



The London region 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 20 Shared Lives schemes in the London region in November 2022. 18 of these provided some data for this survey. ⇒ The Shared Lives schemes named 26 different commissioning organisations in the London region. <i>Several schemes receive <u>different fee rates</u> from the same commissioning organisation for live-in arrangements.</i> ⇒ This report therefore cites data from 30 different commissioning organisation fee rates for live-in arrangements in the region.
BANDINGS AND NON-BANDINGS	Of the 30 commissioning organisation fee rates for live-in arrangements: ⇒ 23 are banded. ⇒ 7 are not banded.
LOWEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>smallest</u> lowest live-in fee rate was £198.00. The <u>greatest</u> lowest live-in fee rate was £1,022.22. 24 out of the 30 (80%) commissioning organisation fee rates in the London region were below either regional or national averages for lowest fee live-in rates.

HIGHEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>smallest</u> highest live-in fee rate was £249.26. The <u>greatest</u> highest live-in fee rate was £1,352.00. This means that 23 out of the 30 (77%) commissioning organisation fee rates in the London region were below either regional or national averages for highest live-in fee rates.
BOARD AND LODGINGS	Of the, 12 of the 21 commissioning organisation fee rates for whom data was provided (62%) were below the English national average board and lodgings contributions.
FEE INCREASES	20 commissioning organisation fee rates were uplifted after April 2022. 4 commissioning organisation fee rates had not been uplifted for 6 years or more.
CARER SURVEY STATISTICS	Of the 25 Shared Lives carers in the London region who responded to the survey: ⇒ 92% stated that they were affected by cost of living. This is significantly more than the national average of 77%. ⇒ 36% have considered leaving Shared Lives due to the cost of living. This is higher than the national average of 31%. ⇒ 40%, stated that they felt not very or not at all valued. This is higher than the UK average of 26% ⇒ 36% said they felt highly or somewhat valued. This is less than the UK average of 47%.

RECOMMENDATIONS

1. Commissioning organisations ensure that they provide a **lowest fee rate** at or above the average care worker rate for the region: **£434.35**.
2. Commissioning organisations ensure that they provide a **highest fee rate** at or above the average senior care worker rate for the region: **£580.82**.
3. All commissioning organisations increase the **board and lodgings contributions** to at or above the regional board and lodgings average of **£69.80**.

Introduction

“I like that I strive to help people to feel safe, do things they enjoy and grow in confidence. I hope that we help make their lives happier than if they hadn't met us. Shared Lives works when it is a good match as we are all so different.”

Shared Lives carer, London.

Shared Lives carers in the London region 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 London region. 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/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., COLB001.

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 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 London region was £27,300 per annum or **£434.35** per week, net income.

The average local authority **senior care worker salary** in the London region was £38,500 per annum or **£580.82** per week, net income.²

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

² Calculated using Salary bot: <https://salarybot.co.uk/>

Scheme and carer response rates

Shared Lives schemes

In November 2022, there were **20** Shared Lives schemes in the London region.³

- Banya
- Barnet
- Bettertogether Havering
- Bexley
- Camden
- Croydon
- Ealing
- Enfield
- Greenwich
- Hackney
- Haringey
- Harrow
- Hillingdon
- Islington
- Lewisham
- Merton
- Southside Partnership
- Sutton
- Tower Hamlets
- Waltham Forest

18 schemes in the London region provided some data to the Invaluable survey.

No data was provided for Croydon or Enfield Shared Lives.

Shared Lives carers

When this survey was conducted, there were **355** Shared Lives Plus carer members in the London region. Of these, **25** Shared Lives carers responded to the carer survey.

This equates to 7% of the Shared Lives Plus carer members in the London region.

³ For the purpose of this survey, Your Healthcare Kingston Shared Lives has been included in the South East regional data.

About the commissioning organisations

There are **26 commissioning organisations** in the London region according to data collected in **November 2022** from 18 London schemes:

- Barking and Dagenham
- Barnet (commissions 2 different schemes)
- Bexley (commissions 2 schemes)
- Brent
- Bromley
- Camden (commissions 2 schemes)
- Ealing
- Greenwich
- Hackney
- Haringey (commissions 2 schemes)
- Harrow
- Hillingdon
- Hounslow

