

## APPENDIX B

### Aged Creditors Information for People and Families Scrutiny Committee

ECC are currently receiving an average of 9,500 Domiciliary and Day Care invoices from providers a month and the vast majority are now received online via the Extranet system.

Historically, issues over delays to the payment of (non-residential) providers fell into two main categories:

**Suspended Invoices** – these provider invoices from providers are where the hours invoiced are greater than the weekly planned hours. The introduction of Extranet has significantly improved this process where the provider is able to identify any suspended invoice and correct any submission details.

The level of suspended invoices has reduced from £1.2m in April 2017 to £0.355m (185 invoices) as at the end of November 2018.

The age profile of these outstanding invoices is as follows:

0-30 days	31-60 days	61-90 days	91-120 days	121+ days	Total
£52,252	£ 70,701	£ 25,545	£25,240	£ 181,278	£ 355,016

Details of the top 10 providers with suspended invoices are detailed in appendix 1. This also includes details of the oldest invoices and the reasons why these remain outstanding.

### Supplementary Invoices

Supplementary invoices occur where the hourly rate requested is different from planned or the package isn't recorded on the system. As at the end of November there were 3 supplementary invoices under investigation totalling £10,000. The earlier invoice is dated 20 March 2018.

### Residential Invoicing

Residential invoices are paid via Extranet based on a monthly payment schedule which captures all movements in occupancy. There is no invoicing or and suspended payments issues.

Each provider can view their schedule payment on Extranet and any adjustments for new or changing clients are made on the next scheduled payment or if necessary by

an interim weekly payment. Any overpayment is offset against a future payment or in some cases, an invoice is issued.

Table 1 shows that there has been a net overpayment position from April to November 2018 which have then been offset against the next payment. Any queries are dealt with on a case by case basis but there are no reported delays or issues with this process

	Apr £	May £	Jun £	Jul £	Aug £	Sep £	Oct £	Nov £
<i>Total Value of late notification credits</i>	101,361.13	57,152.95	216,016.45	95,153.11	35,047.55	65,948.59	51,867.37	76,011.83

Table 1 details providers with the highest value of suspended invoices

<b>Table 1 Provider</b>	<b>0-30 days</b>	<b>31-60 days</b>	<b>61-90 days</b>	<b>91- 120 days</b>	<b>121+ days</b>	<b>Total</b>	<b>Number of invoices</b>
GLEN PAT HOMES	£0	£0	£0	£0	£48,481	<b>£48,481</b>	6
LONDON CARE ESSEX	£15,454	£13,323	£4,071	£1,850	£8,445	<b>£43,143</b>	32
LIVING AMBITIONS	£4,942	£5,918	£8,227	£8,227	£14,545	<b>£41,857</b>	11
GENESIS HOUSING	£0	£0	£0	£0	£25,047	<b>£25,047</b>	15
GUARDIAN HOMECARE	£0	£12,665	£0	£48	£5,070	<b>£17,784</b>	4
ESSEX NURSING SERVICES	£0	£15,540	£0	£0	£0	<b>£15,540</b>	2
MENCAP (A)	£0	£0	£0	£0	£15,453	<b>£15,453</b>	3
GOLDEN HANDS HOMECARE LTD	£0	£3,760	£2,040	£0	£8,724	<b>£14,524</b>	6
RIGHT AT HOME COLCH & DIST	£3,176	£1,890	£1,878	£1,878	£2,043	<b>£10,865</b>	6
ALLIED HEALTHCARE GROUP LTD	£0	£0	£925	£7,510	£844	<b>£9,279</b>	4

Table 2 details the top 10 oldest suspended invoices and the reasons why these remain outstanding

<b>Date Entered</b>	<b>Provider</b>	<b>Invoice Total</b>	<b>Reason</b>
01/06/15	MENCAP (A)	£55.36	Invoice queried with provider several times (as already paid) but No RESPONSE.
07/06/15	ZDNUPLACES FOR PEOPLE INDIVI	£839.80	SYSTEM ISSUE - the invoice has been paid.
24/07/15	ZDNUPLACES FOR PEOPLE INDIVI	£826.20	SYSTEM ISSUE - the invoice has been paid.
08/02/18	AUTISM CARE UK LTD	£440.75	Provider contacted Autism Care have been chased several times but NO RESPONSE.
10/10/18	JEWISH CARE	£30.00	INVOICE QUERY as doesn't agree with planned.
27/04/18	MENCAP (A)	£10,829.70	Provider able to correct invoice on EXTRANET or query with P2P.

02/05/18	MENCAP (A)	£4,567.50	Provider able to correct invoice on EXTRANET or query with P2P.
31/05/17	PRIMARY CARE (UK) LTD	£1,166.75	Provider able to correct invoice on EXTRANET or query with P2P.
16/04/18	BASILDON PROGRESSION CENTRE	£455.40	INVOICE QUERY as doesn't agree with planned
11/12/17	GENESIS HOUSING ASSOCIATIO	£466.70	INVOICE QUERY as doesn't agree with planned

## **New entrants and leavers to the care home market**

Three homes have opened in Essex in the last 12 months:

- Cherrywood Grange (Chelmsford)
- Baycroft (Chelmsford)
- Riverdale (Chelmsford)

Eight homes have closed in Essex in the last 12 months:

- Scarletts (Colchester)
- Trippier (Colchester)
- Well House (Brightlingsea)
- Poplars (Walton on the Naze)
- The Squirrels (Brentwood)
- Bellevue (Clacton)
- Guide at Sandon (Chelmsford)
- Guide at Broomfield (Chelmsford)

## **Work by Districts to promote good housing**

At the moment there is no specific keyworker/care worker initiative. Our feedback from districts who have the housing duty is that due to the rapid increase in homelessness, their priority is securing accommodation for people who are homeless or at risk of homelessness

However we are starting a mini trial on a keyworker initiative for social workers and teachers in Chelmsford in March 2019 with a local Registered Housing Provider and intend having further conversations with other Essex Registered Housing Providers and districts to see if this could be replicated elsewhere.

## **Promoting care to schools**

The Employability and Skills Unit has a programme of work which includes:

- Promoting careers in care. Targeting secondary schools in areas with the greatest number of care-sector vacancies.
- Increasing links between employers and schools. Presentations are made at careers and options events, and a Carers Enterprise Network links industry representative with schools.
- Facilitating work experience and industry visits.