



Yorkshire and Humber 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 12 Shared Lives schemes in Yorkshire and the Humber in November 2022. According to data provided by Shared Lives schemes, care was commissioned by 16 commissioning organisations. There are 18 data reference codes for Yorkshire and the Humber. Shared Lives schemes provided <u>fee uplift</u> information but no other data for 2 fee rates. Shared Lives schemes provided more detailed information about 16 different commissioning organisation fee rates, which are cited in the data below.
BANDINGS AND NON-BANDINGS	Of the 16 commissioning organisation fee rates in Yorkshire and the Humber: ⇒ 11 are banded. ⇒ 5 are not banded.
LOWEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>smallest</u> lowest live-in fee rate was £182.73. The <u>greatest</u> lowest live-in fee rate was £648.61. 6 out of the 16 (38%) commissioning organisation fee rates in Yorkshire and the Humber were below all other comparative fee rates for lowest fee rates for live-in arrangements.

HIGHEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>smallest</u> highest live-in fee rate was £365.89. The <u>greatest</u> highest live-in fee rate was £750.68. 7 out of the 16 (44%) commissioning organisation fee rates in Yorkshire and the Humber were above all comparative averages for highest fee rates for live-in arrangements.
BOARD AND LODGINGS	⇒ 7 out of 14 (50%) commissioning organisation board and lodgings contributions were above national and regional average. ⇒ 7 out of 14 (50%) commissioning organisation board and lodgings contributions were below national average.
FEE INCREASES	⇒ 17 (94%) of commissioning organisation fee rates were uplifted after April 2022. ⇒ 1 (6%) of commissioning organisation fee rates had not been uplifted for more than 10 years.
CARER SURVEY STATISTICS	Of the 42 Shared Lives carers in Yorkshire and the Humber who responded to the survey: ⇒ 77% of carers were affected by cost of living, the same as the national average. ⇒ 30% of carers said that they have considered leaving Shared Lives due to the cost of living, more or less on par with the national average. ⇒ 53%, said they somewhat or highly valued, more than the national average of 47% ⇒ 20% of carers stated that they not very or not at all valued, which is less than the national average of 27%

Recommendations

1. All commissioning organisations increase the board and lodgings contributions to at or above the national **board and lodgings** average of **£62.91**.
2. Commissioning organisations ensure that they provide a **lowest live-in fee** rate at or above lowest non-banded fee rate for the region: **£443.77**.
3. Commissioning organisations ensure that they provide a **highest live-in fee** rate at or above the highest banding rate for region: **£572.01**.

Introduction

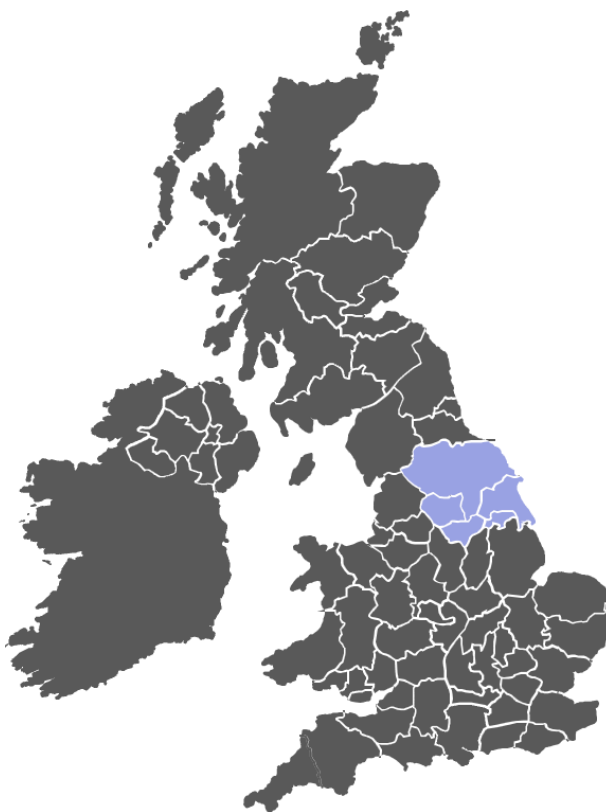
“This was a change of career for me. During lockdown and the weeks after I realised just how beneficial my sisters work was. How what she does makes a huge positive impact on her [supported people’s] lives. This brought me to tears and a real connection with her [supported people]. I never expected to be looking after them myself. When she announced her semi-retirement it seemed like the logical thing to do. The lads have kept in our family, and we are incredibly blessed to have them.”

“The [fees] are not generic across the board. There should be proper [funding] scales across the whole shared lives schemes.”

Shared Lives carers, Yorkshire, and the Humber.

Shared Lives carers in Yorkshire and the Humber 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 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 Yorkshire and the Humber. **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:

1. A care and support fee,
2. A board and lodgings contribution,
3. A rent contribution (not included in this report).

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

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

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

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

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

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

Lowest and highest fees

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

Data report codes

Each commissioning organisation (such as a local authority/council) has been assigned a data report code, e.g., COYH001.

This allows commissioning organisations to remain anonymous, whilst enabling 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

Yorkshire and the Humber 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 Yorkshire and the Humber was £19,900 per annum or **£337.58** per week.

The **average local authority senior care worker salary** in Yorkshire and the Humber was £25,300 per annum or **£408.20** per week.

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

Scheme and carer response rates

Shared Lives schemes

In **November 2022**, there were **12** Shared Lives schemes covering the East Riding of Yorkshire, North Yorkshire (excluding Tees Valley), South Yorkshire, West Yorkshire, North Lincolnshire, and North East Lincolnshire (see map below):

- | | |
|---|--------------------------|
| ⇒ Avalon Shared Lives | ⇒ Kirklees Shared Lives |
| ⇒ Barnsley Shared Lives | ⇒ Leeds Shared Lives |
| ⇒ Bradford Shared Lives | ⇒ Rotherham Shared Lives |
| ⇒ Calderdale Shared Lives | ⇒ Sheffield Shared Lives |
| ⇒ East Riding of Yorkshire Shared Lives | ⇒ St Annes Shared Lives |
| ⇒ Hull Shared Lives | ⇒ Wakefield Shared Lives |

100% of schemes in Yorkshire and the Humber **provided some data** to the Invaluable survey.



Shared Lives carers

In **November 2022**, there were **310** Shared Lives Plus carer members in Yorkshire and the Humber. Of these, **47** Shared Lives carers responded to the carer survey.

This equates to 15% of the Shared Lives Plus carer members in Yorkshire and the Humber.