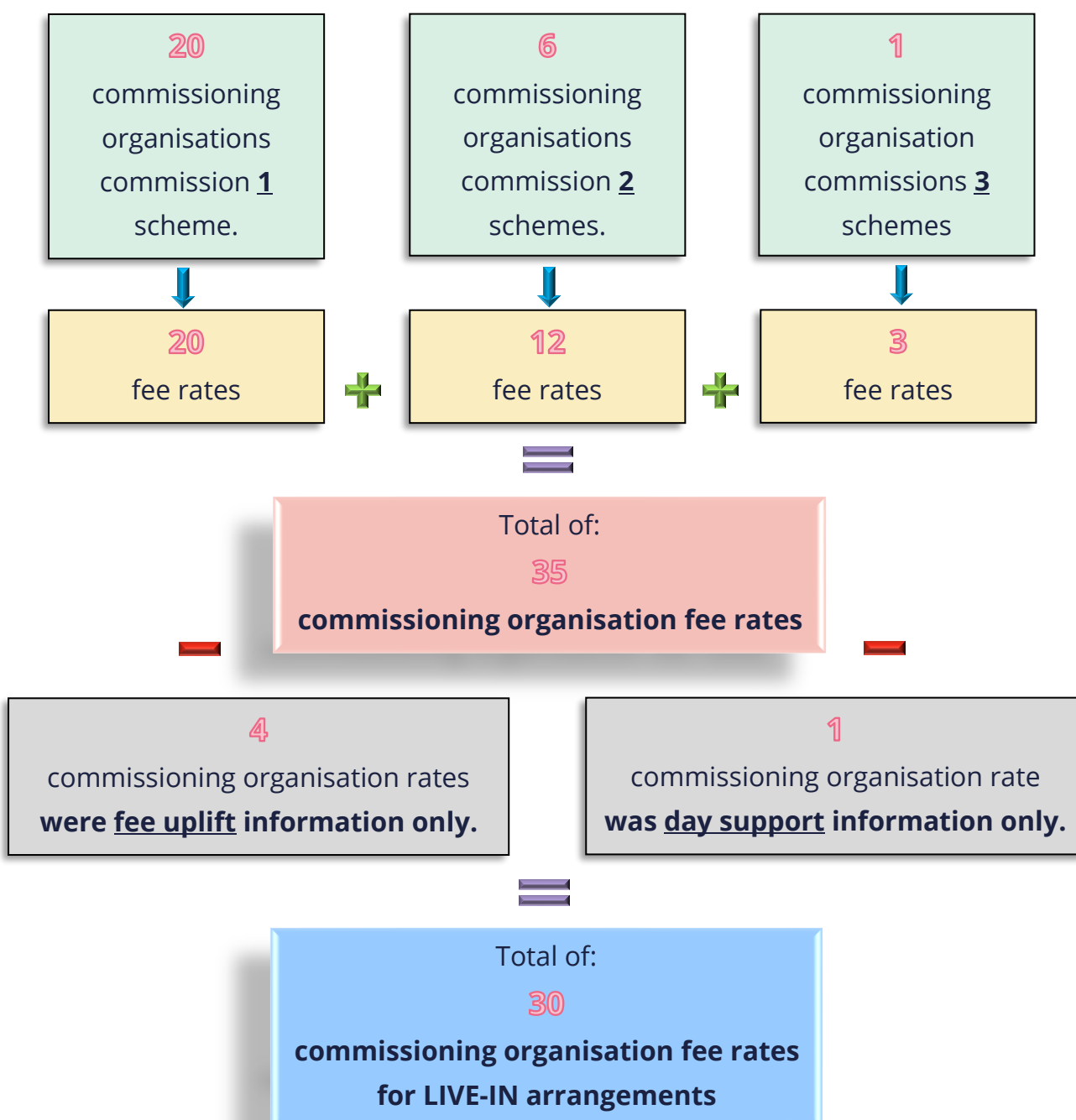


- Islington
- Kensington and Chelsea
- Kingston
- Lambeth (commissions 2 schemes)
- Lewisham (commissions 3 schemes)
- Merton
- Newham (commissions 2 schemes)
- Redbridge
- Southwark
- Tower Hamlets
- Wandsworth
- Waltham Forest
- Westminster
- Sutton

Data reference codes for commissioning organisations

In November 2022 there were **20 Shared Lives schemes** and **26 commissioning organisations** in London.

There were **35 data reference codes** for the London area in total in the Invaluable data. **30** 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 organisations

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.

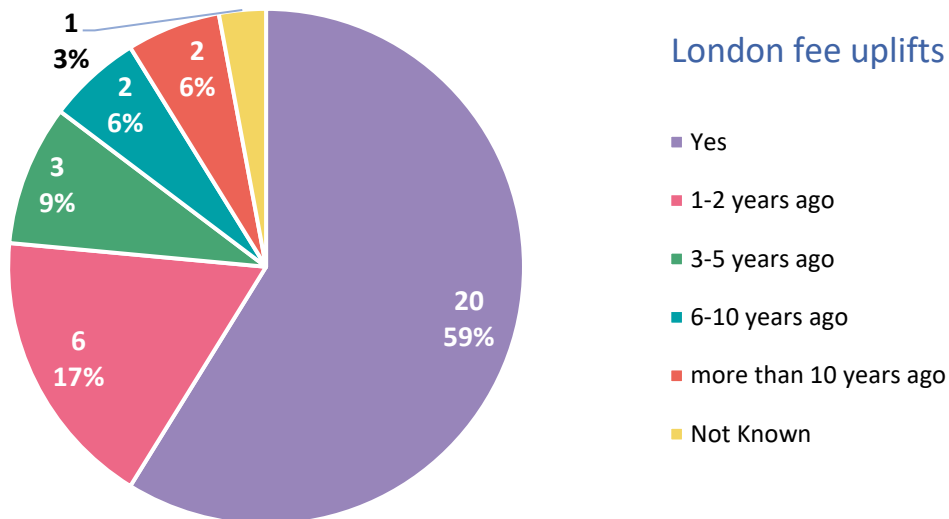
Of the **30** London commissioning organisation fee rates cited in the live-in fee tables:

⇒ **23** are banded.

⇒ **7** are not banded.

Fee uplifts

These figures are accurate according to data collected in November 2022:



Shared lives schemes provided information about **34 different commissioning organisation fee uplift rates** in the London region:

⇒ **20** commissioning organisation rates were **uplifted after April 2022**:

- COLB001
- COLB002
- COLB004
- COLB005
- COLB006
- COLB008
- COLB009
- COLB010
- COLB013
- COLB015
- COLB018
- COLB019
- COLB020
- COLB021
- COLB022
- COLB026
- COLB027
- COLB030
- COLB033
- COLB034

⇒ **6** commissioning organisation rates were **uplifted in the last 2 years**:

- COLB011
- COLB012
- COLB017
- COLB024
- COLB029
- COLB032

⇒ **3** commissioning organisation rates had not been **uplifted for between 3-5 years:**

- COLB007
- COLB025
- COLB028

⇒ **2** commissioning organisation rates had not been **uplifted for between 6-10 years:**

- COLB014
- COL023

⇒ **2** commissioning organisation rates had not been **uplifted for more than 10 years:**

