

We did

Review of Rates for Commissioning of Residential and Nursing Beds

Consultation March/April 2019

6 week consultation

The consultation ran from Monday 18 March 2019 to Friday 26 April 2019. It included meetings with providers, voluntary groups, staff and the public.

We created consultation documents/materials including supporting documentation, and frequently asked questions.

33%

Of the provider market were engaged in the consultation

130

 comments

received from 64 people via 13 meetings



We issued press releases and posted messages on websites, newsletters and social media



We promoted the consultation to the public and 20 partner organisations including seldom heard groups

We issued an online survey and offered paper copies too.



We shared consultation information with

96

 providers

We had:

381 visits to the page on the consultation portal

9 responses to the online survey

124 comments

Consultation led by Adult Services, Shropshire Council in partnership with SPIC. Infographic by Shropshire Council's Feedback and Insight Team, Information, Intelligence and Insight Unit.



Date: 30 April 2019



Overall views: The summary below is our evaluative interpretation of the survey results, comments and feedback received via the consultation meetings. Further details are within the report:

Model: Overall, there were mixed views expressed about the model

- 67% of respondents to the survey agreed with the 'LangBuisson' model. However, many comments noted in the survey and received via the consultation meetings expressed opposing views about the model proposed.
- Contradictory views were expressed about the details within the model including the elements and the values. 56% of the survey respondents disagreed with the elements proposed in the model. Many providers comments/feedback disagreed with the contents in the proposed model. Some providers felt that the proposed model covered most of the business cost areas and yet others commented that other costs elements were not represented.
- Most providers considered that a model should reflect the differing needs of the individual as well as business costs. This was a re-occurring theme during the consultation meetings and the survey.
- Members of the public (engaged with) didn't consider they knew enough to be able to comment

Rates: Overall, the rates proposed were considered too low

- 56% of survey respondents disagreed with the rates proposed. Most comments noted in both the survey and via consultation meetings considered that the rates proposed were not high enough.
- Most LA staff welcomed the concept of set rates although didn't comment on the level of the rate. Comments also identified implications for the 3rd party top-ups and the differential between LA funding and self-funders. These were also noted by providers in both the survey and the consultation meetings.

Processes:

- Based on the proposals implications were identified for businesses where the proposed rates are much lower than current fees received.
- Risks were identified regarding placements where LA rates are lower than self-funded rates when circumstances change.
- Implications were identified for block contracts and views expressed that many voids exist.

Other:

- Most providers welcomed the consultation and the opportunity to comment on proposals.
- Risks were identified regarding placements where LA rates are lower than self-funded rates when circumstances change.
- Implications were identified for block contracts and views expressed that many voids exist.