About the commissioning organisations

There are **16 commissioning organisations** in Yorkshire and the Humber according to data submitted by 12 schemes in **November 2022**. These are:

- ⇒ Barnsley Borough Council
- ⇒ Bradford City Council
- ⇒ Calderdale Borough Council
- ⇒ City of York Council
- ⇒ Doncaster Borough Council
- ⇒ East Riding of Yorkshire Council
(Commissions care from 2 schemes)
- ⇒ Hull City Council
- ⇒ Kirklees Borough Council
- ⇒ Leeds City Council
- ⇒ NHS Trust/Local NHS (Bradford Scheme)
- ⇒ NHS trust/Integrated Care System (ICS) - East Riding
- ⇒ NHS trust/ICS - Kirklees
- ⇒ NHS trust/ICS - Bradford
- ⇒ Rotherham Borough Council
- ⇒ Sheffield City Council
(Commissions care from 2 schemes)
- ⇒ Wakefield City Council

Banded and non-banded commissioning organisations

There are **18** data reference codes for fee rates in Yorkshire and the Humber.

However, there are **16** commissioning organisation *live-in fee rates* (or data reference codes) in total for the **16** commissioning organisations.

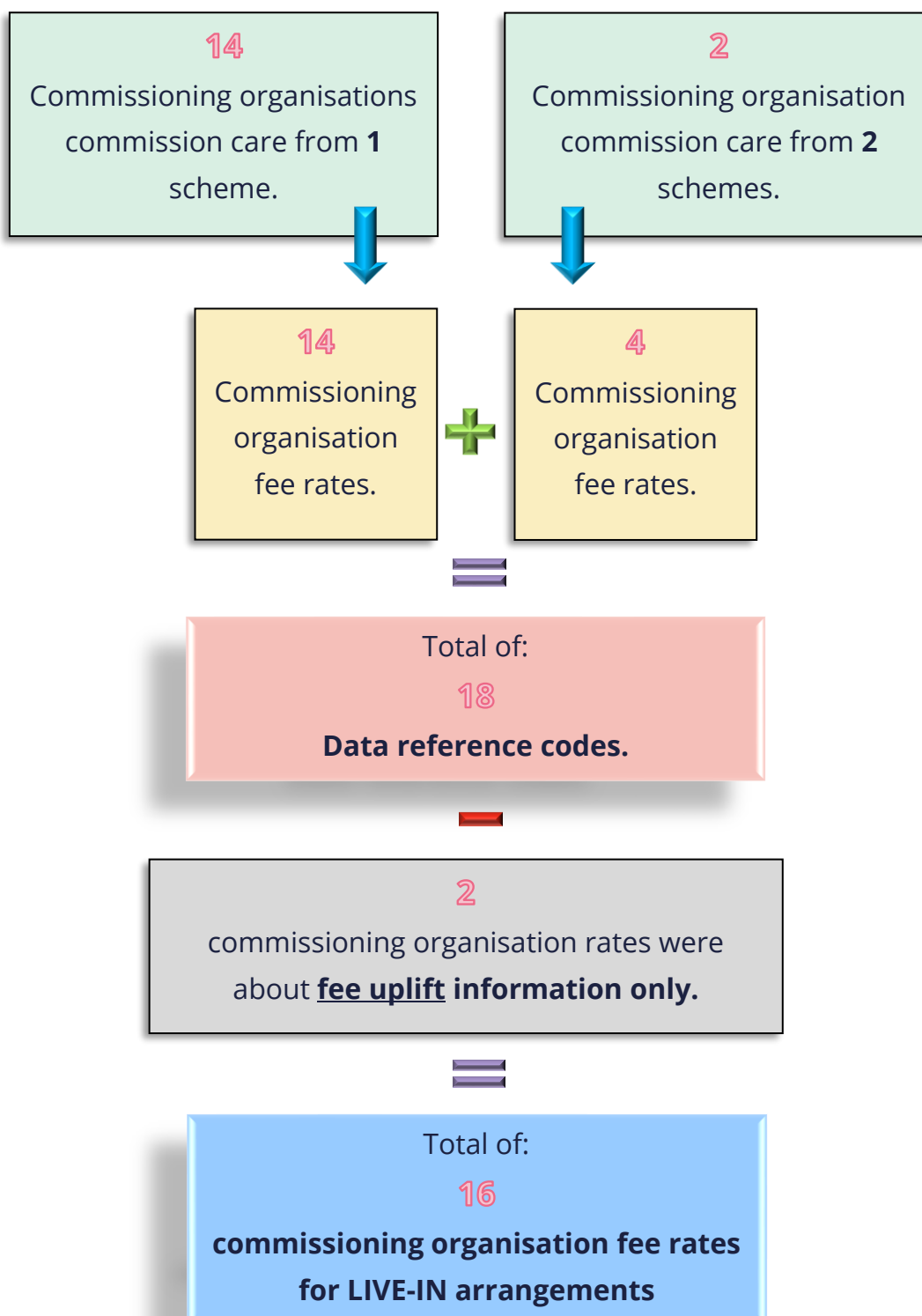
See the flow chart on the following page for why this is the case.

In terms of banding:

Of the **16** commissioning organisation fee rates in Yorkshire and the Humber, **11 are banded, and 5 are not banded.**

Data reference codes for commissioning organisations

Whilst there are **16** commissioning organisations in Yorkshire and the Humber, there are **18** data reference codes in total. **16** commissioning organisation fee rates are cited in the live-in fee rate data tables (lowest and highest fees).



Fee uplifts

Of the **18** commissioning organisation rates in Yorkshire and the Humber about whom uplift data was provided:

⇒ **17 (94%)** of commissioning organisation fee rates were **uplifted after April 2022**.

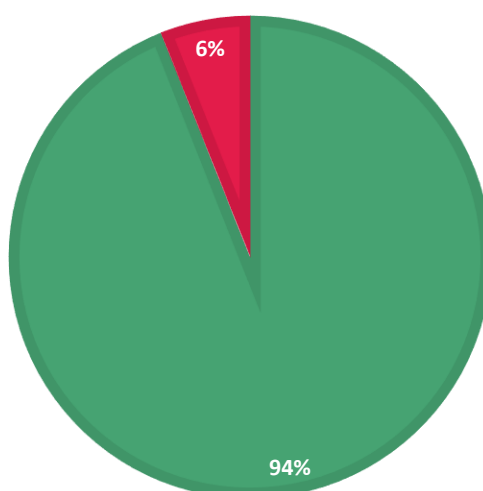
- | | | |
|-----------|-----------|-----------|
| ○ COYH001 | ○ COYH008 | ○ COYH014 |
| ○ COYH002 | ○ COYH009 | ○ COYH015 |
| ○ COYH003 | ○ COYH010 | ○ COYH016 |
| ○ COYH004 | ○ COYH011 | ○ COYH017 |
| ○ COYH005 | ○ COYH012 | ○ COYH018 |
| ○ COYH006 | ○ COYH013 | |

⇒ **1 (6%)** of commissioning organisation fee rates had not been uplifted for **more than 10 years**.

