

# Cost Control

## The Core Requirement of a Healthy Business

Christopher Briggs

“Take Your Social Care Business Forward in and Uncertain World”

# Reduce uncertainty. Increase control

- To reduce uncertainty (and increase certainty) you need to increase control.
- The more control you have in your business the more certainty you will have.
- The more control and certainty you have the more
  - Resilient your business will be to handle the unexpected.
  - Cost effective it will be.

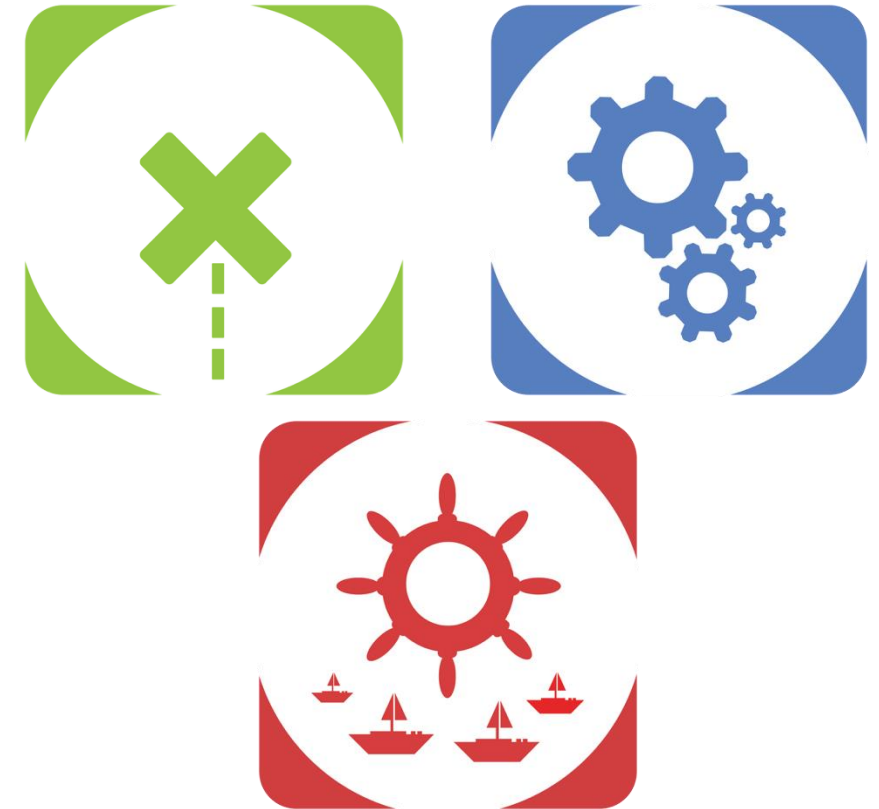


# Cost control - Direct and Indirect

Direct - Know your costs

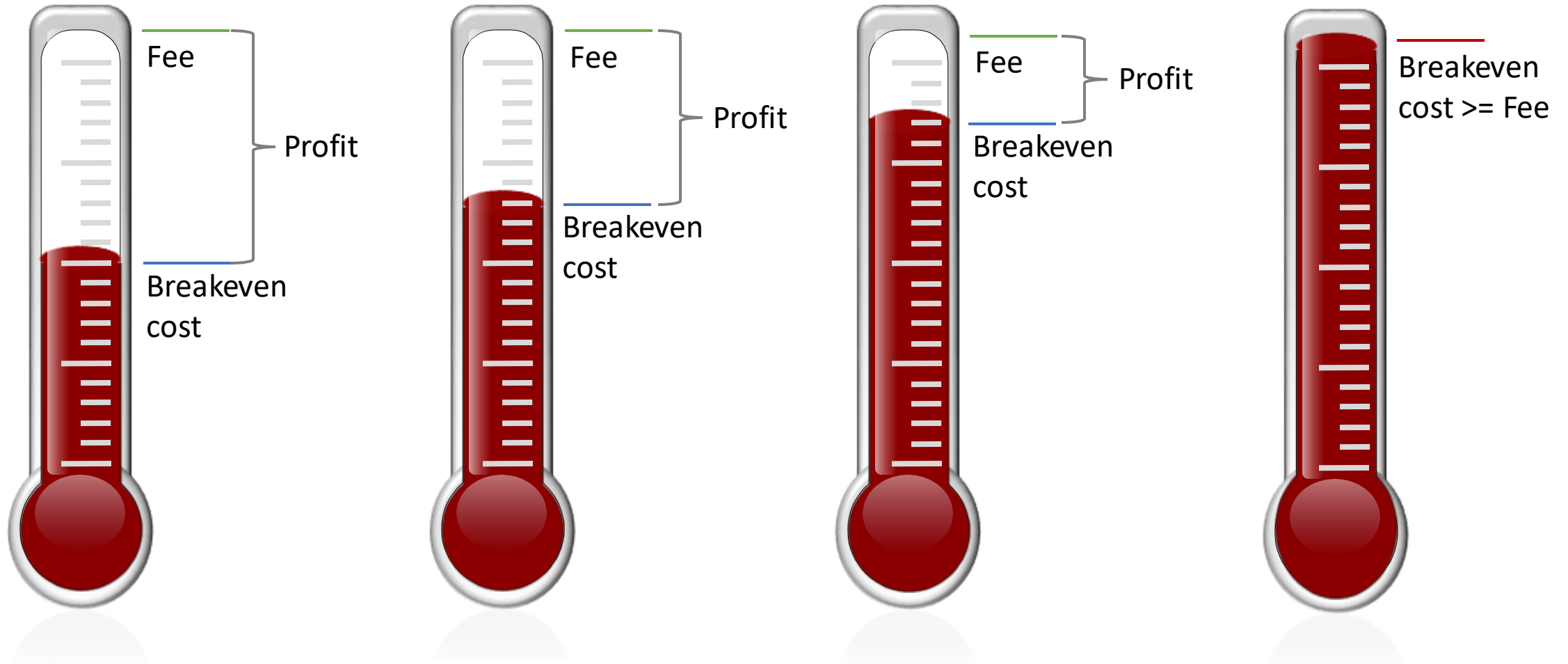


Indirect – Build a Solid Foundation



# Year on year your costs increase

Which of course reduces the return you make on your fees



# If you don't control your costs

- Won't receive the fees you need.
- Increased staff turnover.
- Staff don't receive the vital training they need.
- Your clients won't receive the care they need.
- Incidents, accidents, safeguarding.
- Costs will spiral out of control.
- CQC Rating.
- Value of your business declines.