- COLB003
- COLB016

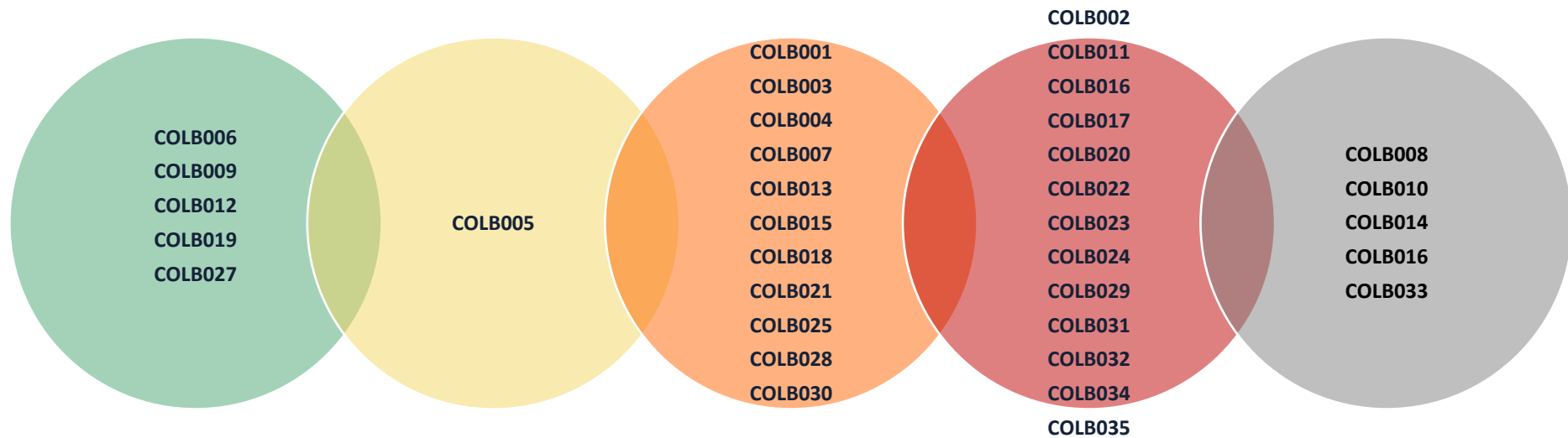
Lowest average fee rates for live-in arrangements

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

	COLB001	COLB002	COLB003	COLB004	COLB005	COLB006	COLB007	COLB009	COLB011	COLB012
Lowest Banding Fee	£358.28	£320.38	-	£378.41	-	-	£330.00	£482.37	-	£443.00
Lowest Non-banded Fee	-	-	£365.89	-	£432.88	£1,022.22	-	-	£200.62	-
Lowest Banding Rate (region)	£361.80									
Difference	-£3.52	-£41.42	£4.09	£16.61	£71.08	£660.42	-£31.80	£120.57	-£161.18	£81.20
Lowest Banding Rate (England)	£324.57									
Difference	£33.71	-£4.19	£41.32	£53.84	£108.31	£697.65	£5.43	£157.80	-£123.95	£118.43
Lowest Non-banded Fee (region)	£424.53									
Difference	-£66.25	-£104.15	-£58.64	-£46.12	£8.35	£597.69	-£94.53	£57.84	-£223.91	£18.47
Lowest Non-banded Fee (England)	£401.48									
Difference	-£43.20	-£81.10	-£35.59	-£23.07	£31.40	£620.74	-£71.48	£80.89	-£200.86	£41.52
Average Care Worker (region)	£434.35									
Difference	-£76.07	-£113.97	-£68.46	-£55.94	-£1.47	£587.87	-£104.35	£48.02	-£233.73	£8.65

	COLB013	COLB015	COLB016	COLB017	COLB018	COLB019	COLB020	COLB021	COLB022	COLB023
Lowest Banding Fee	£411.06	£345.00	£323.89	£318.12	-	£784.00	£253.52	£358.28	£200.00	-
Lowest Non-banded Fee	-	-	-	-	£340.82	-	-	-	-	£249.26
Lowest SL Banding Rate (region)	£361.80									
Difference	£49.26	-£16.80	-£37.91	-£43.68	-£20.98	£422.20	-£108.28	-£3.52	-£161.80	-£112.54
Lowest SL Banding Rate (England)	£324.57									
Difference	£86.49	£20.43	-£0.68	-£6.45	£16.25	£459.43	-£71.05	£33.71	-£124.57	-£75.31
Lowest SL Non-banded Fee (region)	£424.53									
Difference	-£13.47	-£79.53	-£100.64	-£106.41	-£83.71	£359.47	-£171.01	-£66.25	-£224.53	-£175.27
Lowest SL Non-banded Fee (England)	£401.48									
Difference	£9.58	-£56.48	-£77.59	-£83.36	-£60.66	£382.52	-£147.96	-£43.20	-£201.48	-£152.22
Average Care Worker (region)	£434.35									
Difference	-£23.29	-£89.35	-£110.46	-£116.23	-£93.53	£349.65	-£180.83	-£76.07	-£234.35	-£185.09

	COLB024	COLB025	COLB027	COLB028	COLB029	COLB030	COLB031	COLB032	COLB034	COLB035
Lowest Banding Fee	£198.00	-	£784.00	£360.00	£318.12	£339.57	£266.00	£314.16	£236.28	£198.90
Lowest Non-banded Fee	-	£360.00	-	-	-	-	-	-	-	-
Lowest SL Banding Rate (London)	£361.80									
Difference	-£163.80	-£1.80	£422.20	-£1.80	-£43.68	-£22.23	-£95.80	-£47.64	-£125.52	- £162.90
Lowest SL Banding Rate (England)	£324.57									
Difference	-£126.57	£35.43	£459.43	£35.43	-£6.45	£15.00	-£58.57	-£10.41	-£88.29	- £125.67
Lowest SL Non-banded Fee (London)	£424.53									
Difference	-£226.53	-£64.53	£359.47	-£64.53	-£106.41	-£84.96	-£158.53	- £110.37	-£188.25	- £225.63
Lowest SL Non-banded Fee (England)	£401.48									
Difference	-£203.48	-£41.48	£382.52	-£41.48	-£83.36	-£61.91	-£135.48	-£87.32	-£165.20	- £202.58
Average Care Worker (London)	£434.35									
Difference	-£236.35	-£74.35	£349.65	-£74.35	-£116.23	-£94.78	-£168.35	- £120.19	-£198.07	- £235.45



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

1 commissioning organisation fee rate was above average in all but the average care worker fee rate.

11 commissioning organisations fee rates were below average in 3 or more categories.

13 commissioning organisations fee rates were below average in all 5 categories.

No live-in fee data was provided for 5 commissioning organisation rates cited in the fee uplift data.

This means that **24** out of the **30 (80%)** commissioning organisation fee rates in the London region **were below** either regional or national averages for lowest fee rates for live-in arrangements.