- COYH007

FEE UPLIFTS YORKSHIRE AND THE HUMBER

■ After April 2022 ■ More than 10 years

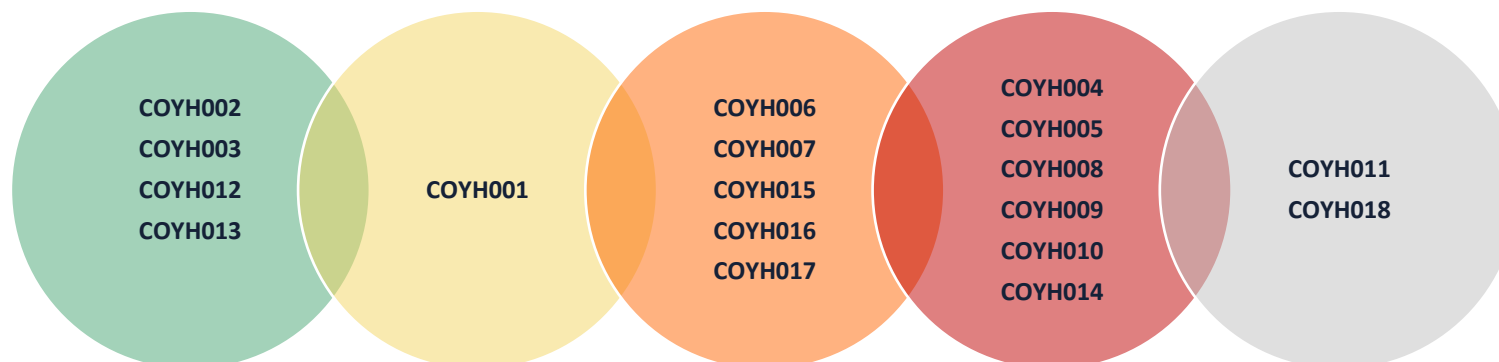


Lowest average live-in fee rates

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

	COYH001	COYH002	COYH003	COYH004	COYH005	COYH006	COYH007	COYH008
Lowest Banding Rate	£405.58	£508.86	-	£182.73	£307.00	£341.80	-	£244.64
Lowest Non-banded Fee	-	-	£483.95	-	-	-	£365.89	-
Lowest Shared Lives banded rate (Y & H)	£332.75							
Difference	£72.83	£176.11	£151.20	-£150.02	-£25.75	£9.05	£33.14	-£88.11
Lowest Shared Lives banded rate (Eng)	£324.57							
Difference	£81.01	£184.29	£159.38	-£141.84	-£17.57	£17.23	£41.32	-£79.93
Lowest SL non-banded rate (Y & H)	£443.77							
Difference	-£38.19	£65.09	£40.18	-£261.04	-£136.77	-£101.97	-£77.88	-£199.13
Lowest SL non-banded rate (Eng)	£401.48							
Difference	£4.10	£107.38	£82.47	-£218.75	-£94.48	-£59.68	-£35.59	-£156.84
Average Care Worker (Y & H)	£337.58							
Difference	£68.00	£171.28	£146.37	-£154.85	-£30.58	£4.22	£28.31	-£92.94

	COYH009	COYH010	COYH012	COYH013	COYH014	COYH015	COYH016	COYH017
Lowest Banding Rate	£306.65	-	-	-	£306.65	£390.99	£334.80	£330.54
Lowest Non-banded Fee	-	£276.31	£648.61	£444.11	-	-	-	-
Lowest Shared Lives banded rate (Y & H)	£332.75							
Difference	-£26.10	-£56.44	£315.86	£111.36	-£26.10	£58.24	£2.05	-£2.21
Lowest Shared Lives banded rate (Eng)	£324.57							
Difference	-£17.92	-£48.26	£324.04	£119.54	-£17.92	£66.42	£10.23	£5.97
Lowest SL non-banded rate (Y & H)	£443.77							
Difference	-£137.12	-£167.46	£204.84	£0.34	-£137.12	-£52.78	-£108.97	-£113.23
Lowest SL non-banded rate (Eng)	£401.48							
Difference	-£94.83	-£125.17	£247.13	£42.63	-£94.83	-£10.49	-£66.68	-£70.94
Average Care Worker (Y & H)	£408.20							
Difference	-£30.93	-£61.27	£311.03	£106.53	-£30.93	£53.41	-£2.78	-£7.04



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

1 was above average in comparison to all but 1 average.

5 were below average in 2 or more comparative averages.

6 were below average in all 5 comparative categories.

No data was submitted for 2 commissioning organisation fee rates.

This means that 6 out of the 16 (38%) commissioning organisation fee rates in Yorkshire and the Humber were **below all other comparative fee rates** for lowest fee rates for live-in arrangements.



COYH012 provided the *greatest (lowest) non-banded* live-in fee of **£648.61**

COYH002 provided the *greatest (lowest) banded* live-in fee of **£508.86**



COYH010 provided the *smallest (lowest) non-banded* live-in fee of **£276.31**

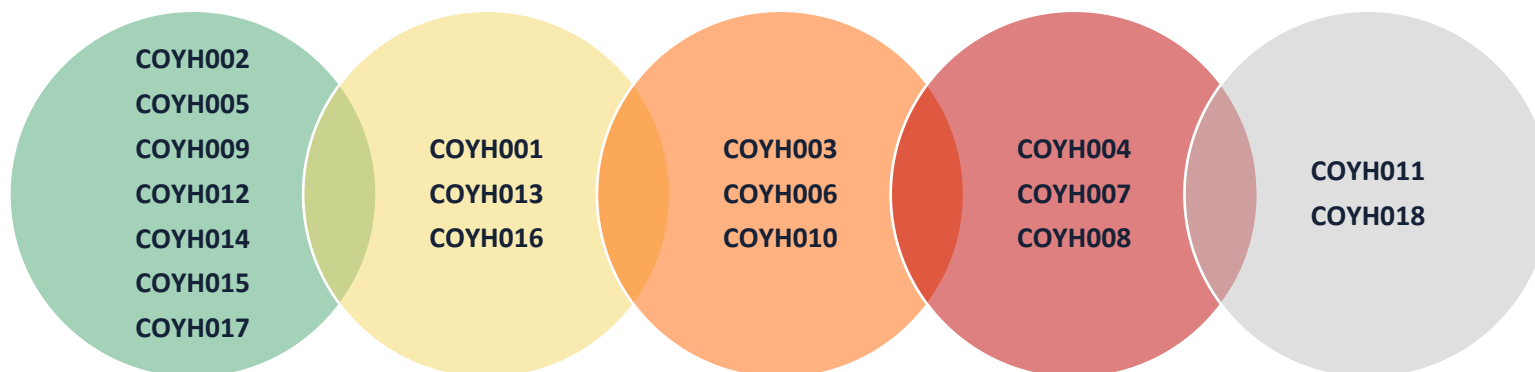
COYH004 provided the *smallest (lowest) banded* live-in fee of **£182.73**

