Borough Council
- ⇒ Bury Borough Council
- ⇒ Cheshire East Council
- ⇒ Cheshire West and Chester Council
- ⇒ Cumbria County Council (commissions 2 schemes)
- ⇒ Halton Borough Council
- ⇒ Knowsley Borough Council
- ⇒ Lancashire County Council (commissions 2 schemes)
- ⇒ Liverpool City Council
- ⇒ Manchester City Council (commissions 3 schemes)
- ⇒ Trafford NHS Trust/Integrated Care System (commissions 2 schemes)
- ⇒ Oldham Borough Council
- ⇒ Rochdale Borough Council
- ⇒ Salford City Council
- ⇒ Sefton Borough Council
- ⇒ St Helens Borough Council
- ⇒ Stockport Borough Council (commissions 2 schemes)
- ⇒ Tameside Borough Council
- ⇒ Trafford Borough Council (commissions 2 schemes)
- ⇒ Warrington Borough Council (commissions 2 schemes)
- ⇒ Wigan Borough Council
- ⇒ Wirral Borough Council

## Data reference codes for commissioning organisations

In November 2022 there were **23 Shared Lives schemes** and **24 commissioning organisations** in the North West.

There were **32 data reference codes** for the North West in total in the Invaluable data. **21** of these reference codes appear in the lowest and highest **fee data tables**. The flow chart below outlines why this is the case.



## Banded and non-banded commissioning organisation fee rates

**For effective data comparison, the Shared Lives scheme Invaluable survey captured the highest and lowest bandings only.**

Some commissioning organisations may use more than two bandings.

Of the **21** commissioning organisation fee rates in the North West:

⇒ **18** are banded.

⇒ **3** are not banded.



# Fee uplifts

Of the **32** commissioning organisation fee rates in the North West for whom uplift data was provided:

⇒ **19 (59%)** provided a fee uplift **after April 2022**:

- CONW001
- CONW002
- CONW003
- CONW006
- CONW008
- CONW011
- CONW013
- CONW014
- CONW015
- CONW016
- CONW017
- CONW018
- CONW020
- CONW021
- CONW025
- CONW026
- CONW027
- CONW028
- CONW031

⇒ **5 (16%)** provided a fee uplift in the **last 1-2 years**:

- CONW009
- CONW012
- CONW019
- CONW022
- CONW030

⇒ **4 (13%)** had provided a fee uplift in the **last 3-5 years**

- CONW005
- CONW010
- CONW023
- CONW032

⇒ **2 (6%)** had not provided an uplift for **6-10 years**

- CONW007
- CONW029

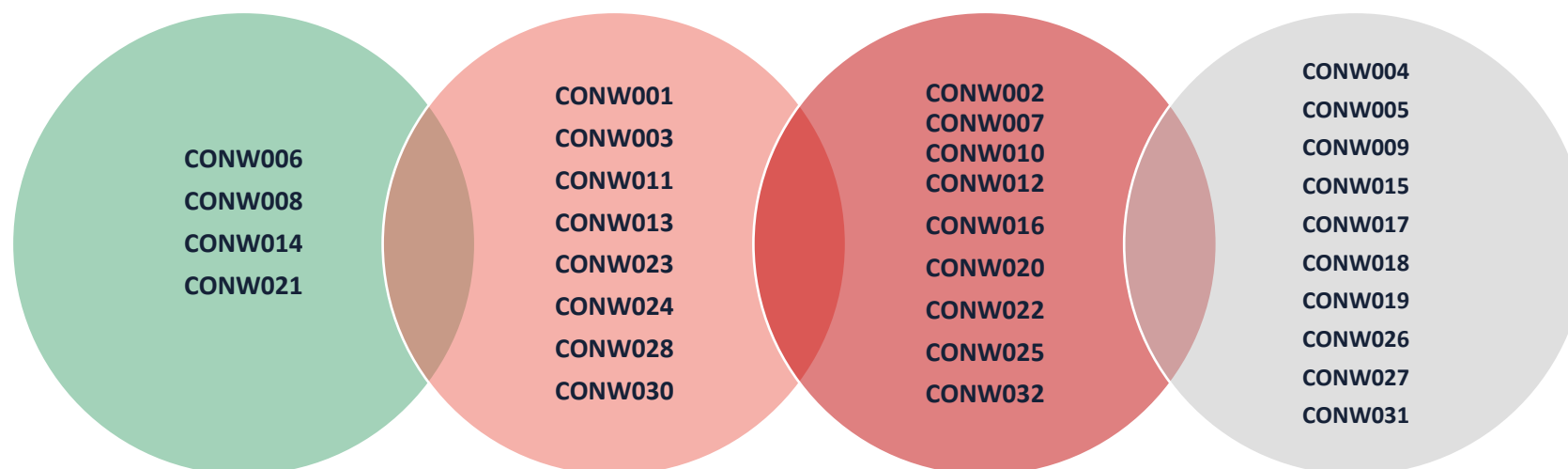
⇒ **2 (6%)** had not provided an uplift for **more than 10 years**.

- CONW004
- CONW024

# Lowest average fee rates for live-in arrangements

|                                            | CONW00<br>1 | CONW00<br>2 | CONW00<br>3 | CONW00<br>6 | CONW00<br>7 | CONW00<br>8 | CONW01<br>0 | CONW01<br>1 | CONW01<br>2 | CONW01<br>3 | CONW01<br>4 |
|--------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Lowest Banding Rate</b>                 | £390.96     | £299.84     | £334.80     | £440.42     | £185.22     | £454.39     | £266.80     | £334.80     | £217.69     | -           | -           |
| <b>Lowest No-banded Fee</b>                | -           | -           | -           | -           | -           | -           | -           | -           | -           | £394.22     | £435.00     |
| <b>Lowest SL Banding Rate (North West)</b> | £309.64     |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | £81.32      | -£9.80      | £25.16      | £130.78     | -£124.42    | £144.75     | -£42.84     | £25.16      | -£91.95     | £84.58      | £125.36     |
| <b>Lowest SL Banding Rate (England)</b>    | £324.57     |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | £66.39      | -£24.73     | £10.23      | £115.85     | -£139.35    | £129.82     | -£57.77     | £10.23      | -£106.88    | £69.65      | £110.43     |
| <b>Lowest SL Non-band Fee (NW)</b>         | £398.37     |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£7.41      | -£98.53     | -£63.57     | £42.05      | -£213.15    | £56.02      | -£131.57    | -£63.57     | -£180.68    | -£4.15      | £36.63      |
| <b>Lowest SL Non-band Fee (Eng)</b>        | £401.48     |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£10.52     | -£101.64    | -£66.68     | £38.94      | -£216.26    | £52.91      | -£134.68    | -£66.68     | -£183.79    | -£7.26      | £33.52      |
| <b>Average Care Worker (NW)</b>            | £351.97     |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | £38.99      | -£52.13     | -£17.17     | £88.45      | -£166.75    | £102.42     | -£85.17     | -£17.17     | -£134.28    | £42.25      | £83.03      |

