

Active Living Support

Updated Charges | April 2022



This is a briefing note for all teams to explain the increase in charges for Active Living Support.

From the 4th of April, Active Living Support Services will be increasing its 1-hour charge to **£19.50** and its 2-hour charge to **£35.00**.

Price Guide | April 2022

Hours	Cost	Cost	% Increase
1	19.50	17.50	11
1.25	23.38	20.63	13
1.5	27.25	24.75	10
1.75	31.13	28.88	8
2	35.00	33.00	6
2.25	38.88	37.13	5
2.5	42.75	41.25	4
2.75	46.63	45.38	3
3	50.50	49.50	2
3.25	54.38	53.63	1
3.5	58.25	57.75	1
3.75	62.13	61.88	0
4	66.00	66.00	-
4.25	69.88	70.13	0
4.5	73.75	74.25	1
4.75	77.63	78.38	1
5	81.50	82.50	1

Why are we changing the pricing?

We have not taken this decision lightly and have consulted to find the best possible pricing structure that offers a sustainable and professional approach to our services.

There are several reasons for the price increase including:

We want to pay our staff the Living Wage from the 1st April 2022

We are increasing the quality of our service through additional training to support people with complex needs

We have seen an increase across all our operational services, in our rent, overheads and recruitment

We want to attract and keep team members who share our values and are able to help us support the increasing demand for our services

We are increasing engagement, feedback and reviews to ensure we keep improving our services

The costs of materials, equipment and personal protection, such as masks and sanitisers, have had an impact on our overall income.

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Further guidance for Staff & Volunteers

When discussing our price increase with clients and prospective clients, it is important to be clear, open and transparent. People will have confidence in us if we are able to explain where their money goes, how it is spent and are assured that we do not make a profit. It is important to note that this service does not receive grants, or funding and it can only be sustainable if the income received equals the expenditure.

If you identify a client as needing the service but who is unable to afford it, please still refer them through. **There are many things we can do to support:**

- **Shape the number of hours around how much they can afford**
- **Search for grants that might help them; Carers or Veterans Grants for example**
- **Use our hardship fund to support them**
- **Ask our Advice Team to undertake a full benefits check to ensure they are getting everything they are entitled to**

What if a client says they want to leave the service?

“

Please explain that we value their custom and we do not want to lose them. Tracey Roose or Rebecca Kevern will call them to discuss ways in which we can support them?

We will not leave our clients without the support they need.

”

HOW THE MONEY IS SPENT

Active Living Support Service

STAFFING AND RECRUITMENT

73%

Wages
Expenses
Travel costs (mileage from client to client)
Holiday and sick pay
Contribution to pension and NI
Marketing/advertising for recruitment
Interviews, due diligence and reference collection
DBS applications
Organisation Induction
Active Living Induction
Mandatory training
PPE Training
IT Support

QUALITY CONTROL AND TRAINING - 15%

Training Needs
Ongoing Training
Specialist training sourced and delivered
Delivery and purchasing of training

HR and Welfare
Timely 1:1's and Appraisals
Support from HR Teams
Healthy Workplace
Clinical Support
Mental Wellbeing Support

ADMIN & BUSINESS SUPPORT - 12%

Operational Costs

Assessment
Setting up clients
Rotas
Reviews
Timesheets
Care Plans
Risk Assessments
Timesheets
Complaints
Invoicing
Meetings and events

IT Infrastructure

Systems
Data collection and analysis for service development and improvement.
Reporting

Welfare of client

Guided conversation via Helpline
Leasing with internal teams – Social prescribers, I and A, Community Coach, TAP

Ongoing leasing with external teams such as ASC, Health Professions, other organisations
Client queries

General costs

Rent, Water rates, Electricity
Cleaning materials/ cleaners/consumables
General premises expense's, Postage, Telephone, Stationary
Insurance and governances
Bank charges, Repairs of equipment
Legal fees, Printing and Marketing Costs