Highest average live-in fee rates

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

	COYH001	COYH002	COYH003	COYH004	COYH005	COYH006	COYH007	COYH008
Highest Banding Rate	£565.24	£589.63	-	£369.53	£676.00	£492.90	-	£400.05
Highest Non-banded Fee	-	-	£483.95	-	-	-	£365.89	-
Highest Shared Lives banded rate (Y & H)	£572.01							
Difference	-£6.77	£17.62	-£88.06	-£202.48	£103.99	-£79.11	-£206.12	-£171.96
Highest Shared Lives banded rate (Eng)	£495.12							
Difference	£70.12	£94.51	-£11.17	-£125.59	£180.88	-£2.22	-£129.23	-£95.07
Highest SL non-banded rate (Y & H)	£498.60							
Difference	£66.64	£91.03	-£14.65	-£129.07	£177.40	-£5.70	-£132.71	-£98.55
Highest SL non-banded rate (Eng)	£431.76							
Difference	£133.48	£157.87	£52.19	-£62.23	£244.24	£61.14	-£65.87	-£31.71
Average Senior Care Worker (Y & H)	£408.20							
Difference	£157.04	£181.43	£75.75	-£38.67	£267.80	£84.70	-£42.31	-£8.15

	COYH009	COYH010	COYH012	COYH013	COYH014	COYH015	COYH016	COYH017
Highest Banding Rate	£638.04	-	-	-	£638.04	£621.19	£550.82	£750.68
Highest Non-banded Fee	-	£444.72	£648.61	£549.85	-	-	-	-
Highest Shared Lives banded rate (Y & H)	£572.01							
Difference	£66.03	-£127.29	£76.60	-£22.16	£66.03	£49.18	-£21.19	£178.67
Highest Shared Lives banded rate (Eng)	£495.12							
Difference	£142.92	-£50.40	£153.49	£54.73	£142.92	£126.07	£55.70	£255.56
Highest SL non-banded rate (Y & H)	£498.60							
Difference	£139.44	-£53.88	£150.01	£51.25	£139.44	£122.59	£52.22	£252.08
Highest SL non-banded rate (Eng)	£431.76							
Difference	£206.28	£12.96	£216.85	£118.09	£206.28	£189.43	£119.06	£318.92
Average Senior Care Worker (Y & H)	£408.20							
Difference	£229.84	£36.52	£240.41	£141.65	£229.84	£212.99	£142.62	£342.48



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

3 commissioning organisation fee rates were above average in all but 1 comparative category.

3 commissioning organisation fee rate was below average in 2 or more comparative categories.

3 commissioning organisation fee rates were below average in all 5 comparative categories.

No data was submitted for 2 commissioning organisations fee rates.

This means that 7 out of the 16 (44%) commissioning organisation fee rates in Yorkshire and the Humber were above all comparative averages for highest fee rates for live-in arrangements.



COYH012 provided the *greatest (highest) non-banded fee rate* of £648.61.

COYH017 provided the *greatest (highest) banded fee rate* of £750.68



COYH007 provided the *smallest (lowest) non-banded fees* of £365.89

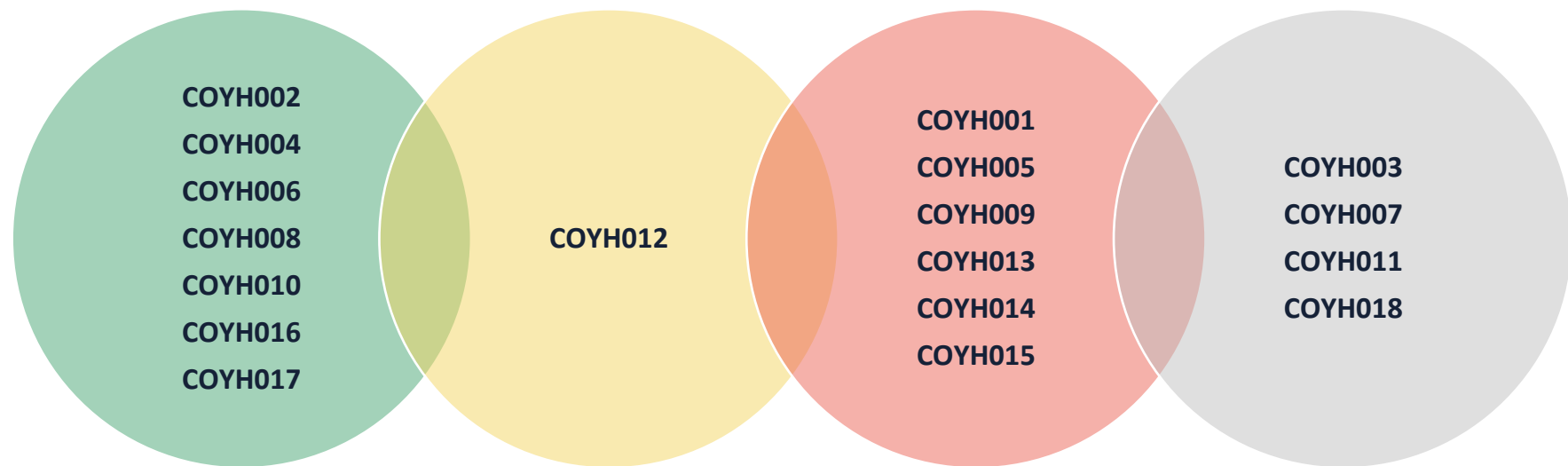
COYH004 provided the *smallest (lowest) banded fees* of £369.53

Board and lodgings contributions

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

	COYH001	COYH002	COYH003	COYH004	COYH005	COYH006	COYH007	COYH008
Board & Lodgings	£50.00	£63.39	-	£65.00	£49.00	£90.00	-	£65.76
Board & Lodgings (Y & H)	£56.42							
Difference	-£6.42	£6.97	-	£8.58	-£7.42	£33.58	-	£9.34
Board & Lodgings (England)	£62.91							
Difference	-£12.91	£0.48	-	£2.09	-£13.91	£27.09	-	£2.85

	COYH009	COYH010	COYH012	COYH013	COYH014	COYH015	COYH016	COYH017
Board & Lodgings	£41.15	£141.10	£59.04	£45.47	£41.15	£50.00	£78.70	£63.00
Board & Lodgings (Y & H)	£56.42							
Difference	-£15.27	£84.68	£2.62	-£10.95	-£15.27	-£6.42	£22.28	£6.58
Board & Lodgings (England)	£62.91							
Difference	-£21.76	£78.19	-£3.87	-£17.44	-£21.76	-£12.91	£15.79	£0.09



7 commissioning organisation board and lodgings contributions were above national and regional averages.

