



My Ref: FOI/4387
Your Ref:
Date: 13/05/2025
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Your questions and my findings are as follows:-

Freedom of Information Act 2000: Prices paid for homecare services

The following request is made to Barnsley Metropolitan Borough Council (“You”, “you”, “Your” and “your”, as the case may be) under the Freedom of Information Act 2000 (“the Act”) by the Homecare Association.

The Homecare Association is a national membership body for homecare providers, with over 2,200 members across the UK. Our mission is to ensure society values homecare, and invests in it, so all of us can live well at home and flourish in our communities. We lead the way in shaping homecare and provide practical support for our members.

The information requested is described in section 1, below, with definitions of specific terms used in section 2, and notes to aid interpretation in section 3. We draw your attention to why we expect your organisation to comply with this request in section 5. In section 6, we explain how we intend to use the information requested as part of a UK-wide report intended for publication. Section 4 provides details about how to return your reply.

1. The information requested

We ask you to provide the information described below, including the prices paid to independent and voluntary sector Homecare Providers for the provision of regulated Homecare services delivered to people aged 65 years and over in their own home during the seven-day Reference Period which includes Monday 14 April 2025.

Your attention is drawn to the definitions and interpretation described in sections 2 and 3.

The information requested is:

(a)The lowest rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.

£22.93

(b)The highest rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.

£32.84

(c)The average (“arithmetic mean”) rate per hour paid to all Homecare Providers for all Homecare services purchased during the Reference Period, expressed in pounds and pence per hour.

£25.65

Please note – the figures provided above are based on contracted rates rather than actuals paid. We are unable to provide actuals paid as this would require a manual extraction of data from our payments system to review which providers had active packages during the reference period and would exceed 18 hours to complete.

(d)The total hours of Homecare purchased from all Homecare Providers during the Reference Period (i.e. any period of seven consecutive days which includes Monday 14 April 2025).

17,333.79 14 – 20 Apr 2025

(e)The total hours of Homecare purchased from all Homecare Providers during a seven-day period which includes Monday 15 April 2024 (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).

14,839.96 15 – 21 Apr 2024

(f)Your organisation’s total spend on Homecare services purchased from all Homecare Providers during the Reference Period.

£454,302.22

(g)The total number of Homecare Providers that delivered the total hours of Homecare purchased during the Reference Period (as specified in item (d), above).

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(h)The total number of people aged 65 years and over that received Homecare services from Homecare Providers during the Reference Period.

1,145

(i)A brief description of the type of contracts you currently hold with Homecare Providers (i.e. whether they are block contracts, lead provider contracts, framework contracts, spot contracts, etc.).

The majority of home care purchased by the council is under a framework contract which hosts up to 40 providers (38 at the time on completion of FOI). There are no lead providers therefore packages are brokered under the terms of the contract which include a consideration of quality and cost. A smaller number of packages are purchase under spot contracts these are either historic or based on exceptional circumstances where a persons needs cannot be met by framework providers.

Questions (a)-(i) refer to Homecare services. Questions (j) and (k) refer to Direct Payments.

(j)The 2025-26 rate per hour for a Direct Payment, expressed in pounds and pence per hour. If you have more than one Direct Payment rate per hour, please select the rate paid to a recipient to employ a personal assistant (PA). If you have more than one Direct Payment PA rate per hour, please provide all such rates.

We do not have one rate for direct payments as these are tailored to individual support plans and need. We are unable to provide individual rates as this would require us to complete a manual process looking at each direct payment. The standard PA rate paid is £13.21 per hour, this increases to £14.40 per hour for self-employed PA's.

(k)The total number of adults in receipt of a Direct Payment as of: (I) 1 April 2024 and (II) 1 April 2025 (or dates as close to these as possible).

1 April 2024 – 598

1 April 2025 - 654

2. Definitions

Terms defined below in the singular include the plural, unless otherwise stated.

Homecare should be interpreted as referring to social care and support services delivered in people's own homes. This service may also be known as 'domiciliary care' or 'care at home'.

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Homecare Provider refers to an independent or voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

- **Care Quality Commission (CQC)**
- **Care Inspectorate Wales (CIW)**
- **Care Inspectorate**
- **The Regulation and Quality Improvement Authority (RQIA)**

Reference Period means any period of seven consecutive days which includes Monday 14 April 2025.

In relation to the lowest, highest and average prices paid to Homecare Providers in questions (a) to (c), you should note that our assumption is that your answers will include careworkers' travel time and mileage costs, unless you advise us to the contrary. You may, at your discretion, provide any qualifying statements or clarification about the figures returned in your reply to these questions.

A Direct Payment is a sum of money paid to an individual so that they can arrange their own care and support.

3. Selecting the data requested (questions (a) to (i) only)

The following guidance will help you select the correct data sample to complete this request in questions (a) to (i) only.

In case of doubt, you should apply a common-sense interpretation to the request outlined in section 1, above. For example, if you do not hold the requested information specifically for the Reference Period, please provide the information for as close to the Reference Period as possible.

The data sample used to provide this information should include:

- **Homecare delivered by independent and voluntary sector Homecare Providers.**
- **Services delivered to adults aged 65 years and over.**

We are unable to guarantee that all individuals are aged 65 and over, the figures provided are taken from provisioned services against our home care service contract. We are unable to break this down further without extensive work. However the majority of home care provision is 65+.

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- **Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves.**

- **The care element (only) of services delivered in 'extra care housing' or 'supported living' schemes (i.e. excluding any payment for providing housing or housing services).**

We have not included data from supported living as we have separate contract provision for these services. As above we would need to complete extensive work to determine those people over 65 paid against this contract, however the majority are working age adults.

You should exclude the following items from the data sample used:

- **Services provided to adults under the age of 65 years.**

- **Services which are charged by reference to a unit price, other than a price per hour (or part thereof).**

- **Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment).**

- **Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.**

If you wish to refine your request to fall within the cost limit, please let us know, and we would be happy to assist where possible.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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