

**HCC CARE MARKET: COST BENCHMARKING SURVEY FORM**

**Introduction to survey**

This survey is aimed at all care home providers within Hampshire.

Please provide the most accurate information you can using sources we are able to verify should any queries arise. We strongly recommend that you use the final accounts from your last full year of trading (likely to be 2015/16).

Hampshire County Council is subject to the Freedom of Information Act 2000. Should we receive an FOI request, we are able to decline if the requested data is commercially sensitive. Please indicate if you consider the data you are submitting is commercially sensitive by selecting the appropriate drop down option in the box on the right.

All information provided will be held in a separate database that Hampshire County Council does not have access to. The Council will not be able to identify the data returned by any individual care home. Anonymised results will be shared with all contributors of data, providing you with a means to compare you own costs with the averages in the database. Once the data collection and analysis is complete and the model is built, all of the raw data collected through this form will be deleted from all databases and servers.

Whilst it will benefit everyone if you are as accurate as you can be, please do not agonise over the precise division of costs across different cells. If you are uncertain about how to categorise a figure, please contact us for guidance. As long as the total expenditure for your home is reflected by the end of the form, we are happy for you to make an informed judgement about where to record a particular figure. The attached guidance will help you in completing the form.

\* indicates a required field

**1. Care home information**

1.1. Name of Care home \*

1.2. Postcode \*

1.3. District \* Please choose the area of the home from the drop-down list.

1.4. Name of parent organisation (if applicable)

1.5. Number of Beds. Please indicate how many beds of each type you provide in your establishment. For example, if you have 30 beds it may be that 25 are residential and 5 are residential/dementia – the total must not exceed the actual total number of beds in your home. Note: if the designation of a bed varies, please type in the average for the year in question. Note: 'Other' includes beds for clients with diagnosis of learning difficulties, mental health support needs and anyone who would not be categorised under our 'County Rate' definitions.

a) Residential / Frail Elderly *	b) Residential / Severely Vision impaired or Blind *	c) Residential / Dementia *	d) Nursing *	e) Physical Disability *	f) Other	TOTAL (this self-calculates: do not complete)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0

1.6. What was your average occupancy rate in this home (%) for the year in question? \*

1.7. What was your total number of employees in this home for the year in question (including both part-time and full-time employees)? \*

**PLEASE COMPLETE ALL REQUIRED CELLS IN SECTION 1**

**2. Operational costs**

2.1. What were your total financial outgoings (£, expenditure) for the year in question? \* Please exclude mortgage payments and net profit.

Staff costs: please indicate total annual cost (£) for the year in question in each category for questions 2.2 to 2.8. If possible please indicate the oncost as a % of total staff cost for questions 2.2 to 2.5. If possible please also indicate the number of staff, if any, currently paid **below the predicted National Living Wage (NLW) of £7.65, which will come into effect in April 2017**. The cells to enter NLW will appear automatically as you proceed.

	Total annual cost (£) including all associated employers costs for the last full financial year *	Oncost as a % of total annual cost (includes Pension; NI contribution; Annual Leave; Sickness)	Are you currently paying any staff over the age of 25 below the predicted April 2017 NLW of £7.65 in the respective category?
2.2. Nurses	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.3. Care Workers	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.4. Management	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.5. Sundry	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.6. Agency Staff	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.7. Recruitment costs	<input type="text"/>		
2.8. Training costs	<input type="text"/>		

2.9. NLW: Impact on pay differentials of staff already paid above predicted April 2017 NLW. What is the expected percentage increase in your total staff costs for the financial year 2017/18 as a result of the increase of the predicted increase in the NLW from £7.20 to £7.65 from April 2017?

Other costs: please provide the total annual cost (£) for year in question? \*

2.9. Food	<input type="text"/>
2.10. Linen/laundry	<input type="text"/>
2.11. Consumables	<input type="text"/>
2.12. Utilities	<input type="text"/>
2.13. Routine maintenance	<input type="text"/>
2.14. Insurances	<input type="text"/>
2.15. Business tax/rates	<input type="text"/>
2.16. Professional fees/subscriptions	<input type="text"/>
2.17. Transport	<input type="text"/>
2.18. Activities	<input type="text"/>

**PLEASE COMPLETE ALL REQUIRED CELLS IN SECTION 2**

**3. Asset related costs**

Please indicate the number of years over which you depreciate (or write down) assets in the following categories of expenditure and also provide the total spending on the respective assets within this period e.g. if you depreciate your IT assets over 3 years and your total spending on IT equipment (e.g. laptops, printers etc.) over the last 3 full years was £5,000, then write '3' in the first box of question 3.4 titled 'Years' and '5,000' in the second box titled 'Cost (£)' \*