1 commissioning organisation board and lodgings contribution was above the regional average, but below the English average.

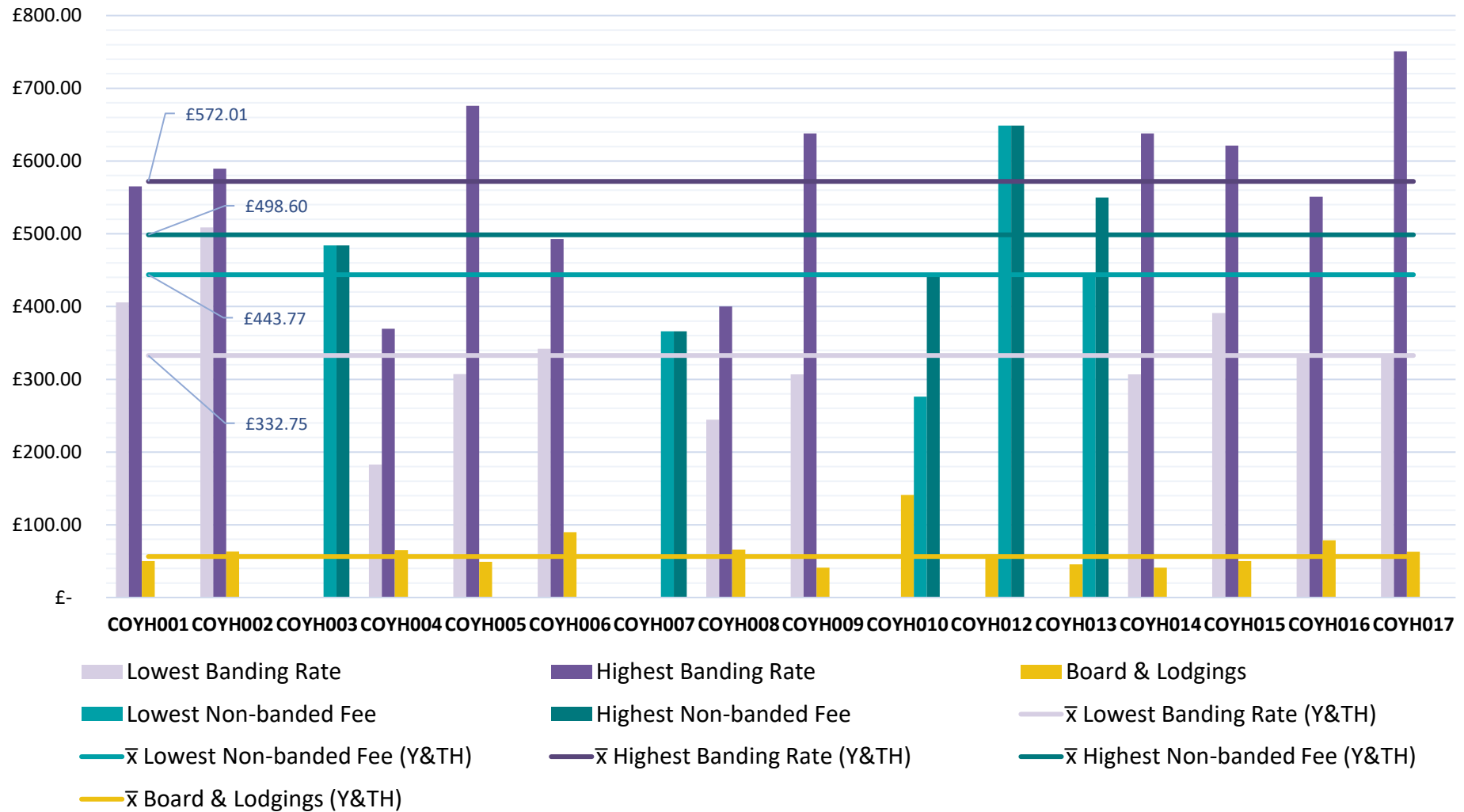
6 commissioning organisation board and lodgings contributions were below both national and regional averages.

No data was provided for 4 commissioning organisation board and lodgings contributions.

7 out of 14 (50%) commissioning organisation board and lodgings contributions were above national and regional average.

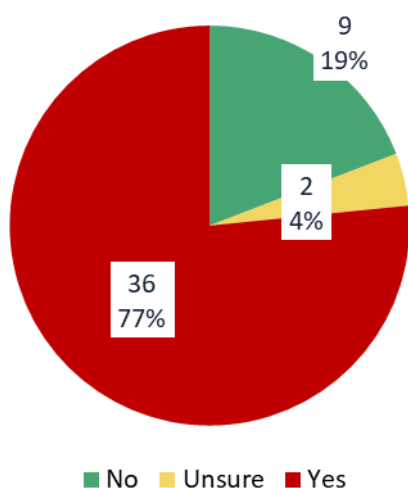
7 out of 14 (50%) commissioning organisation board and lodgings contributions were below national average.

Regional live-in fees and contributions graph



Shared Lives carer survey data

Impact of the cost of living



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

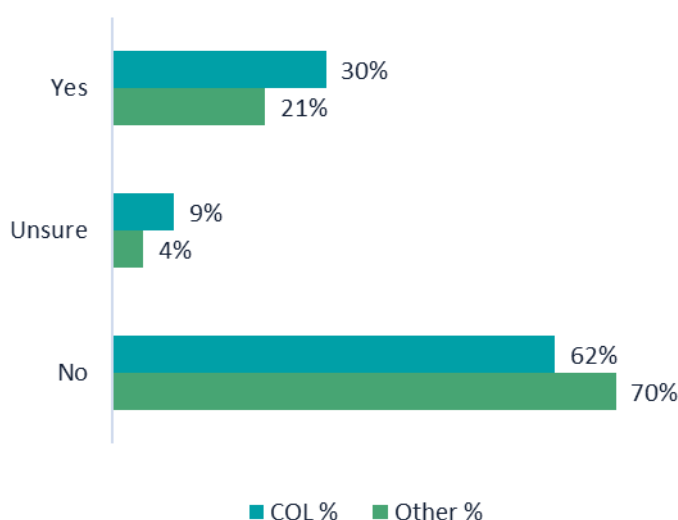
77% of carers who responded to the survey stated that they were affected by cost of living, the **same** as the national average:

"The rising cost of food and my energy bill [are worrying to me]. I look after a gentleman who is heavily incontinent at bedtime, so washing machine is on constantly. My little group are vulnerable to the cold so heating going on is not an option. We take them to day service 3 times a week but again rising fuel cost is another worry."

30% of carers said that they have considered leaving Shared Lives due to the cost of living, which is **more or less on par** with the national average of **31%**:

"If we didn't consider the young man we care for as family... he came to us as a foster child when he was 6.... I wouldn't still be a carer... it's just too expensive."