|                                            | CONW0<br>16 | CONW0<br>20 | CONW0<br>21 | CONW0<br>22 | CONW0<br>23 | CONW0<br>24 | CONW0<br>25 | CONW0<br>28 | CONW0<br>30 | CONW0<br>32 |
|--------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Lowest Banding Rate</b>                 | £294.56     | £190.72     | £454.39     | £200.00     | £333.00     | -           | £232.00     | £346.62     | £360.00     | £237.30     |
| <b>Lowest No-banded Fee</b>                | -           | -           | -           | -           | -           | £365.89     | -           | -           | -           | -           |
| <b>Lowest SL Banding Rate (North West)</b> | £309.64     |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£15.08     | -£118.92    | £144.75     | -£109.64    | £23.36      | £56.25      | -£77.64     | £36.98      | £50.36      | -£72.34     |
| <b>Lowest SL Banding Rate (England)</b>    | £324.57     |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£30.01     | -£133.85    | £129.82     | -£124.57    | £8.43       | £41.32      | -£92.57     | £22.05      | £35.43      | -£87.27     |
| <b>Lowest SL Non-banded Fee (NW)</b>       | £398.37     |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£103.81    | -£207.65    | £56.02      | -£198.37    | -£65.37     | -£32.48     | -£166.37    | -£51.75     | -£38.37     | -£161.07    |
| <b>Lowest SL Non-banded Fee (Eng)</b>      | £401.48     |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£106.92    | -£210.76    | £52.91      | -£201.48    | -£68.48     | -£35.59     | -£169.48    | -£54.86     | -£41.48     | -£164.18    |
| <b>Average Care Worker (NW)</b>            | £351.97     |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                          | -£57.41     | -£161.25    | £102.42     | -£151.97    | -£18.97     | £13.92      | -£119.97    | -£5.35      | £8.03       | -£114.67    |



4 commissioning organisations were above average in all 5 regional and national categories for lowest fee rates.

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

9 commissioning organisations were below average in all 5 categories.

No data was provided for 10 commissioning organisation fee rates.

This means that **17** out of the **21 (81%)** commissioning organisation fee rates in the North West **were below** either regional or national averages for lowest fee rates for live-in arrangements.

↑ **CONW014** provided the *greatest (lowest) non-banded* live-in fee of **£435.00**  
**CONW008 and CONW021** provided the *greatest (lowest) banded* live-in fee of **£454.39**

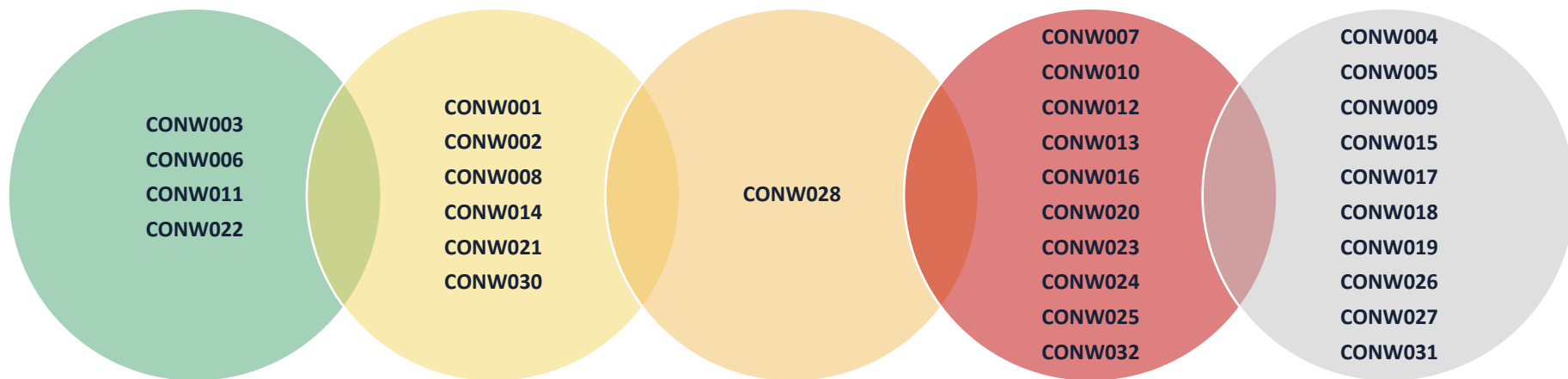
↓ **CONW024** provided the *smallest (lowest) non-banded* live-in fee of **£365.89**  
**CONW007** provided the *smallest (lowest) banded* live-in fee of **£185.22**

# Highest average fee rates for live-in arrangements

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

|                                                | CONW<br>001 | CONW<br>002 | CONW<br>003 | CONW<br>006 | CONW<br>007  | CONW<br>008 | CONW<br>010  | CONW<br>011 | CONW<br>012  | CONW<br>013  | CONW<br>014 |
|------------------------------------------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|--------------|--------------|-------------|
| <b>Highest Banding Rate</b>                    | £485.24     | £458.25     | £550.82     | £660.78     | £297.47      | £466.99     | £327.84      | £550.82     | £283.66      | -            | -           |
| <b>Highest Non-banded Fee</b>                  | -           | -           | -           | -           | -            | -           | -            | -           | -            | £394.22      | £435.00     |
| <b>Highest SL Banding Rate (North West)</b>    | £417.69     |             |             |             |              |             |              |             |              |              |             |
| <b>Difference</b>                              | £67.55      | £40.56      | £133.13     | £243.09     | -<br>£120.22 | £49.30      | -£89.85      | £133.13     | -<br>£134.03 | -£23.47      | £17.31      |
| <b>Highest SL Banding Rate (England)</b>       | £495.12     |             |             |             |              |             |              |             |              |              |             |
| <b>Difference</b>                              | -£9.88      | -£36.87     | £55.70      | £165.66     | -<br>£197.65 | -£28.13     | -<br>£167.28 | £55.70      | -<br>£211.46 | -<br>£100.90 | -£60.12     |
| <b>Highest SL Non-banded Fee (North West)</b>  | £398.37     |             |             |             |              |             |              |             |              |              |             |
| <b>Difference</b>                              | £86.87      | £59.88      | £152.45     | £262.41     | -<br>£100.90 | £68.62      | -£70.53      | £152.45     | -<br>£114.71 | -£4.15       | £36.63      |
| <b>Highest SL Non-banded Fee (England)</b>     | £431.76     |             |             |             |              |             |              |             |              |              |             |
| <b>Difference</b>                              | £53.48      | £26.49      | £119.06     | £229.02     | -<br>£134.29 | £35.23      | -<br>£103.92 | £119.06     | -<br>£148.10 | -£37.54      | £3.24       |
| <b>Average Senior Care Worker (North West)</b> | 416.05      |             |             |             |              |             |              |             |              |              |             |
| <b>Difference</b>                              | £69.19      | £42.20      | £134.77     | £244.73     | -<br>£118.58 | £50.94      | -£88.21      | £134.77     | -<br>£132.39 | -£21.83      | £18.95      |

