



Longhurst
Group

Birmingham &
Warwickshire
Supported Living,
Residential &
Domiciliary Care
Services

The future



Agenda

- › Welcome and introduction
- › An announcement about the future
- › Why this decision has been made
- › What this means for you
- › What this means for our customers
- › What will happen next.

Welcome and thank you

- › Firstly, thank you for attending today and for the fantastic work you do.
- › We're committed to ensuring our customers continue to receive the high-quality, person centred standard of service they rely upon.
- › That is why...

The announcement

- › Longhurst Group has taken the difficult decision to withdraw from all the supported living, residential and domiciliary care services we provide in Birmingham and Warwickshire.

Why we've made this decision

- › Regrettably, the supported living and residential care services we provide in Birmingham and Warwickshire are no longer financially viable.
- › Low funding from commissioners and challenging relationships.
- › Ageing properties, many of which were designed for shared living, which isn't what people want.
- › We've faced strong competition with new build accommodation that offers single person housing.
- › A high level of voids and a lack of new referrals.
- › It's costing us considerably more to provide services than the income generated.

Why we've made this decision

- › A significant investment would be required to maintain the high level of service that our customers deserve and that our colleagues pride themselves in delivering.
- › We believe that alternative providers, who provide significantly more carer services in the West Midlands, will be in a stronger position to provide a better service in the future.
- › This isn't a reflection on the work of our dedicated colleagues. Our CQC ratings are testament to your dedication and professionalism.

Why we've made this decision

- › Concentrating future investment in the other regions where we have larger concentration of housing stock and services
- › We need to focus on developing stronger services but in fewer areas
- › Delivering on our focus on older living
- › Developing sheltered services in other areas.

What this means for you

- › Discussions are currently at an early stage with Birmingham and Warwickshire Councils. Unfortunately, it's not yet known how the supported living, domiciliary and residential care services will be commissioned by the Councils moving forwards.
- › Subject to what the Councils decide, there are two possible outcomes (1) your employment transfers to the Council or a new third party provider under TUPE or (2) Longhurst Group may need to commence a redundancy process. Until we know more, we're working on the basis that you will TUPE transfer to a new employer. IF this isn't the case, we will, of course, let you know.
- › We need to appoint employee representatives for collective consultation purposes. An election will be carried out if we get too many nominations. You will shortly receive a letter inviting nominations for employee representatives.

What this means for you

- › Human Resources Business Partners from our People Services Team will support Employee Representatives to ensure that they understand their obligations and that colleagues receive the relevant information during the relevant collective consultation process.
- › Employee Representatives will bring questions and feedback to consultation meetings on behalf of colleagues, and report back responses from the Leadership team and the project team.
- › You'll be invited to give feedback and ask questions via your Employee Representatives or by emailing the HR Business Partnering team at HR.BusinessPartners@longhurst-group.org.uk

What this means for our customers

- › We'll communicate this news face to face to our customers and we're writing to their families where appropriate
- › We'll also attend meetings with customers and their next of kin / advocates, as requested
- › The local authority may need to reassess the needs of some customers
- › Customers' tenancies will not be affected
- › Housing management will continue to be provided by Longhurst Group.

What happens next

- › We appreciated there is a lot to take in
- › This message will be communicated to all staff teams that are affected
- › Bernadette Farrell, will attend staff meetings throughout April to answer questions and offer support
- › Formal notification of termination of contracts to Warwickshire County Council and Birmingham City Council
- › We'll work in partnership with the local authorities while new providers are identified
- › While this is happening, it's imperative that we continue to provide a consistent service for our customers.
- › Employee Representatives will be appointed, and training carried out
- › A staff consultation will take place.