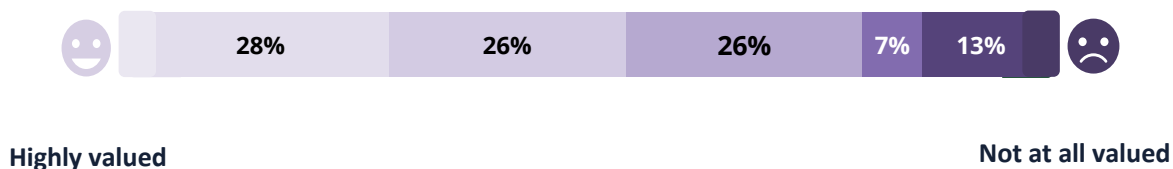
"I did get another job but love what i do now so didnt take the job in the end. Still considering a new job."



Have you considered stopping work as a Shared Lives carer due to COL or Other?

How valued do Shared Lives carers feel?

The greatest number of carers who responded to the survey, **53%**, said they somewhat or highly valued, as seen in the graphic below. This is **more than the national average** of **47%**:

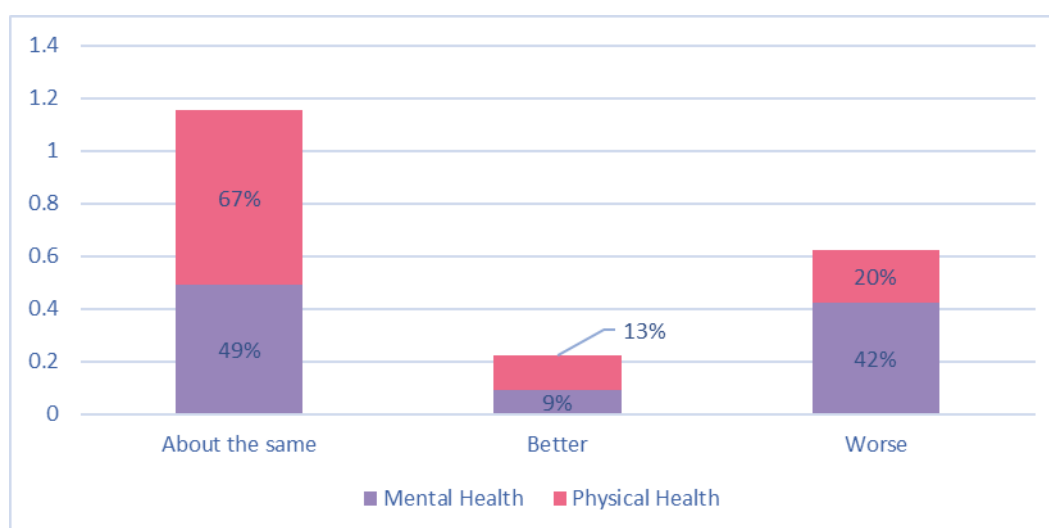


"I feel that the support I receive [from the scheme] is on point. If any problems arise, everyone who supports me is just a phone call away and would come out to visit at the earliest convenience possible."

20% of carers stated that they not very or not at all valued, which is **less than the national average** of **27%**.

"Don't think you get the recognition you deserve not seen as a professional like you would say if you were a nurse."

Shared Lives carer physical and mental wellbeing



Most Shared Lives carers surveyed in Yorkshire and the Humber felt that their health was about the same as last year.

Physical health

- ⇒ **13%** of carers felt their physical health was **better**, which was **above** the national average of **10%**.
- ⇒ **67%** felt their physical health was **the same**, which was on par with the national average of **67%**.
- ⇒ **20%** felt their physical health was **worse**, which was **lower than** the national average of **22%**.

Mental health

- ⇒ **9%** of carers felt their mental health was **better**, which was **slightly above** the national average of **7%**.
- ⇒ **49%** felt their mental health was **the same**, which was less than the national average of **59%**.
- ⇒ **42%** felt their mental health was **worse**, which was **more than** the national average of **34%**. One carer said of their mental health:

“The struggles over the last couple of years has had an impact on the young adult in my care which has a knock-on effect to me as we are on our own.”

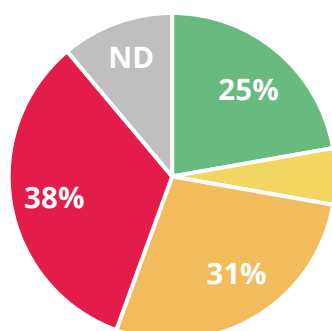
Several carers in Yorkshire and the Humber identified **financial concerns** as a key cause of mental and physical ill health:

“[I am struggling] financially, leading to an emotional and psychological impact on my mental health.”

Summary

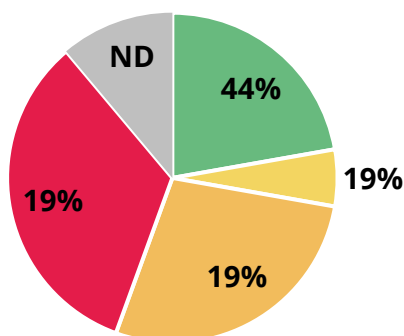
Please note that the summary is based on figures from November 2022 and may not reflect current rates.

Lowest Average Fees



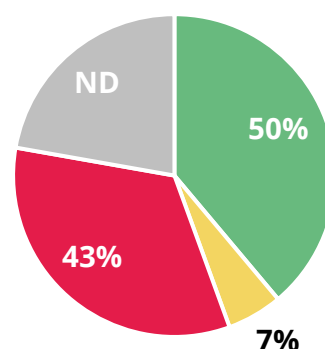
■ Above average
■ Mostly above average
■ Partly below average
■ Below average

Highest Average Fees



■ Above average
■ Mostly above average
■ Partly below average
■ Below average

Board & Lodgings



■ Above average
■ Partly below average
■ Below average
■ No Data

“This is an AMAZING SERVICE, and SO under [funded] and under advertised. More families need to know about this service. It's widely known about fostering services. More need to know about SHARED LIVES.”

Shared Lives carer, Yorkshire, and the Humber

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 Yorkshire and the Humber. 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 Yorkshire and the Humber raise their fees and contributions to meet or exceed the comparative averages outlined in the recommendations section.

Areas of strength

- ⇒ 7 out of the 16 (44%) commissioning organisation fee rates in Yorkshire and the Humber were **above all comparative averages** for highest fee rates for live-in arrangements.
- ⇒ 7 out of 14 (50%) commissioning organisation board and lodgings contributions were **above** national and regional **average**.

Areas of development

There were several commissioning organisations in Yorkshire and the Humber whose rates **fell below** all comparative averages.