|                                         | CONW0<br>16 | CONW0<br>20 | CONW0<br>21 | CONW0<br>22 | CONW0<br>23 | CONW0<br>24 | CONW0<br>25 | CONW0<br>28 | CONW0<br>30 | CONW0<br>32 |
|-----------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Highest Banding Rate                    | £348.12     | £225.76     | £466.99     | £500.00     | £361.00     | -           | £299.00     | £418.65     | £460.00     | £357.00     |
| Highest Non-banded Fee                  | -           | -           | -           | -           | -           | £365.89     | -           | -           | -           | -           |
| Highest SL Banding Rate (North West)    | £417.69     |             |             |             |             |             |             |             |             |             |
| Difference                              | -£69.57     | -£191.93    | £49.30      | £82.31      | -£56.69     | -£51.80     | -£118.69    | £0.96       | £42.31      | -£60.69     |
| Highest SL Banding Rate (England)       | £495.12     |             |             |             |             |             |             |             |             |             |
| Difference                              | -£147.00    | -£269.36    | -£28.13     | £4.88       | -£134.12    | -£129.23    | -£196.12    | -£76.47     | -£35.12     | -£138.12    |
| Highest SL Non-banded Fee (North West)  | £398.37     |             |             |             |             |             |             |             |             |             |
| Difference                              | -£50.25     | -£172.61    | £68.62      | £101.63     | -£37.37     | -£32.48     | -£99.37     | £20.28      | £61.63      | -£41.37     |
| Highest SL Non-banded Fee (England)     | £431.76     |             |             |             |             |             |             |             |             |             |
| Difference                              | -£83.64     | -£206.00    | £35.23      | £68.24      | -£70.76     | -£65.87     | -£132.76    | -£13.11     | £28.24      | -£74.76     |
| Average Senior Care Worker (North West) | £416.05     |             |             |             |             |             |             |             |             |             |
| Difference                              | -£67.93     | -£190.29    | £50.94      | £83.95      | -£55.05     | -£50.16     | -£117.05    | £2.60       | £43.95      | -£59.05     |



4 commissioning organisation fee rates were above average in all 5 average categories for highest fee rates.

6 commissioning organisation fee rates were above average in all but 1 category for highest fee rates.

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

10 commissioning organisations were below average in all 5 categories.

No data was provided for 10 commissioning organisation fee rates.

This means that **11** out of the **21 (52%)** commissioning organisation fee rates in the North West **were below** either regional or national averages for highest fee rates for live-in arrangements.



**CONW006** provided the *greatest (highest)* banded fee rate of **£660.78**.

**CONW014** provided the *greatest (highest)* non-banded fee rate of **£435.00**



**CONW024** provided the *smallest (highest)* non-banded fees of **£365.89**

**CONW020** provided the *smallest (highest)* banded fees of **£225.76**

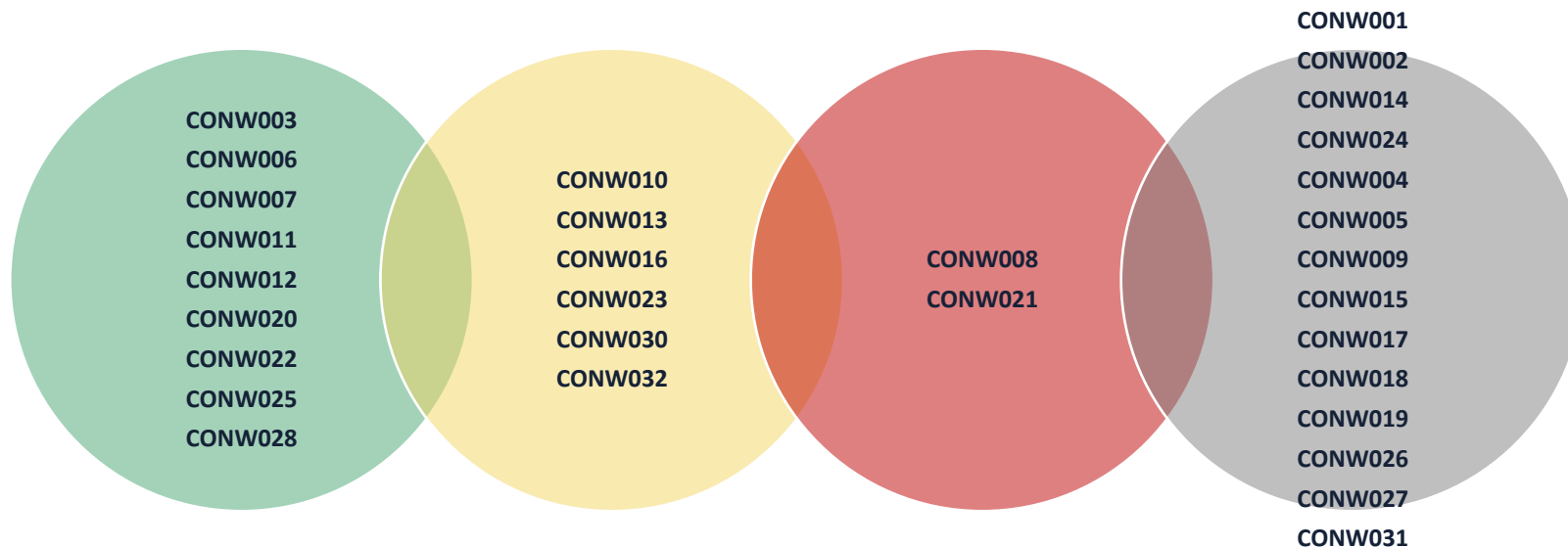
# Board and lodgings contributions

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

|                                          | CONW0<br>01   | CONW0<br>02 | CONW0<br>03 | CONW0<br>06 | CONW0<br>07 | CONW0<br>08 | CONW0<br>10 | CONW0<br>11 | CONW0<br>12 | CONW0<br>13 | CONW0<br>14 |
|------------------------------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Board &amp; Lodgings</b>              | -             | -           | £78.70      | £77.00      | £80.00      | £29.40      | £65.00      | £78.70      | £87.40      | £67.65      | -           |
| <b>Board &amp; lodgings (North West)</b> | <b>£75.04</b> |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                        | -             | -           | £3.66       | £1.96       | £4.96       | -£45.64     | -£10.04     | £3.66       | £12.36      | -£7.39      | -           |
| <b>Board &amp; Lodgings (England)</b>    | <b>£62.91</b> |             |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                        | -             | -           | £15.79      | £14.09      | £17.09      | -£33.51     | £2.09       | £15.79      | £24.49      | £4.74       | -           |

