



My Ref: FOI5570
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: -

Under the Freedom of Information Act 2000, I am requesting information relating to Barnsley Metropolitan Borough Council's current contract(s) for commissioned home care (domiciliary care) services.

Please provide the following information:

1. Hourly pay requirements

Under the Council's current home care contract, what minimum hourly rate are commissioned providers required or expected to pay care workers?

Please confirm whether this requirement is linked to any benchmark (for example, the National Living Wage, National Living Wage plus an uplift, or the Real Living Wage) and specify which one.

Under the council's current Support to Live at Home (STLAH) arrangements (home care contract), all commissioned providers are expected to pay direct care staff a minimum of £1.00 above the National Living Wage. This requirement is confirmed at the point of procurement as a mandatory PASS/FAIL declaration within Part 4 of the selection questionnaire and is reinforced on an ongoing basis through provider communications, including annual fee-uplift letters which state that the council fully funds National Living Wage increases within the commissioned rates.

2. Payment for travel time

Under the current home care contract, are commissioned providers required or expected to pay care workers for travel time between service users' homes? If so, please confirm the expected rate of payment.

Under the current home care (STLAH) contract, providers are expected to pay care workers for travel time between service users' homes; however, this must be built into the provider's hourly rate rather than claimed as a separate charge. The council does not specify a separate travel-time rate—providers are required to factor all travel time and mileage costs into their tendered rates.

3. Payment for waiting time

Under the current home care contract, are commissioned providers required or expected to pay care workers for waiting time, including waiting time of up to one hour while on duty?

If so, please confirm the expected rate of payment.

No, the current contract does not include any requirement for providers to pay care workers for waiting time.

4. Mileage Payments

Are providers required to pay a set mileage allowance to home care workers? If yes, please state the rate and describe how the council monitors compliance, including audit reports checklist or examples of enforcement.

Providers are not required to pay a set mileage allowance. Mileage must be funded from within the provider's overall hourly rate, and the council does not stipulate a rate or monitor mileage payments separately, as mileage is not a contractual requirement.

5. Contractual documentation

Please provide copies of any relevant clauses, schedules, fee models, or guidance documents within the current home care contract that set out requirements or expectations relating to:

- **Hourly rate of pay**

Selection Questionnaire (Part 4 – Pass/Fail criterion)

The tender-stage requirement confirms the same expectation:

Section 8.8 – Pay Rate for Direct Care Staff (PASS/FAIL)

“Please confirm you will pay all Direct Care Staff the sum of £1.00 above the National Living Wage.”

SCHEDULE 1 APPLICABLE TERMS To Framework Agreement SUPPORT TO LIVE AT HOME (STLAH) Referenced in D1.1 regarding travel time and travel between Service User homes.

“The Provider warrants to the Authority that in calculating the Charges it has accounted for ensuring that its Staff shall be paid salaries that are at least equivalent to or above the National Minimum Wage for under 25s and the National Living Wage for those aged 25 and over and the sum of £1.00 above the National Living Wage applicable from time to time for Direct Care Staff and that the Charges properly incorporates any work related travelling time, including but not limited to travel between Service User homes and any required work related training.”

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- **Travel time**

SCHEDULE 1 APPLICABLE TERMS To Framework Agreement SUPPORT TO LIVE AT HOME (STLAH) Referenced in D1.1 regarding travel time and travel between Service User homes.

“The Provider warrants to the Authority that in calculating the Charges it has accounted for ensuring that its Staff shall be paid salaries that are at least equivalent to or above the National Minimum Wage for under 25s and the National Living Wage for those aged 25 and over and the sum of £1.00 above the National Living Wage applicable from time to time for Direct Care Staff and that the Charges properly incorporates any work related travelling time, including but not limited to travel between Service User homes and any required work related training.”

I am requesting information about contractual requirements and commissioning expectations only. I am not requesting any personal data about individual workers or providers.

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

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: -

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PO Box 634, Barnsley, South Yorkshire S70 9GG

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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