COLB006 provided the *greatest (lowest) non-banded* fee of £1,022.22

COLB019 provided the *greatest (lowest) banded* fee of £784.00



COLB011 provided the *smallest (lowest) non-banded* fee of £200.62

COLB024 provided the *smallest (lowest) banded* fees of £198.00

Highest average fee rates for live-in arrangements

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

	COLB001	COLB002	COLB003	COLB004	COLB005	COLB006	COLB007	COLB009	COLB011	COLB012
Highest Banding Rate	£519.15	£403.52	-	£550.00	-	-	£600.00	£582.21	-	£527.00
Highest Non-banded Fee	-	-	£365.89	-	£432.88	£1,022.22	-	-	£401.24	-
Highest SL Banding Rate (London)	£561.50									
Difference	-£42.35	-£157.98	-£195.61	-£11.50	-£128.62	£460.72	£38.50	£20.71	-£160.26	-£34.50
Highest SL Banding Rate (England)	£495.12									
Difference	£24.03	-£91.60	-£129.23	£54.88	-£62.24	£527.10	£104.88	£87.09	-£93.88	£31.88
Highest SL Non-banded Fee (London)	£453.19									
Difference	£65.96	-£49.67	-£87.30	£96.81	-£20.31	£569.03	£146.81	£129.02	-£51.95	£73.81
Highest SL Non-Banded Fee (England)	£431.76									
Difference	£87.39	-£28.24	-£65.87	£118.24	£1.12	£590.46	£168.24	£150.45	-£30.52	£95.24
Average Senior Care Worker (London)	£580.82									
Difference	-£61.67	-£177.30	-£214.93	-£30.82	-£147.94	£441.40	£19.18	£1.39	-£179.58	-£53.82

	COLB013	COLB015	COLB016	COLB017	COLB018	COLB019	COLB020	COLB021	COLB022	COLB023
Highest Banding Rate	£411.06	£545.00	£450.00	£447.14	-	£1,352.00	£353.26	£519.15	£350.00	-
Highest Non-banded Fee	-	-	-	-	£340.82	-	-	-	-	£249.26
Highest SL Banding Rate (London)	£561.50									
Difference	-£150.44	-£16.50	-£111.50	-£114.36	-£220.68	£790.50	-£208.24	-£42.35	-£211.50	-£312.24
Highest SL Banding Rate (England)	£495.12									
Difference	-£84.06	£49.88	-£45.12	-£47.98	-£154.30	£856.88	-£141.86	£24.03	-£145.12	-£245.86
Highest SL Non-banded Fee (London)	£453.19									
Difference	-£42.13	£91.81	-£3.19	-£6.05	-£112.37	£898.81	-£99.93	£65.96	-£103.19	-£203.93
Highest SL Non-Banded Fee (England)	£431.76									
Difference	-£20.70	£113.24	£18.24	£15.38	-£90.94	£920.24	-£78.50	£87.39	-£81.76	-£182.50
Average Senior Care Worker (London)	£580.82									
Difference	-£169.76	-£35.82	-£130.82	-£133.68	-£240.00	£771.18	-£227.56	-£61.67	-£230.82	-£331.56

	COLB024	COLB025	COLB027	COLB028	COLB029	COLB030	COLB031	COLB032	COLB034	COLB035
Highest Banding Rate	£423.00	-	£1,352.00	£747.00	£447.14	£683.30	£357.00	£447.14	£397.15	£451.25
Highest Non-banded Fee	-	£360.00	-	-	-	-	-	-	-	-
Highest SL Banding Rate (London)	£561.50									
Difference	-£138.50	-£201.50	£790.50	£185.50	-£114.36	£121.80	-£204.50	-£114.36	-£164.35	-£110.25
Highest SL Banding Rate (England)	£495.12									
Difference	-£72.12	-£135.12	£856.88	£251.88	-£47.98	£188.18	-£138.12	-£47.98	-£97.97	-£43.87
Highest SL Non-banded Fee (London)	£453.19									
Difference	-£30.19	-£93.19	£898.81	£293.81	-£6.05	£230.11	-£96.19	-£6.05	-£56.04	-£1.94
Highest SL Non-Banded Fee (England)	£431.76									
Difference	-£8.76	-£71.76	£920.24	£315.24	£15.38	£251.54	-£74.76	£15.38	-£34.61	£19.49
Average Senior Care Worker (London)	£580.82									
Difference	-£157.82	-£220.82	£771.18	£166.18	-£133.68	£102.48	-£223.82	-£133.68	-£183.67	-£129.57



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

11 commissioning organisation fee rates were below average in 3 or more categories.

12 commissioning organisations fee rates were below average in all 5 categories.

No live-in fee data was provided for 5 commissioning organisation rates cited in the fee uplift data.

This means that **23** out of the **30** commissioning organisation fee rates in the London region **were below** either regional or national averages for highest fee rates for live-in arrangements.



COLB027 provided the *greatest (highest) banded fee* of **£1,352.00**

COLB006 provided the *greatest (highest) non-banded fee rate* **£1022.22**



COLB011 provided the *smallest (lowest) non-banded fees* of **£200.62** per week.

COLB024 provided the *smallest (lowest) banded fees* of **£198** per week.