|                                          | CONW01<br>6   | CONW02<br>0 | CONW02<br>1 | CONW02<br>2 | CONW02<br>3 | CONW02<br>4 | CONW02<br>5 | CONW02<br>8 | CONW03<br>0 | CONW03<br>2 |
|------------------------------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Board &amp; Lodgings</b>              | £67.65        | £81.20      | £29.40      | £76.40      | £67.65      | -           | £146.85     | £110.00     | £65.00      | £67.65      |
| <b>Board &amp; lodgings (North West)</b> | <b>£75.04</b> |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                        | -£7.39        | £6.16       | -£45.64     | £1.36       | -£7.39      | -           | £71.81      | £34.96      | -£10.04     | -£7.39      |
| <b>Board &amp; Lodgings (England)</b>    | <b>£62.91</b> |             |             |             |             |             |             |             |             |             |
| <b>Difference</b>                        | £4.74         | £18.29      | -£33.51     | £13.49      | £4.74       | -           | £83.94      | £47.09      | £2.09       | £4.74       |





**9 commissioning organisation fee rates were above national and regional averages for board and lodgings.**

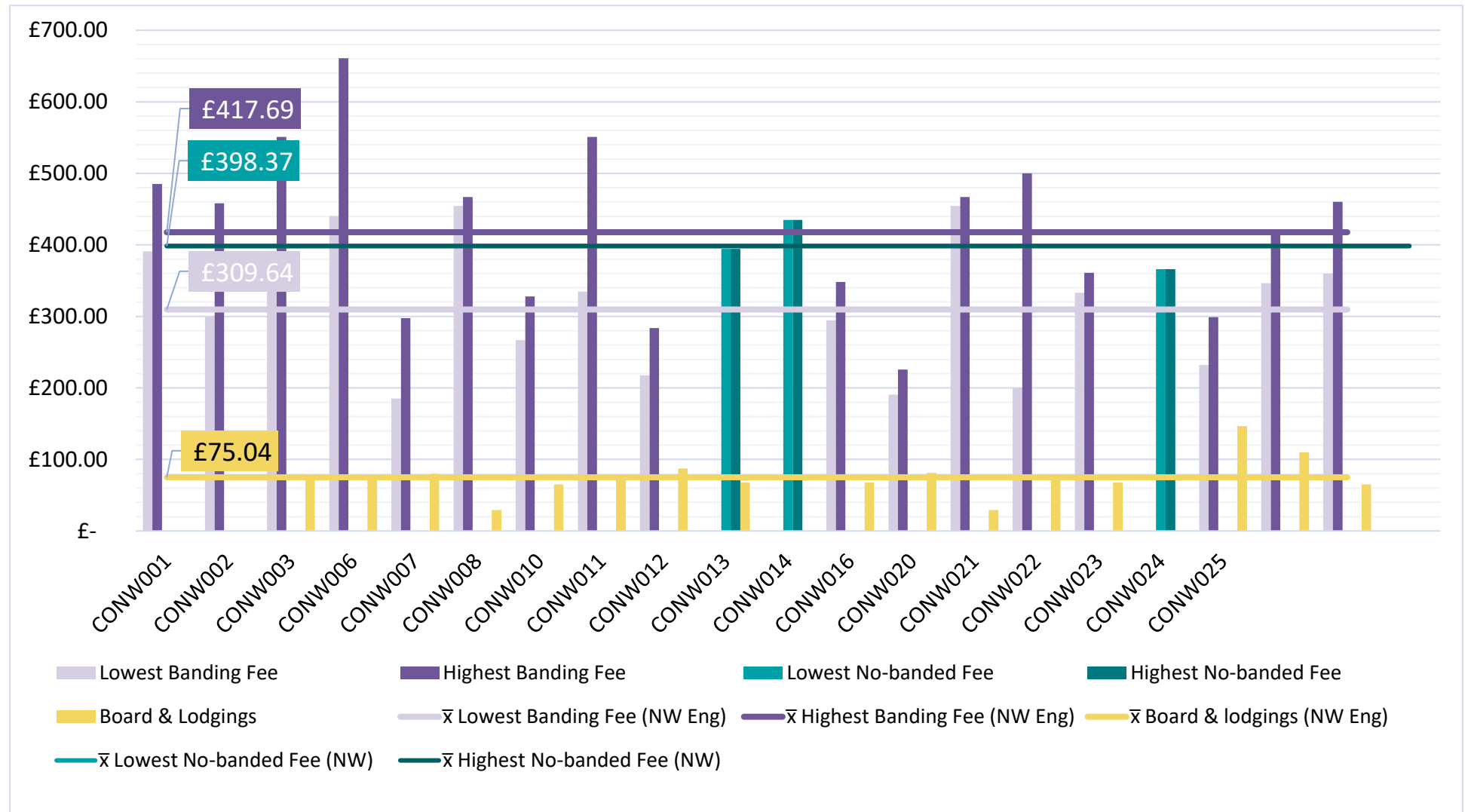
**6 commissioning organisation fee rate was below the regional average, but above the national average.**

**2 commissioning organisation fee rates were below both national and regional averages.**

No data was submitted for a further 4 commissioning organisation fee rates.

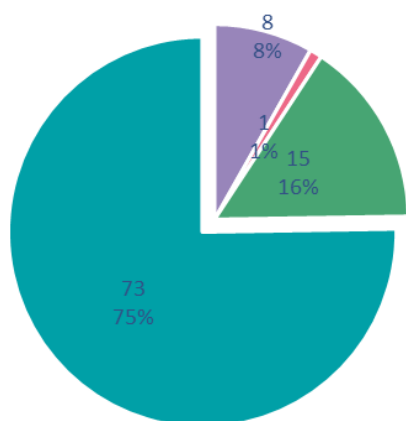
This means that of the **17** commissioning organisation fee rates for whom data was provided, **15 (88%)** were **above the English national average** board and lodgings contributions.

