

Thurrock Council

Financial support for care providers

Thurrock Council has taken 3 broad approaches to providing financial support to care providers to help enable stability and continuity throughout the coronavirus (COVID-19) pandemic:

- unconditional payments – for example, increased fee rates, one-off or regular payments, commitments to cover excess costs, paying providers on an agreed level of usage
- other additional funding, in return for a service or to be reclaimed later following the pandemic – for example, payment in advance, block contracts, emergency funding
- non-financial benefits – for example, use of council staff, provision of personal protective equipment (PPE)

These are detailed below:

Approach	Detail
Unconditional payments	The council has increased the uplift on domiciliary care providers from £16.25 to £17.06 per hour from 1 April 2020. This represents an overall increase of 5% from the 2019/20 level.
	Residential care homes for older people have been given an uplift of 3.7%.
	The council has provided a temporary financial resilience payment of 10%. This will be paid for the first 16 weeks of the financial year, and is based on the anticipated level of spend for the 2020/21 financial year. It is available to all care providers, across the different types of care provision, in response to higher dependence levels, staff sickness and absence rates and overall volatility.
Other additional funding	To assist with cash flow during the pandemic, the council has arranged to pay providers monthly in advance the average of their previous quarter's scheduled payments.
	These arrangements were put in place on 23 March 2020 and will run for at least 16 weeks. The council will review the situation as it develops and continue to communicate with care providers to manage pressures on care provision.
Non-financial benefits	The council has issued PPE to providers who have been having difficulty obtaining their own stock. The council has also shared details of alternative providers to support them to maintain their own stock. Providers receive all the latest government guidance and updates and have regular supportive contact from the council's Adult Social Care Contracts Team.