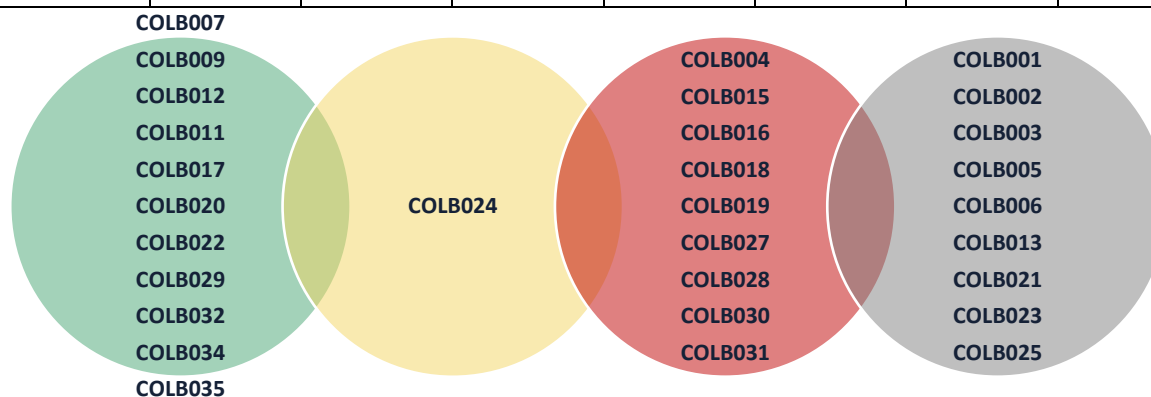
Board and lodgings contributions

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

	COLB001	COLB002	COLB003	COLB004	COLB005	COLB006	COLB007	COLB009	COLB011	COLB012
Board & Lodgings	-	-	-	£55.00	-	-	£75.06	£75.00	£153.04	£74.10
B&L (London)	£69.80									
Difference	-	-	-	-£14.80	-	-	£5.26	£5.20	£83.24	£4.30
B&L (England)	£62.91									
Difference	-	-	-	-£7.91	-	-	£12.15	£12.09	£90.13	£11.19

	COLB013	COLB015	COLB016	COLB017	COLB018	COLB019	COLB020	COLB021	COLB022	COLB023
Board & Lodgings	-	£59.50	£52.41	£76.45	£50.00	£25.00	£70.00	-	£161.90	-
B&L (London)	£69.80									
Difference	-	-£10.30	-£17.39	£6.65	-£19.80	-£44.80	£0.20	-	£92.10	-
B&L (England)	£62.91									
Difference	-	-£3.41	-£10.50	£13.54	-£12.91	-£37.91	£7.09	-	£98.99	-

	COLB024	COLB025	COLB027	COLB028	COLB029	COLB030	COLB031	COLB032	COLB034	COLB035
Board & Lodgings	£ 65.00	-	£ 25.00	£ 60.00	£ 76.45	£ 25.00	£ 62.00	£ 76.40	£ 75.00	£ 73.44
B&L (London)	£69.80									
Difference	-£ 4.80	-	-£ 44.80	-£ 9.80	£ 6.65	-£ 44.80	-£ 7.80	£ 6.60	£ 5.20	£ 3.64
B&L (England)	£62.91									
Difference	£ 2.09	-	-£ 37.91	-£ 2.91	£ 13.54	-£ 37.91	-£ 0.91	£ 13.49	£ 12.09	£ 10.53



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

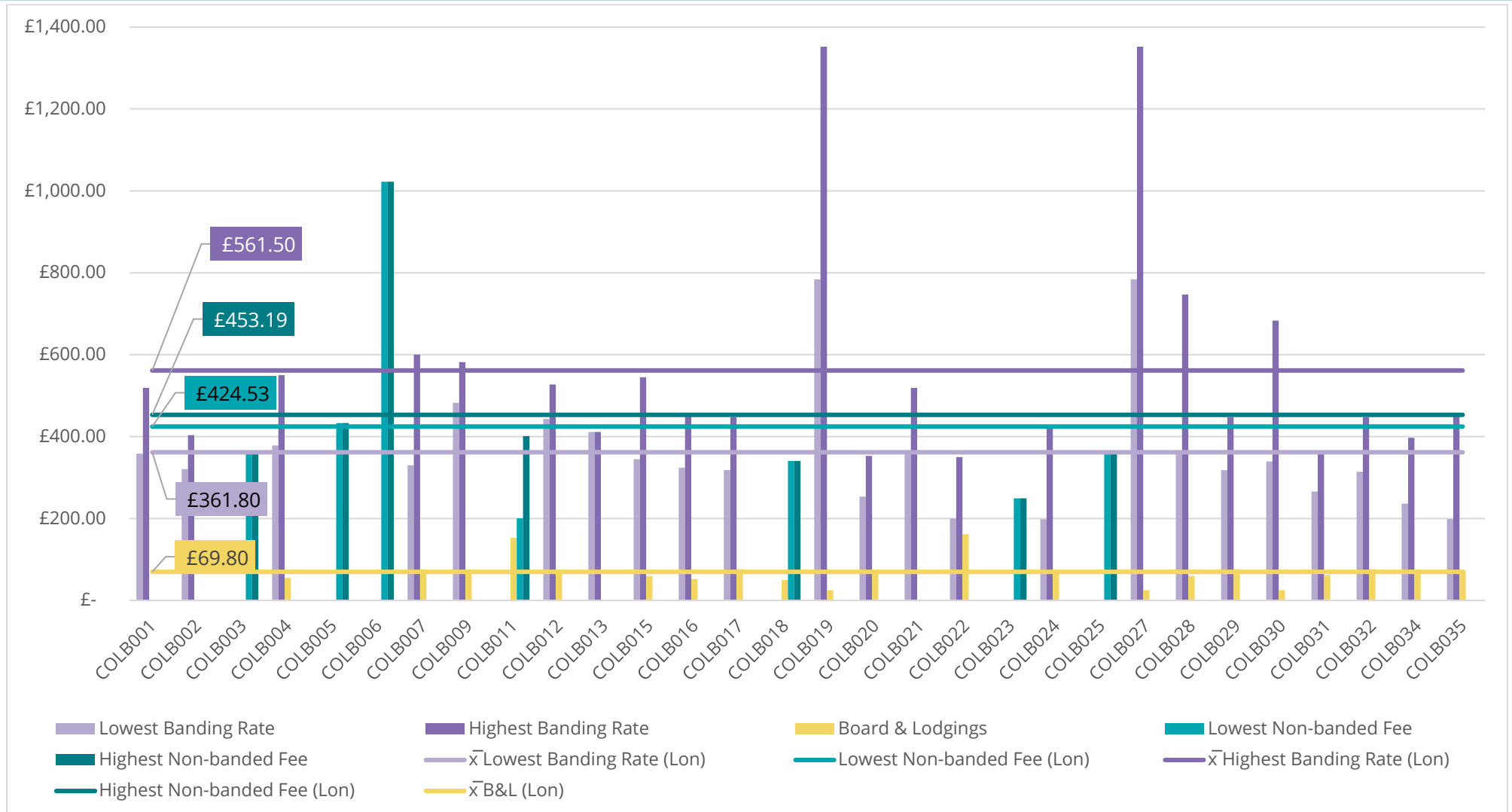
1 commissioning organisation fee rate was below regional average, 3 below national average.