Most notably:

- ⇒ 6 out of the 16 (38%) commissioning organisation fee rates in Yorkshire and the Humber were **below all other comparative fee rates** for lowest fee rates for live-in arrangements.
- ⇒ 7 out of 14 (50%) commissioning organisation board and lodgings contributions were **below** national **average**.

Recommendations

Lowest and highest live-in care fees

Commissioning organisations ensure that they provide a **lowest live-in fee rate at or above lowest non-banded fee rate for the region: £443.77.**

12 commissioning organisations provide lowest fees that **do not meet** this:

- | | | |
|-----------|-----------|-----------|
| ⇒ COYH001 | ⇒ COYH007 | ⇒ COYH014 |
| ⇒ COYH004 | ⇒ COYH008 | ⇒ COYH015 |
| ⇒ COYH005 | ⇒ COYH009 | ⇒ COYH016 |
| ⇒ COYH006 | ⇒ COYH010 | ⇒ COYH017 |

Commissioning organisations ensure that they provide a **highest live-in fee rate at or above the highest banding rate for region: £572.01.**

9 commissioning organisations provide lowest fees that **do not meet** this:

- | | | |
|-----------|-----------|-----------|
| ⇒ COYH001 | ⇒ COYH006 | ⇒ COYH010 |
| ⇒ COYH003 | ⇒ COYH007 | ⇒ COYH013 |
| ⇒ COYH004 | ⇒ COYH008 | ⇒ COYH016 |

Board and lodgings

All commissioning organisations **increase** the board and lodgings contributions to at or above the national board and lodgings average of **£62.91.**

7 commissioning organisation board and lodging rates fell **below** this:

- | | | |
|-----------|-----------|-----------|
| ⇒ COYH001 | ⇒ COYH012 | ⇒ COYH015 |
| ⇒ COYH005 | ⇒ COYH013 | |
| ⇒ COYH009 | ⇒ COYH014 | |

Appendix: Carer voices in Yorkshire and the Humber

Below are anonymised quotes from Shared Lives carers in Yorkshire and the Humber who responded to the Invaluable survey.

What Shared Lives carers like the most about Shared Lives:

Making a difference

- ∞ *I enjoy seeing the people I support making friends enjoying life being involved in the community and watching them achieve things they thought wasn't possible.*
- ∞ *Supporting individuals to live a fulfilled life and learn new skills, seeing them happy.*
- ∞ *I find the job very rewarding and love making people feel part of our family.*
- ∞ *The flexibility around our family life and knowing the people I care for feel part of our family and enjoy being here when on respite.*
- ∞ *Seeing the pleasure and joy of your [supported person] when they are arriving at your house to participate in doing different activities or even the same activities. Giving the [supported person] choices/options to choose from to gain self confidence and self-esteem. Watching them gain independence in certain areas. Taking your [supported person] out and about in the community to help improve life skills. Sharing the success of learning new skills and achievements."*
- ∞ *I find it very rewarding helping people and it also keeps me active which is good.*
- ∞ *Helping the individual in my care grow as an adult and see the changes over the years.*
- ∞ *The people we see flourish and laugh. And become valued members of our family.*
- ∞ *Love the job. We look after a young man known him since he was 5 now, he is 27 and just fits in lovely with all the family.*
- ∞ *I feel valued and I feel I give an excellent service, the people I support care for are happy and their families are.*

- ∞ *It's a close relationship between myself, the person I support and their family. We make joint decisions about what, when and how we do things (within practical reason). There's little interference from SL staff, but lots of support when needed.*
- ∞ *"My [supported people]. They are an amazing addition to our family. I'm very blessed in that my sister is their respite carer so I can see them and keep contact with them. A hug with my lads at this difficult time is just so special.*
- ∞ *Love the actual role - Spending time with [supported people] being involved with their Lives and them with ours. Best Job ever in that respect.*
- ∞ *I enjoy being able to support giving independence and choices to the people I support to take them to places they like to go holiday's, concerts or just to the pub. I also get great enjoyment with just a smile or a hug.*
- ∞ *Seeing the difference, it makes to the young man (full time-shared lives service user) and for him to be part of our family. That is definitely the most rewarding thing. And also have some flexibility.*
- ∞ *I enjoy empowering my guys to me everyday lives to make more guys independent to enjoy their life, 100%*
- ∞ *Sharing our home and family with someone and helping them to achieve and become the best they can. Providing opportunities for them to experience and seeing them achieve new things. Watching them develop and grow.*
- ∞ *I love the rewards that I get from supporting the people who live with me seeing them develop and progressing with their lives.*
- ∞ *I have been a daycare respite and long-term carer over the years and to see someone blossom in your care is very rewarding and I just love my role.*
- ∞ *Giving the two men that live with me the best and most fantastic life that they should have.*
- ∞ *Being able to provide a safe comfortable family environment for vulnerable people.*
- ∞ *I love it. It's rewarding and seeing our young grow and become more independent.*
- ∞ *I find the work very rewarding & satisfying.*

- ∞ *Shared Lives is a great scheme, and I would recommend anyone who's looking for a companion or just to do it for a job. You'll get great satisfaction, and it's a wonderful job to do.*
- ∞ *I really enjoy caring for people I always have and really enjoy doing it from home.*

Community and scheme support

- ∞ *If I need support I know I can phone and ask*
- ∞ *My shared lives worker is fantastic.*
- ∞ *On the whole we are happy with the support received from our scheme. We have regular reviews and feel that we have a say in the care we provide.*
- ∞ *I always have the support of the Shared Lives Team and it's nice to know it's available.*
- ∞ *They are there by phone or if requested someone will come to the home- regular updates by e mail and checking official documents - training offered.*
- ∞ *They have been amazing. Have arranged for extra days/night's respite for when I need it.*
- ∞ *Always feel assured can contact and talk openly about any issues we have so that is positive.*
- ∞ *I have regular contact with my supervisor social worker.*
- ∞ *[Our scheme] has a good SL team, from the admin team upwards 😊*
- ∞ *I enjoy working with [the scheme] and feel it is just the cost of living and income to be the only issue.*

What Shared Lives carers find most difficult:

Bureaucracy

- ∞ *We understand that policies procedures and protocols have to be adhered to but sometimes they get in the way of normal daily life. A little more trust in the skills and experience of the carers could make the whole system easier and relevant to the carer and service user.*

- ∞ *It's a lengthy process to meet the standards. Past experience is negated- everyone starts from the same position i.e. As an inexperienced person/ couple entering the system. There are often numerous agencies involved - which complicates matters. There's a lot of administration.*
- ∞ *Too much paper work. And getting different information from different shared lives officers. It can take a long time to get a response when something has been requested.*

Fees

- ∞ *The amount of board and lodgings paid that has never increased all the time I have worked for shared lives.*
- ∞ *Not funded enough as this is a high responsibility job. In some cases, carers are not recognised.*
- ∞ *Having to actually go to Universal credit meetings when we haven't made enough money for whatever reasons and having to be pushed to find alternative work - We have done this for 19 years.*

