



REQUEST 19261

Please provide the following information for home care workers employed by care providers commissioned by Wigan Metropolitan Borough Council.

1. Contact Time - Are home care workers paid at the Real Living Wage (RLW) or the National Minimum Wage (NMW)? Please supply contract rates and any summaries of actual payments.
2. Travel Time - Are home care workers paid for travel between clients? If yes, at RLW or NMW, please provide supporting contract clauses or payment summaries.
3. Waiting Time Between Visits - Are home care workers paid for waiting time of up to 60 minutes between visits? If yes, please submit supporting documentation at RLW or NMW.
4. Mileage Payments - Are providers required to pay a set mileage allowance to home care workers? If yes, please state the rate and describe how the council monitors compliance, including any audit reports, checklists, or enforcement examples.
5. Audit and Compliance - What measures does the council take to verify that home care workers receive accurate payment for their contact time, travel, waiting periods, and mileage? Please provide any templates, reports, or examples of actions taken where providers were non-compliant.

Please provide copies of any relevant policies, guidance, or contractual clauses.

RESPONSE

Care workers employed by providers on the Council's ethical homecare framework are paid the RLW.
25/26 Homecare fee rate is £22.96.

Yes, RLW.

No, however due to the placed based contracts and efficient rota planning waiting time has not been highlighted as an concern with providers.

Yes. Mileage rate of 20p per hour

Compliance – see below

As part of the annual open-book fee engagement exercise with homecare providers on the Council's ethical framework, each provider submits costing information, including pay rates, travel time information and staff mileage rates.

Following confirmation of the annual fee rate, each provider is required to sign a declaration that they continue to commit to paying staff the RLW as a minimum, travel time and mileage, for all staff, independent of age.

Compliance checks are also undertaken during the year as part of routine visits to providers by Council Quality Performance Officers, staff surveys and also through planned internal audit checks.