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

No data was submitted for a further 9 commissioning organisation fee rates.

This means that of the **21** commissioning organisation fee rates for whom data was provided, **11 (52%)** were above the English national average board and lodgings contributions.

Regional live-in fees and contributions graph



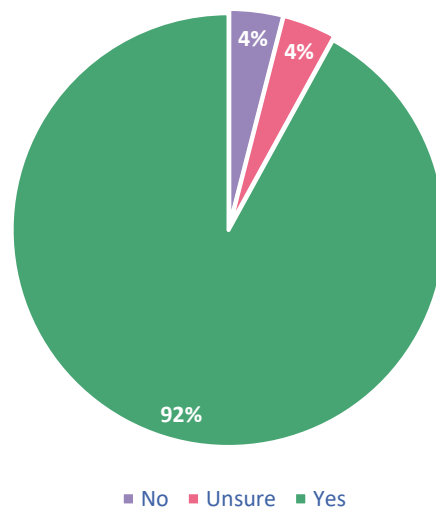
Shared Lives carer survey data

Impact of the cost of living

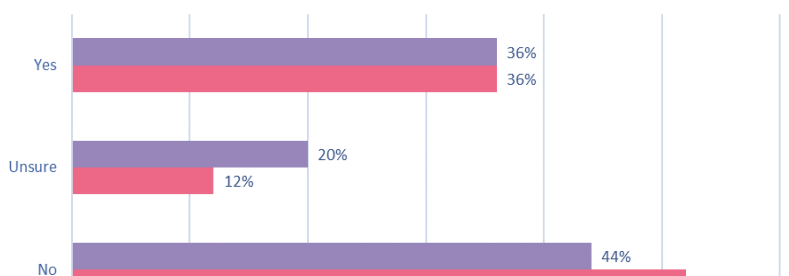
92% of carers who responded to the survey stated that they were affected by cost of living. This is significantly **more than the national average** of **77%** and means that London is the most impacted region.

"It's a daily worry that you have to consider how much you're spending daily on everyday items like food& drink etc. [The] cost of Fuel, heating, electricity, and gas is big major factor for everyone; you are constantly worried about how much it's going to cost when you receive your bills at the end of every month, and you are thinking are their ways you can do it cheaper without comprising the care and support you are delivering."

Have you been significantly impacted by the crisis in the cost of living?



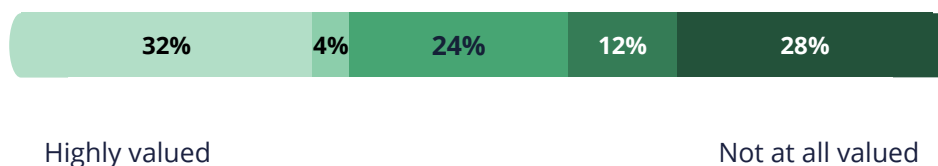
36% of carers said that they have considered leaving Shared Lives due to the cost of living. This is **higher than the national average** of **31%**.



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

"I am worried I may have to give my [supported person] up because I'm not sure I will be able to manage to pay heating bills. I have [been] heavily subsidising from my savings and this has run out. Very stressful."

How valued do Shared Lives carers feel?



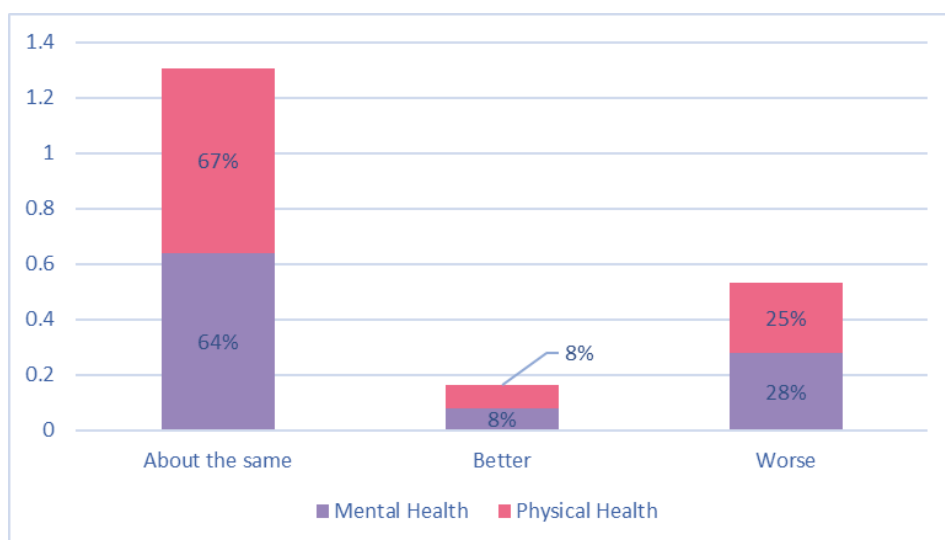
The greatest number of carers who responded to the survey, **40%**, stated that they felt **not very or not at all valued**. This is **higher** than the UK average of **26%**. One carer stated that:

“When exhausted, it is difficult to get over the feeling of being invisible as a Shared lives carer, to those who should know. Every NHS person I’ve come across has not heard of us. Social workers too.”

36% said they felt **highly or somewhat valued**. This is **less than** the UK average of **47%**. One carer described why they did not feel valued, stating:

“[My scheme] gets 5 stars. The team all support us, they know each other’s carer caseloads. The manager provides lots of support with training, carer meetings, always there for you. Excellent after-hours service. The scheme care about the carers as equally as they do the people whom we support.”

Shared Lives carer physical and mental wellbeing



Most Shared Lives carers surveyed in London felt that their health was **about the same** as this time last year.

Is your mental/physical health better or worse than this time last year?

Physical health

- ⇒ **8%** of carers felt their physical health was **better**, which was **less than** the national average of **10%**.
- ⇒ **67%** felt their physical health was **the same**, which was on par with the national average of **67%**.
- ⇒ **25%** felt their physical health was **worse**, which was **more than** the national average of **22%**.

“[I am] more prone to colds and feeling exhausted.”