Cost of living

- ∞ *The high cost of heating the home [Supported person] has heart lung health problems and feels the cold. No increase in board payments for over 5 years.*
- ∞ *We are struggling to support the people who live with us to access day services due to the cost of fuel. All our bills from heating to shopping have gone up so much that we are having to look at ways of saving money and cutting costs this is difficult when the person who lives with you needs the heating on because they are cold, wants the washer on daily because they are obsessed with having clean clothes and shopping for food for a specialised diet."*
- ∞ *The young man I care for gets through at least 2 loads of laundry a day... 1 or 2 bath sheets a day, hand towels, an average of 5 pairs of pants, 2+ pairs of pyjamas and so on... as well as his bedding needing washing at least once a day. Obviously, this is incredibly expensive with the cost of electricity.... never mind the amount of food he eats!*
- ∞ *Financially, higher food prices, fuel prices, mortgage increase etc. Also, the [supported person] that lives with us, her condition can be significantly made worse in colder*

temperatures, hence the fact we can't cut back with fuel bills especially in the present cold spell - made worse when it's cold.

- ∞ We make changes to our plans, don't go on as many trips and or stay close to home. We also do not heat our home as warm as we usually do, and we also spend a lot less on food. Basically, all decisions now are considered around money before all else.*
- ∞ Increase in bills but no increase in [fees] to reflect this. I am currently a student training to be a registered nurse as well as a shared lives carer and financial this year had been hard.*
- ∞ Cutting back on basics like food and heating. Altering the house to keep the heat in. Unable to have treats.*
- ∞ As the only source of income is as shared Lives and compass Self Employed Providers and little or no top up of Universal credit we are finding it increasingly difficult especially when there are cancellations and no other means of Income - Universal Credit have taken an age to understand Payment structure i.e. not paid an hourly Rate but 60.00 a day between the both myself and husband who is also shared Lives carers (sometimes needs both of us at home for personal care etc ,no full adaptations as there are in the service users home) and are constantly pushing for us to find alternative employment also the payments are always behind meaning we have another or same service user staying before payment is made for previous one all impacting as that service user has to be fed and kept warm whereas we would normally have the radiator off and heating off for longer period - we are struggling financially | I must admit and it has crossed my mind to find alternative employment.*
- ∞ Rising energy costs, I care for three young people who have no day service provision and two are in the home 24:7.*
- ∞ Heating water food have all gone up in price my young lady needs bathing twice a day sheets changing daily.*
- ∞ Our home is costing more to run due to energy prices it's now getting near £20 per day to keep it warm and for cooking, the food costs have increased so much, due to the rising cost we are now unable to take our Shared lives supported person out like we used to do. Also, why should he pay for day service and transport when he is at home poorly as he isn't using it. That's when the extra money is needed at home.*

- ∞ *If I can't afford to heat my home, then I am neglecting the person that I am supposed to be providing care to. As with everyone else's all bills have increased. when you care for someone who is less mobile so cannot move around regularly to keep warm, you need to rely on heating your home. The people we care for are used to having 3 - 4 meals provided for them a day, but the cost of food is impacting households. I am selling my current 4-bedroom house and downsizing to try to have a more affordable lifestyle.*
- ∞ *I am constantly concerned about the cost of electricity and food and looking at ways to reduce our bills ... this does not make the young man we care for happy as he just can't understand why I'm changing things.*
- ∞ *Constant worry and anxiety about bills, food, and fuel.*
- ∞ *The impact of caring for someone and the current financial burden is having an impact. Affording the basics like food and heating is a constant battle. I could no longer afford the monthly direct debit for my energy bills when this renewed a few months ago. The energy provided wanted more than £300 a month so I had to resort to having a pre-payment meter installed. This is more expensive, but it can be monitored. I watch my smart meter constantly.*

Issues with the scheme/wider social care system

- ∞ *As carers we are totally ignored... we are the last to be told when our money is going to be delayed... not exactly a way to make us feel valued or appreciated.*
- ∞ *I feel as though I have to fight for everything.*
- ∞ *The transition to shared lives after 15 years with a disabled child who reached 18 was more complicated and stressful then we would have thought.*
- ∞ *They could move forward with the proposed plans quicker as they appear to have got a lot of ideas however these are still in discussions and did looking over by others to pass.*
- ∞ *Actually, communicate with carers when there is a problem with [fees] being late... it happens frequently enough.... we are always problems sometimes happen but without any information we are left to just discover our pay is late. How hard would it be just emailing all the carers!*
- ∞ *There just seems a long time between visits and or catching up. I would like a bit more of people touching base with me, especially after I have contacted them first. A*

reply would be nice. I do know that they are busy, and they have people to go see, but the lack of consistent communication feels lonely sometimes.

- ∞ *Pay people on time for day support this is an ongoing issue and has been raised several times by many carers.*
- ∞ *The scheme think they know the [supported people] and tell us what to do when actually they don't know them and sometimes what they tell us to do actually makes the situation worse. Poor care plans for people we have on respite meaning that we are unable to provide the care they need or are sometimes exposed to situations that are preventable if we had had the correct info.*

Respite issues and work/life balance

- ∞ *During covid I was unable to take my holiday leave understandably. But then was told because I hadn't taken it I had lost it, eventually I was given 2 weeks to carry forward but felt I had been treated unfairly.*
- ∞ *Restrictions of everyday life. Been a 24 / 7 carer life can be very limiting.*
- ∞ *My family don't always understand the level of commitment required.*
- ∞ *Respite short breaks is definitely not paying enough I work at a loss.*
- ∞ *It takes so long to set up a support arrangement, which is partly understandable but nonetheless frustrating.*
- ∞ *Just being full on all the time takes its toll, even when on respite I am still catching up on work at home and answering e mails etc.*
- ∞ *I find it difficult on some occasions when you want to go out for a meal as a couple a lot of your private live is invaded.*

Covid legacy

- ∞ *I was very down during covid and didn't get a break at all which didn't give me a breathing space to recharge now we are in a cost-of-living crisis, so another worry is thrown at you the people I care for are family and this as an impact on your family.*

Challenges with supported people

- ∞ *The [supported person] that lives with us as formed attachment issues with me. This can be very draining at times.*

- ∞ *The emotional demands from our young lady who has very complex needs.*
- ∞ *The demanding attention required over long hours and challenging behaviour, especially when the individual is at home a lot over holiday periods and office staff/agencies are off.*
- ∞ *The unknown of the moods and the financial issues around [supported persons] family member involvement. Having to take flack of family members who we are NOT caring for.*
- ∞ *I've worked with very supportive families when things have been difficult. Good communication and openness are vital.*





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