# Regional live-in fees and contributions graph



# Shared Lives carer survey data

## Impact of the cost of living



■ No ■ Not Answered ■ Unsure ■ Yes

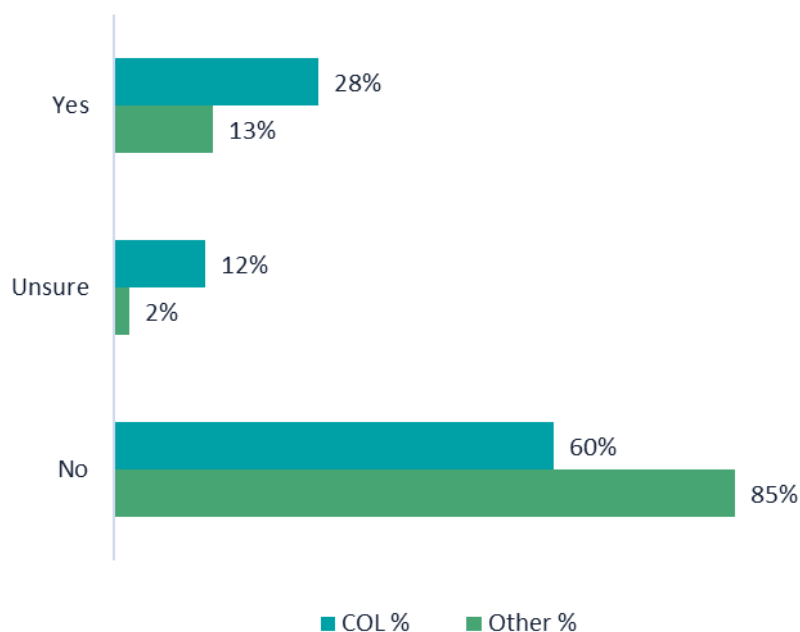
Have you been significantly impacted by cost of living (COL)?

**75%** of carers who responded to the survey stated that they were affected by cost of living. This is **slightly lower than the national average of 77%:**

**“As our young person cannot move around, he needs the heating on to keep him warm and he also has lots of equipment requiring electric to run/charge. His clothes are changed daily, and he is incontinent, so a tumble drier is essential. After [so long] caring for him, this makes me feel sad. We can manage without the heating, but he can’t.”**

**28%** of carers said that they have considered leaving Shared Lives due to the cost of living, **slightly below** the national average of **31%:**

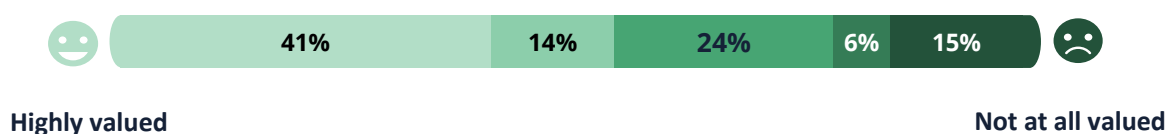
**“I look as the people I have as family, and need to keep it all together for as long as possible - for their sakes not just mine. If costs keep going up as they are who knows how long it can last before I have to look at other things. I wouldn't want to, but we have to be real. If [caring] doesn't cover costs, then there is no way of paying the bills.”**



Have considered leaving Shared Lives due to COL or Other?

## How valued do Shared Lives carers feel?

The greatest number of carers who responded to the survey, **55%**, said they felt somewhat or highly valued, as seen in the graphic below. This is **more than** the UK average of **47%**:

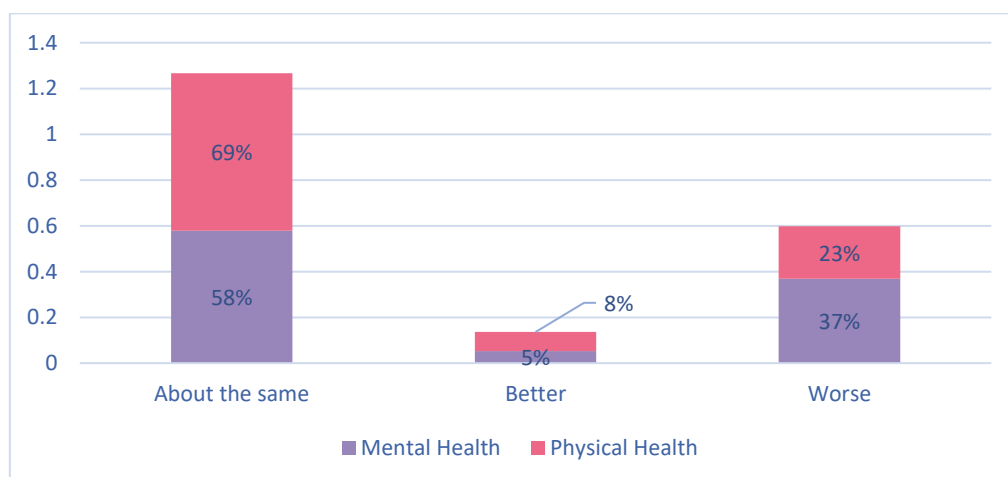


**“[Our scheme is] always responsive to requests for advice and guidance. (Especially with a challenging placements). They are good listeners. They work and respect me as colleague, [and conduct] regular 3 monthly monitoring visits. [I feel they] understand us and our supported people and are genuinely interested in our household. [They are] always encouraging and give positive feedback. They have been helpful in sorting out payment problems. It makes me feel valued.”**

**21%** of carers stated that they felt not very or not at all valued, which is **less than** the UK average of **28%**:

**“Feeling undervalued gives you low self-esteem. Doing a job [that] you enjoy and doing a good job leaves you vulnerable and you feel taken advantage of when what you receive for the care your providing does not meet the cost of that care.”**

## Shared Lives carer physical and mental wellbeing



## Physical health

⇒ **8%** of carers felt their physical health was **better**, which was **less than** the national average of **10%**.

**“I keep myself physically fit and this improves my mental health after the turmoil of the pandemic.”**

⇒ **69%** felt their physical health was **the same**, which was slightly above the UK average of **67%**.

⇒ **23%** felt their physical health was **worse**, which was **more than** the national average of **22%**.

**“I have had to give up the gym due to costs and can only exercise when I get the opportunity to.”**

**“If you are constantly worried and stressed about paying your rent, bills, increasing cost of living how can you focus on being fit?”**

## Mental health

⇒ **5%** of carers felt their mental health was **better**, which was **less than** the UK average the national average of **7%**.

⇒ **58%** felt their mental health was **the same**, which was slightly below the UK average of **59%**.

⇒ **37%** felt their mental health was **worse**, which was **less than** the UK average of **34%**.