Mental health

- ⇒ **8%** of carers felt their mental health was **better**, which was **slightly above** the national average of **7%**.
- ⇒ **64%** felt their mental health was **the same**, which was slightly below the national average of **59%**.
- ⇒ **28%** felt their mental health was **worse**, which was **less than** the national average of **34%**.

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

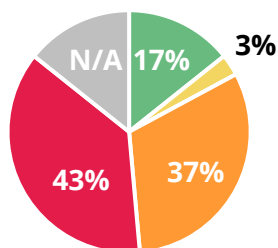
“As always [I’m] worried about finances on everything going up.”

“[I’m] worried about my gas and electric bills.”

Summary

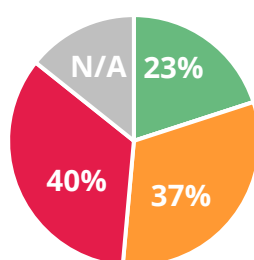
Please note that these figures were accurate as of November 2022.

Lowest Average Fees



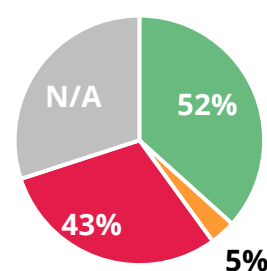
- Above average
- Mostly above average
- Partly below average
- Below average

Highest Average Fees



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

Board & Lodgings



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

"If there are more increases in cost of living, my hand will be forced to give up [caring]. It will break my heart as I am very fond of the person I have looked after for 29 years."

Shared Lives carer, London.

As a region, London has significant room for improvement in all areas of live-in fees and contributions. The lowest and highest fee rates were significantly below both national and regional average. Just under half of commissioning organisation board and lodgings contributions were also below the national and regional average. The lack of financial parity with other regions and care models is reflected by Shared Lives carers in London, who reported that they were significantly more impacted by the cost of living and felt significantly less valued than their counterparts in other areas of the England, Scotland, and Wales.

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

Areas of strength

- Of the 21 commissioning organisation fee rates for whom data was provided, **11 (52%)** were above the English national average board and lodgings contributions.

Areas of development

- **24** out of the **30 (80%)** of commissioning organisation fee rates in the London region were **below** either regional or national averages for lowest fee rates for live-in arrangements.
- **23** out of the **30 (77%)** of commissioning organisation fee rates in the London region were **below** either regional or national averages for highest fee rates for live-in arrangements.
- **10 (48%)** of the 21 commissioning organisation fee rates for whom data was provided were **below** the English national average board and lodgings contributions.

Recommendations

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

Lowest live-in fee rate

Commissioning organisations ensure that they provide a lowest fee rate at or above the average care worker rate for the region: **£434.35**.

25 commissioning organisations provide lowest fee rates that **do not meet** the *average care worker rate* for the region, which is the highest of the regional and national averages. These are:

- | | | |
|-----------|-----------|-----------|
| ⇒ COLB001 | ⇒ COLB016 | ⇒ COLB028 |
| ⇒ COLB002 | ⇒ COLB017 | ⇒ COLB029 |
| ⇒ COLB003 | ⇒ COLB018 | ⇒ COLB030 |
| ⇒ COLB004 | ⇒ COLB020 | ⇒ COLB031 |
| ⇒ COLB005 | ⇒ COLB021 | ⇒ COLB032 |
| ⇒ COLB007 | ⇒ COLB022 | ⇒ COLB034 |
| ⇒ COLB011 | ⇒ COLB023 | ⇒ COLB035 |
| ⇒ COLB013 | ⇒ COLB024 | |
| ⇒ COLB015 | ⇒ COLB025 | |

Highest live-in fee rate

Commissioning organisations ensure that they provide a highest fee rate at or above the average senior care worker rate for the region: **£580.82**.

23 commissioning organisations provide highest fees that **do not meet** the *average senior care worker rate*, which is the highest of the regional and national averages. These are:

⇒ COLB001	⇒ COLB015	⇒ COLB024
⇒ COLB002	⇒ COLB016	⇒ COLB025
⇒ COLB003	⇒ COLB017	⇒ COLB029
⇒ COLB004	⇒ COLB018	⇒ COLB031
⇒ COLB005	⇒ COLB020	⇒ COLB032
⇒ COLB011	⇒ COLB021	⇒ COLB034
⇒ COLB012	⇒ COLB022	⇒ COLB035
⇒ COLB013	⇒ COLB023	

Board and lodgings contributions

All commissioning organisations increase the board and lodgings contributions to at or above the regional board and lodgings average of **£69.80**.

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

⇒ COLB004	⇒ COLB016	⇒ COLB030
⇒ COLB018	⇒ COLB016	⇒ COLB031
⇒ COLB019	⇒ COLB024	
⇒ COLB015	⇒ COLB028	

Appendix: Carer voices in the London region

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

What Shared Lives carers enjoy the most about Shared Lives:

- ∞ *"I have been fortunate in that my two long-term placements have been with people who were wonderful, who just needed nurturing, like us all."*
- ∞ *"Not working a routine 9-5, every day is different."*
- ∞ *"Self-employed has always suited me".*
- ∞ *"Seeing the people, I support enjoy life to their fullest. Sharing each other's company."*
- ∞ *"Seeing the people develop new skills, try new experiences, have fun."*
- ∞ *"One young adult really developed his confidence whilst with me. I asked, how would you like me to introduce us to others? (I find carer or support worker can feel quite condescending to young adults I've supported). "Just tell them we're housemates" he said. I think that description sums up how I feel about shared lives. Having housemates in my life who still stay in touch when they've moved on. I also enjoy being a good role model, advisor, empowering others, caring and the opportunity to really get to know and adapt to peoples differing needs and personalities."*
- ∞ *"I enjoy seeing my client become more confident and learning to do small tasks. Most of all in the knowledge that my home provides a safe and happy haven for her."*
- ∞ *"Knowing that I am supporting someone in need. Witnessing their happiness is very rewarding."*
- ∞ *"Being able to draw from my work and life experiences / knowledge to support someone in need."*

