

Appendix 1 – Wiltshire Council’s Financial Offer To Care Homes (19th March-30th June)

- Wiltshire will pay all outstanding invoices to Care Homes although this does not mean that the Council has agreed those costs
- For the fixed term period, all payments will be made in advance
- The frequency of existing scheduled payments will not change
- All providers (domiciliary, residential and supported living) will be paid on a schedule based on the agreed, commissioned support plan hours and rates
- This will be ‘four-weekly’ in advance to aid cashflow
- For non-delivered hours, during the fixed term ‘COVID’ period, Wiltshire Council Wiltshire will pay 80% of the provider’s normal hourly rate, where non delivery is due to absences from work due to COVID – 19. In these instances, we expect providers to pay their staff the fully wages based on their planned work. Providers should make up the remaining 20% of wages from sick pay support available from the Government. When reconciling the payments, the Council will claim back 20% of what has been paid
- Wiltshire Council will pay Care Homes for additional costs generated by responding to COVID-19
- Additional claims for any of the above should be submitted by the provider in the form of a separate invoice (along with basic supporting evidence appropriate to the requirement-a form is attached for completion)
- Invoices must be clearly formatted and identify separate elements where possible and at all times be identified separately to core care charges
- The Council will undertake a light touch validation of claims. Unqueried claims will be approved and paid within 28 days of receipt
- WCC reserves the right to query the invoice both at the time and after the fact
- Payment of these invoices is not deemed to be acceptance of the full value of those invoices and is entirely aimed to securing cash flow for providers at this time
- Costs that the Council believes are reasonable include:
 - Additional overtime paid to regular staff
 - Additional agency / temporary staff employed
 - Additional costs of recruitment including any additional advertising and training costs for staff to cover workforce shortages
 - Any additional costs with “hard to fill” roles such as waking nights/sleep-ins such as additional pay to cover shifts above normal rates
 - Additional travel costs incurred by workers
 - Additional equipment or PPE purchased
 - Disinfectant
 - Additional costs to retain staff
 - Costs where Wiltshire Council approves the provision of support to another agency, a self-funder, or a direct payment holder
 - Anything else we might reasonably assess as a direct impact of COVID-19