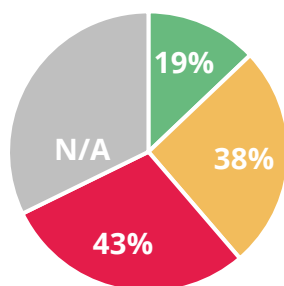
Several carers in the North West identified financial concerns as a key cause of mental and physical ill health:

**“[I have] more emotional stress and worry regarding finances which has had a knock-on effect with my physical health. I feel more run down tired and anxious about the future.”**

# Summary

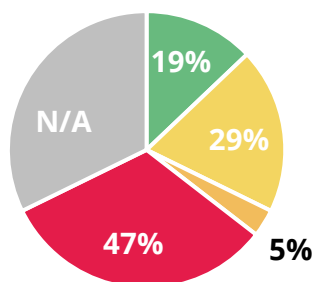
*Please note that these figures were accurate as of November 2022.*

Lowest Average Fees



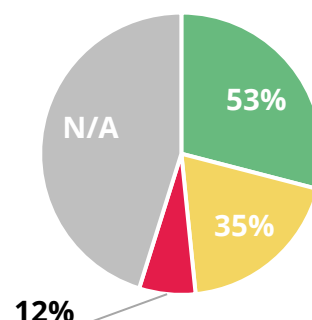
- Above average
- Partly below average
- Below average
- No Data

Highest Average Fees



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

Board & Lodgings



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

**“[It seems that] towns manage payments differently. So, depending which town a person is in as to how they [are remunerated] or are treated. I would love this to be addressed and explained. Why this is the case and how can it be changed? Why have some authorities given increased [fees] to carers and some not? And why do some authorities give annual rises to carers and others get none for years?”**

## Shared Lives carer, North West

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 North West of England. 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. You can see the appendix for more.

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

## Areas of strength

- ⇒ Of the **17** commissioning organisation fee rates for whom data was provided, **15 (88%)** were **above the English national average** board and lodgings contributions.

## Areas of development

- ⇒ **17** out of the **21 (81%)** commissioning organisation fee rates in the North West **were below** either regional or national averages for lowest fee rates for live-in arrangements.
- ⇒ **11** out of the **21 (52%)** commissioning organisation fee rates in the North West **were below** either regional or national averages for highest fee rates for live-in arrangements.

# Recommendations

*Please note: these recommendations are based on data collected in November 2022.*

**Commissioning organisations ensure that they provide a lowest fee rate at or above the lowest non-banded fee for England, £401.48.**

**17** commissioning organisations provide lowest fee rates that **do not meet** the *lowest non-banded fee for England*, which is the highest of the regional and national averages:

|           |           |           |
|-----------|-----------|-----------|
| ⇒ CONW001 | ⇒ CONW012 | ⇒ CONW024 |
| ⇒ CONW002 | ⇒ CONW013 | ⇒ CONW025 |
| ⇒ CONW003 | ⇒ CONW016 | ⇒ CONW028 |
| ⇒ CONW007 | ⇒ CONW020 | ⇒ CONW030 |
| ⇒ CONW010 | ⇒ CONW022 | ⇒ CONW032 |
| ⇒ CONW011 | ⇒ CONW023 |           |

**Commissioning organisations ensure that they provide a highest fee rate at or above the highest banding rate for England: £495.12.**

**23** commissioning organisations provide highest fees that **do not meet** the average *highest banding rate for England*, which is the highest of the regional and national averages.

|           |           |           |
|-----------|-----------|-----------|
| ⇒ CONW001 | ⇒ CONW013 | ⇒ CONW024 |
| ⇒ CONW002 | ⇒ CONW014 | ⇒ CONW025 |
| ⇒ CONW007 | ⇒ CONW016 | ⇒ CONW028 |
| ⇒ CONW008 | ⇒ CONW020 | ⇒ CONW030 |
| ⇒ CONW010 | ⇒ CONW021 | ⇒ CONW032 |
| ⇒ CONW012 | ⇒ CONW023 |           |



Commissioning organisations ensure that they provide a board and lodgings contribution at or above the regional average: **£75.04.**

8 commissioning organisation fee rates were **below** the *regional average*. These were:

⇒ CONW008

⇒ CONW016

⇒ CONW030

⇒ CONW010

⇒ CONW021

⇒ CONW032

⇒ CONW013

⇒ CONW023

# Appendix: Carer voices in the North West

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

## What Shared Lives carers like the most about Shared Lives:

### *Making a difference*

- ⇒ *Enabling people who would normally be excluded to enjoy the same benefits life has to offer that we all enjoy.*
- ⇒ *Continuing to provide care for a young man who I first fostered when he was 5.*
- ⇒ *The difference we make to our guy's life, living in a family household is magic for him, we have lots of laughs, weekends away, holidays together and fun.*
- ⇒ *The young person was living with us under a long-term fostering arrangement for five years and then she was able to continue living with us under Shared Lives once she turned 18. We would all have been devastated if she would have had to leave us. This is her home.*
- ⇒ *Caring & supporting vulnerable adults with either learning difficulties or MH difficulties. I love my job and encourage my people to be more confident & independent.*
- ⇒ *"Seeing the difference that my clients both 24/7 and day support I can give that enhances their lives.*
- ⇒ *My 24/7 [supported person] has started to blossom, in spite of covid, and one of my daily ones really enjoys our time together, giving his family much needed respite.*
- ⇒ *I love helping to support and enrich the lives of the people we support. I think it's great that they can live in our homes as part of our extended family having their individual needs met which can't happen in larger group homes that are busy and have a big turnover of staff.*
- ⇒ *The company of my two, I have a long-term young man who transferred over from Fostering into Shared Lives he is hard working, musically talented and very kind. And I do*

*day care for the most wonderful lady who is funny, considerate and makes the world a better place.*

- ⇒ *Seeing the results of our constant support and hard work. Watching supported people grow in confidence, be more vocal, learning new skills, making sure they are treated equally, and they know their rights etc. Just living their best life and supporting them in everything they need us to.*
- ⇒ *It works! Sharing my home and much of my life with others. it is a wonderful antidote to 'empty nest syndrome' and works well for all the family. Keeps me motivated, busy and having fun.*
- ⇒ *I really Love my job it's one of the best jobs in the world looking after people who are more vulnerable than myself it is so rewarding, it's lovely to see how they grow in confidence.*
- ⇒ *I have looked after my [supported person] for 19years and wouldn't want to do anything else.*
- ⇒ *I am passionate about my role as a carer. I enjoy making a difference to people's lives and giving them new opportunities.*
- ⇒ *I enjoy the fact that we provide a loving caring family home to our young person who has been part of our family since the age of 10 (15 years). We were very fortunate that a lady who worked for social service had heard of Shared Lives and put us in touch with them.*
- ⇒ *Changing people's lives for the better giving them a good home sharing our family with them and watching them grow stronger in many ways, it's very rewarding to sit down and watch them be happy and even in bad times make them see not every day a bad one encourages them to make goals and aim for them small steps are rewarding.*
- ⇒ *I love being able to open my home and heart to someone that feels safer and secure in a family environment. Family is very important to me and to be able to offer that opportunity for someone to feel part of a family unit makes me feel blessed.*
- ⇒ *Giving a loving friendly environment for my ladies and seeing them grow in confidence and abilities. Teaching them to love and be loved to become a very rounded social individual. To see them engage with my family and say they we are their family as well.*
- ⇒ *The feel-good factor of welcoming the people you are matched with into my home and life. Bringing new opportunities, skills, and confidence to those I support.*
- ⇒ *Being able to work but from home. I feel very lucky to have the people I care for join my family."*
- ⇒ *The joy when our young man manages to say a word or complete a movement, and the smile on his face when we praise him. His enjoyment as he goes out with carers for a*