- ∞ *"Moving from a foster carer to a shared lives carer was the best thing I have done I have been caring for my young person for 20 years she is a part of our family."*
- ∞ *"Rewarding. If the matching is good, it is perfect having people around."*
- ∞ *"Making a difference to the life of the person I care for."*
- ∞ *"Able to care for those who need help and using my time to support the vulnerable and make difference in their lives."*
- ∞ *"Making a difference to lives."*
- ∞ *"Love caring for people and helping it is a wonderful thing to do it is nice helping others and caring make me smile and happy."*
- ∞ *"Catering for vulnerable adults."*
- ∞ *"The satisfaction I get from being my [supported persons] voice to assist him in health matters and seeing how happy he is in a safe and nurturing environment. I take pride in how far we have come together."*
- ∞ *"The flexibility and ability to work from home that it offers."*
- ∞ *"I know I'm making a difference to someone who may have otherwise been excluded from living in a family home."*
- ∞ *"I enjoy the fact that each day is different, and I can face new challenges, no time to get bored!"*
- ∞ *"It is gratifying to see a young person who was so unsettled become so happy."*
- ∞ *"Being able to support someone with needs to live a life as normal as possible. Ensuring that they feel part of the community where they live."*
- ∞ *"Knowing we are supporting someone to be as independent as they possibly can."*

What Shared Lives carers find most difficult about Shared Lives:

- ∞ *"The constancy of it all can be a bit hard at times, especially as you start to get older yourself. It is a big responsibility. Sometimes as you get older yourself, you start to feel a bit more anxious about your own abilities."*

- ∞ *"Being a solo carer can be challenging sometimes. The responsibility being 24/7 can be exhausting."*
- ∞ *"People outside of family and friends not knowing about what Shared Lives is. I don't need a 'work' identity as such, but I think what we do is very undervalued as a profession because so many, even in adult social care and NHS don't know about shared lives. I think we are more than 'carers', most people in the care sector go home at the end of a shift. Etc."*
- ∞ *"We are the 'invisible' service that is more than just a service."*
- ∞ *"Not being able to see my own family or friends, especially at festive times. Giving up my own children's needs for the sake of [the people I support]. Not having personal space or being able to spontaneously go out whenever I want too. Personal freedom."*
- ∞ *"Balancing family life and the demands of the role."*
- ∞ *"Cost of living/expenses."*
- ∞ *"Losing freedom"*
- ∞ *"Lack of privacy"*
- ∞ *"Sometime working from home is like isolation."*
- ∞ *"Worrying about money and whether I can afford to heat my property adequately."*
- ∞ *"The fact that it's a 24/7 role at times and the pay doesn't reflect this undertaking."*
- ∞ *"Your life isn't your own we can only do what we want when we use our respite."*
- ∞ *"Making ends meet financially."*
- ∞ *"Working with LA and getting what is entitled to our young person which can be frustrating."*

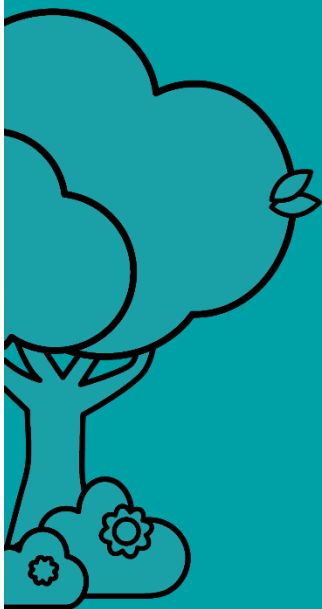
What Shared Lives carers would like schemes to do better:

- ∞ *"I think I am part of a very well-run and supported Scheme. I think, the main issues going forward are probably going to centre around pay as all the councils are*

squeezed at the same time as clients are presenting as older and/or with more complex needs."

- ∞ *"Help with paperwork"*
- ∞ *"[Our scheme] could do with learning from other successful schemes. I think they could benefit from including carers in policy reviews, staff interview process, new carer Panel meetings etc."*
- ∞ *"They are basically the middle men for the authority, with no real say in anything. Certainly not of benefit to carers. I am fortunate to have had the opportunity to work for a scheme with an 'outstanding' rating, so can objectively make comparisons."*
- ∞ *[Our scheme] is excellent for the carers. The Manager /Director doesn't give up and is consistently asking commissioners for more pay for the carers, and ensures the business is cost effective and financially secure. She pays respite for 4 weeks (28 days) a year."*
- ∞ *"Tell you more about your entitlements in person, individually, instead of leaving it up to us to trawl through information."*
- ∞ *"Explore possibilities of matching Shared Lives carers skills / experiences / knowledge with areas of needs & demands on the social care services in the local authority."*
- ∞ *"Support Shared Lives carers to be paid when they are taking respite breaks from their caring roles. Not paying SL Carers during respite break means some carers won't take breaks as they are reliant on the SL income to run their households. In the long run, this can result in carer's burn-out."*
- ∞ *"Shared Lives Scheme to be reaching out to Shared Lives Carers for innovative/ creative ideas to support shared lives service-users. Shared Lives Schemes appear to be limited to limited models. Shared Lives Carers are people with wealth of experience and knowledge from different fields of work."*
- ∞ *"Be clear about our roles, duties (what we can do or cannot do). Sometimes, our house/job is confused with a care home. It is our lives, our homes. If you think the individual needs are high do not accept referrals. Don't expect more from us."*

- ∞ *"My main problem is having support worker. My daughter is at Uni, my second support is at full time work. So, I end up staying at home. Even when I ask my support carer's help, I am paying from my pocket."*
- ∞ *"Paid holidays would be nice. It's great that they pay council too."*
- ∞ *"Be more consistent. Make sure everything is recorded and put on record, so I do not have to keep repeating every time there is new member if staff."*
- ∞ *"Create a tiered payment approach according to needs of person you foster."*
- ∞ *"Give me increase in pay that is index linked and goes up in line with inflation."*
- ∞ *"Have consistency in their staff training."*
- ∞ *"I feel commissioners and directors should be more involved with carers. The scheme should ensure this happens at least twice per year. They should also be ensuring they negotiate regular pay increases with the local authority on our behalf."*
- ∞ *"More support. We have not had an increase in pay for years. The day care service for the young man was cut back from 5 days to 2 days weekly. We are not paid for the extra days he is at home even though he cannot be left home alone or go out on his own."*





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