3.1. Fixtures and fittings	Years	<input type="text"/>	Cost (£)	<input type="text"/>
3.2. Specialist equipment	Years	<input type="text"/>	Cost (£)	<input type="text"/>
3.3. Vehicles	Years	<input type="text"/>	Cost (£)	<input type="text"/>
3.4. IT equipment	Years	<input type="text"/>	Cost (£)	<input type="text"/>

**PLEASE COMPLETE ALL REQUIRED CELLS IN SECTION 3**

**4. Property Costs**

In this section, please provide either your annual rent (in 4.1) for the full financial year in question or, if you own your property, an estimate of the value of your business as a going concern (in 4.2). If you do own your property but are unable to provide a value for the business, please enter your annual mortgage expenditure for the year in question in cell 4.1.

4.1. If you rent your property what was your annual rent (£) for the year in question? \* (if you own your property please skip this question and move on to question 4.2)

OR

4.2. If you own your business property outright and you were to place your business on the open market as a going concern today, what is your realistic estimate of the sale price you would achieve? \* (Note, we will undertake sample tests to ensure estimates reflect current market conditions in Hampshire)

**PLEASE COMPLETE ALL REQUIRED CELLS IN SECTION 4**

**5. Other Costs**

5.1. Please list other significant costs that cannot be incorporated into section 2 (Operational costs), 3 (Assets) or 4 (Property)

Note: If your proposed "other" items account for less than 0.5% of total annual expenditure, please try to incorporate these into the most appropriate headings in the sections above.

**6. Pricing Information**

Please provide below the occupancy in bed/weeks for the year in question for residents of your home based on the source of funding (e.g. Local Authority; NHS; private funding). Please also indicate, for each different source of funds, your average weekly price for the main type of beds you provide \*

For example, where a care home has 50 beds (50 beds X 52 weeks = a maximum capacity of 2,600 bed/weeks), this could be split as follows: HCC funded occupancy = 800 bed/weeks; NHS occupancy = 420 bed/weeks; and private occupancy = 1200 bed/weeks, resulting in a total occupancy of 2420 bed/weeks in the year.

6.1. During the last full financial year did you regularly provide short stay beds? \* Short-stay beds are those with an intended maximum duration of 6 weeks, e.g. Discharge-to-assess or Re-ablement.

6.2. HCC funded placements: *	Bed/Weeks	<input type="text"/>	average weekly price	<input type="text"/>
6.3. Other Local Authority funded placements: *	Bed/Weeks	<input type="text"/>	average weekly price	<input type="text"/>
6.4. NHS funded placements: *	Bed/Weeks	<input type="text"/>	average weekly price	<input type="text"/>
6.5. Privately funded placements: *	Bed/Weeks	<input type="text"/>	average weekly price	<input type="text"/>
6.6. Total of 6.2 to 6.5:	Bed/Weeks (this self-calculates, do not complete)	<input type="text" value="0"/>		

By submitting the data I have entered above, I confirm that they reflect the true position at the named care home and I recognise that HCC will select a sample of returns and compare the figures I have provided with other sources for quality control purposes.

**PLEASE COMPLETE ALL REQUIRED CELLS IN SECTION 6**

**7. Comments - Optional**

7.1. HCC is interested in your view on what constitutes a reasonable percentage net annual return (profit) on the operation of a care home in Hampshire in today's market. For the purposes of this exercise, we are defining "profit" to mean EBIT e.g. Earnings Before Interest & Tax (after all costs including mortgage/capital financing are deducted).

I believe that a fair return for a care home provider is... (%)

7.2. Please state the EBIT (£) for this home in the financial year 2015 / 16?

Your responses in 7.3 to 7.6 below will be aggregated with other responses and provided to HCC commissioners. If you wish your response to remain anonymous, do not reveal your name, or the name of your care home in any part of the response.

7.3. The Council is seeking to increase the number of short-term beds it commissions. In your view, what are the cost implications for a care home provider of shifting the balance away from long-stay towards more short-stay beds?

7.4. What, in your opinion, are biggest factors impacting on the UK care home market in the short to medium term?

7.5. Is there anything that you would like the council to change that would make it more attractive for you to supply beds to HCC in future?

7.6. Please feel free to make any other comments here.

**Contact details**

Name \*

Contact e-mail address \*

Contact telephone number \*

Thank you for participating in this Benchmarking Survey

As part of the Care Home Cost Benchmarking Exercise you will be required to submit some personal information, such as your name, your postcode, email address and financial information. The Council and its agents PA Consulting have a legal duty to ensure that processes are fair and that personal data is kept safe and secure in accordance with the Data Protection Act 1998. We will not share your personal information with anybody else without your knowledge, unless we are required by law to do so. We will hold your personal information for as long as it is needed for the purposes of this, and will remove it when that purpose has been met.