*walk/drive/socialise. Our amazement that he has developed into a wonderful young man who despite all his disabilities actually manages to enjoy life for the most part and that is down to us.*

- ⇒ *Helping young adults, and hopefully making them feel secure and safe, and give them skills to help them live a healthy happy life.*
- ⇒ *I love being able to help to change a life being able to cater to someone who needs me I love the fact that I am trying to make their life a better place to live in, I love my job.*

## *Flexibility*

- ⇒ *Having increase freedom during the day to enjoy hobbies.*
- ⇒ *Being able to work but from home. I feel very lucky to have the people I care for join my family. Having my own autonomy to make caring decisions relevant to me and seeing the benefit to those I care for living a normal and loving family home.*

## ***What Shared Lives carers find most difficult:***

### *Bureaucracy*

- ⇒ *No longer feels like a family placement - has become authoritarian with paperwork and ever-changing policy/rules. It is now a care home environment.*
- ⇒ *It's no different to being a carer, but with guidelines that sometimes make your home feel like a residential home.*
- ⇒ *Too much bureaucracy and seemingly irrelevant mandatory training. There is far too much reliance on things that appear more suited to shift workers in multiple occupancy care home settings rather than to small scale, domestic settings.*
- ⇒ *The fact that we are willing share our home but are expected to prove that we have the correct insurance etc that we would have anyway , there is a lot more boxes to tick now and hoops to jump through, I treat the people I live with as part of the family so some of the regulations and form filling is not what I joined up for but hey ho rules change*
- ⇒ *We have been part of shared lives over 20yrs, and it is nothing like it used to be due to rules and regulations it feels more like a mini supported living service which is shame as it seems to be moving away from what it was all about.*
- ⇒ *Pressure to keep regulatory paperwork and pay above the odds for insurance, landlord safety certificates etc.*

## Fees

- ∞ *The principle of Shared Lives is brilliant. But the practical implementation is sometimes soul destroying. We consider we are part of a cheap service. This is no criticism for our management team. They feel the same.*
- ∞ *I feel the local authority needs to look at placement funding as everything is very expensive and I feel they need to secure an uplift for the carer, we as carers want to make the best life for the people we support, however if carers are struggling how are they supposed to achieve that aim?*
- ∞ *I along with my husband fostered A through [a fostering agency] when he was just 2 years old and given a life expectancy of around a further 3 years. A is now 34 years old. He moved over to [Shared Lives] as he reached adulthood. Our titles have changed over the years, our commitment to A has not. Our payment is the same now with [the scheme] as it was the day that we started with them. As A has got bigger his equipment has increased in size so takes up more space. He now has to be hoisted and not carried. There are so many differences when transitioning and it has never been seamless (as the social worker loves to say). Everything medical wise is mostly under one roof for children and co-ordinated treatment is great. None of that for adults no matter what their needs are.*
- ∞ *My shared lives scheme is quite supportive to be fair. If they could get us a fee increase, then that would be great, but I don't know how they could influence the LA to improve in that area.*
- ∞ *I would like to see as mentioned fairer charging for the supported person, allowing them to have more money to afford them a better social life, go on holiday, save for a rainy day this is not possible when they are on limited funds as they are paying all their benefits for care to the carer. It can be difficult to try and support a person within the community when they have very limited funds.*

## Cost of living

- ∞ *The rising cost of energy, my young lady has bad circulation and is always cold. So, heating on more. Washer always on.*
- ∞ *I support 2 supported people who eat and drink quite a lot. They both spend prolonged time in their own rooms and have multiple appliances either on or on standby 24/7. They also have the ceiling light on in the morning and go out without switching it off and from early evening, they have the ceiling light on and bedside*

*lamps which are left on all night. Sadly, they are not understanding the need for unplugging and switching things off to save costs.*

- ∞ Petrol is so expensive, it is costing so much now, I love my day work and do quite a lot of driving.*
- ∞ Cost of living food prices have rocked, and gas & electricity prices have jumped up. Supported people want to go out get a meal and it is just costing me more all the time.*
- ∞ With everything going up I am now dependent on tax credits for day-to-day costs as my payment only covers household bills.*
- ∞ Our person moved into independent living. We have done some emergency work and respite and are shocked and impacted on by the low rate of pay. Honestly, we are working for about £3.00 an hour when looked at as a 24/7 job which is what it is. As emergency you are a first responder, dealing with the unknown, the drama, the extended family, the chaos! The system takes advantage of people who genuinely care...it's unethical!*
- ∞ I would not have heating on if it was just me home. Food prices have shot up. I don't receive any additional col payments but the person who lives here does but they are all his and we don't get any of it.*
- ∞ Financial strain to buy the same goods we bought this time last year, having to reduce heating in the home, having to provide the same service to the person we support with ourselves paying more to keep her safe and warm, life is more stressful and emotionally exhausting.*
- ∞ With people with learning difficulties, they have no conception of cost. The cost to keep the house warm is terrible. Every year private companies providing care has increased yearly and shared lives should be treated as such. No one fights the corner of shared lives carers, and it is becoming increasingly hard to maintain a quality of life.*

*"It has reduced money available for extras or luxury. There has been less chance to have meals out or go to events never mind take a holiday. Cutting back on heating and trying to encourage shorter showers. Unable to replace household items as would have done in previous years. Now have no tumble dryer which is a problem when you care for 2 incontinent people."*

- ∞ *Living in my overdraft, and most of the time lending money from family members until the next payday. Very stressed out and constantly checking my bank account, also using my credit card from time to time to purchase food.*
- ∞ *Because of my boy's conditions I have to maintain a safe and warm home for them. My weekly Gas payments have gone from £50 per week (this time last year) to £150 per week as of right now. That is gas alone, my electricity is up, and the cost of food is through the roof too. These types of payments are unsustainable give the facts that I still receive the same payment from [the] council that I got when my boys crossed over from foster care to adult services, roughly 8 years ago.*
- ∞ *I love what I do, I love sharing my home and we are currently looking at expanding a room to make an additional bedroom to hopefully have someone else move in long term. I am lucky in the sense I have a partner who works full time also so have an additional income, but I know if things carry on like they are I may also have to start looking at an additional job so if we are going to struggle, I can only imagine the struggle others are going to have who don't have additional incomes.*

### *Issues with the scheme/social workers*

- ∞ *Can't think of anything except perhaps my scheme should be better resourced/staffed. All Shared lives support officers and line manager are wonderful and giving their best but so overworked (realistically that's not going to happen anytime soon!)*
- ∞ *Communicate more effectively, seem to hear things via word of mouth more than directly through scheme.*
- ∞ *"More face-to-face meetings with other carers to discuss common problems and establish good practice.*
- ∞ *I find that I have a lot of changes with regards to support workers Just as we become familiar with the workers they tend to leave or change and then we have to re submit paper work such as insurance policies, car documents house insurance any certification. I feel things aren't being handed over from one person to the next.*
- ∞ *More contact and responding and giving correct answers. Take on a more active role sorting out issues with benefits or issues with health providers.*
- ∞ *Support and advice regarding trying to get an increase in the funding from social care to be able to meet the many increases that will have to be met to support our supported people as at this time there is neither advice nor support.*
- ∞ *Possibly more information on the individual before they come to live with you.*



- ∞ *Not many people know about Shared Lives, though we do shout it out. Maybe get together with the Fostering team and see if the two can be combined, because my foster son transferred over to Shared Lives.*
- ∞ *Establishments not knowing who or what we are. Wish we were as well-known as foster carers are.*

## *Training*

- ∞ *Hope they will tailor the training to be more relevant to the Shared Lives ethos.*
- ∞ *Make the training specific to my role and not have us doing generic courses that have no little to no relevance as they are aimed at care home/ hospital workers.*
- ∞ *The training, [mostly] does not relate to a shared lives role but is geared to residential support.*

## *Respite issues*

- ∞ *We would feel much more supported if we didn't have to travel 90 miles for respite, this makes things very difficult, recruit more respite carers, maybe have a carer who would come to our home to look after our guy so we could go to functions or cinema on our own, we would love to have a respite carer who lived much closer.*
- ∞ *Through lock down we couldn't have respite and the person we support had no daytime activities we received nothing extra even after making a complaint using the template from yourselves felt like we weren't supported at all.*
- ∞ *It is sad there is no system to make schemes provide basics, like respite for carers.*
- ∞ *[It is difficult] being on demand where there is no provision for you to take time off without a cost to yourself.*
- ∞ *The lack of a real break. As I have been unable to have appropriate respite identified or provided by Shared Lives it has fallen on family members to act as support or respite carers this means we cannot holiday or attend whole family events together. Most times the Shared Lives members are included but for example when attending my daughter's graduation in Scotland there was not the availability of places for my ladies to attend and because of their disabilities and health the journey would have been a struggle for them.*
- ∞ *Having to book respite months in advance because there are no caters to support long term carers or having to take the person with you if you go on holiday.*

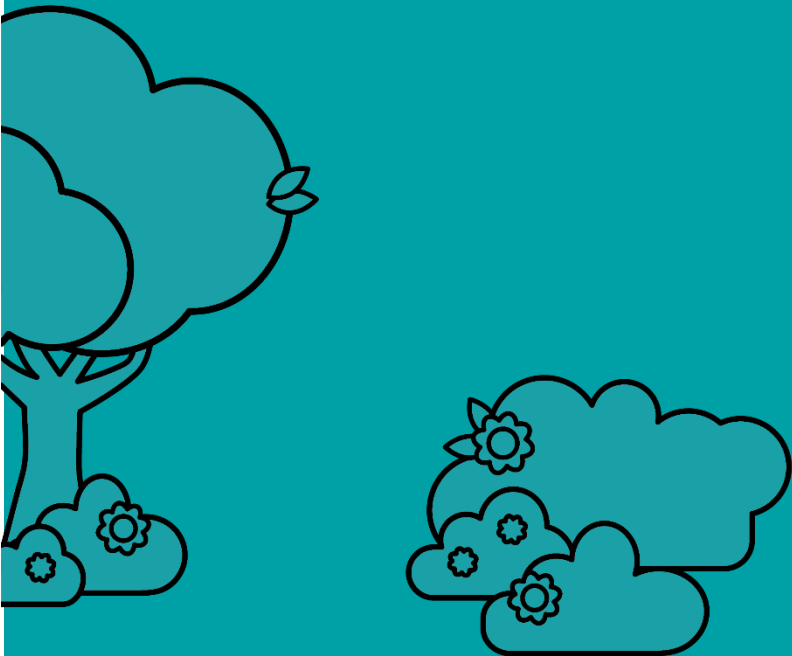


## Work/life balance

- ∞ *Our job is a difficult one and brings an array of challenges, but you manage them, and you feel fulfilled that you are making a difference and helping someone. The job requires 24/7 support on a 1-1 basis. If our supported person needs me at 4:00 am I don't say I'm not working, I'm not on shift as it's understood that I'm on shift 24/7. To be recognised and rewarded for it, because let's face it my bills are just as high as the next persons would be gratefully received.*
- ∞ *Trying to have a life outside of being a carer. It's extremely difficult to do things alone as a married couple especially on short notice as we can only leave our supported people with other registered carers or respite carers. This makes it almost impossible to go out even for a meal especially short notice as most of the time other carers have their own responsibilities to their own supported people and respite carers are doing respite!*
- ∞ *Balancing personal time with care time [is difficult].*
- ∞ *The limited time I have to myself and when I do have time constantly worrying about them.*
- ∞ *Being a shared lives carer is more than a full-time job & I miss out on so much family time as I always have to be with my placement.*

## Challenges with supported people

- ∞ *The 24/7/365 days are too much with increasingly high dependence supported people.*
- ∞ *[It would be better if] profiles are honest so that precautions can be taken with potentially abusive supported people. Carers who report assaults and abuse should not be told, 'this is what they do' and the client moves on. This can mean no work for months. Carers are increasingly reluctant to be honest.*
- ∞ *It's difficult to see the people that you are looking after upset for any reason.*





**Report by:**

**Dr Rebecca Viney-Wood**, Support and Engagement Manager

**Liz Collings**, Data and Support Officer

**With support from:**

**Lynne Harrison**, Head of Membership

**Lydia Bates**, Digital Communications Officer

**Shared Lives Plus**

G04, The Cotton Exchange

Old Hall Street

Liverpool

L3 9JR

0151 227 3499

Reg Charity number (England and Wales) 1095562

Company number 4511426

Reg Charity No (Scotland) SC42743