- Close your business.



Controlling your costs is absolutely vital.

# Know your costs

- Record your costs.
  - Use an appropriate tool.
    - Accounting software
    - Spreadsheet
    - Running Cost Calculator
- Establish a process for entering the data.

Utilities **£1425.00** Monthly Budget: 2500

Add Row Save

Date In	Invoice No	Supplier	Amount	Paid	Reference
07/02/2025	a111	Gas	200.00	20/02/2025	DD
06/02/2025	b2555	Electric	300.00	20/03/2025	DD
11/03/2025	69785	Broadband/phone	250.00	dd/mm/yyyy	DD
04/03/2025	AAA1	Water	125.00	dd/mm/yyyy	DD
03/03/2025	54268	Council Tax	550.00	dd/mm/yyyy	DD

Housekeeping **£1894.50** Monthly Budget: 2650

Add Row Add Section Save

Date In	Invoice No	Supplier	Amount	Paid	Reference
20/02/2025		Acme Cleaning	1329.50	24/02/2025	DD
27/02/2025		Acme Laundry	565.00	28/02/2025	DD

Home Environment **£1314.00** Monthly Budget: 1000

Add Row Add Section Save

Date In	Invoice No	Supplier	Amount	Paid	Reference
10/02/2025		OpKill	167.00	10/03/2025	Debit card
12/03/2025		Amazon	245.50	11/03/2025	Debit Card
12/02/2025		AN Other	652.00	12/03/2025	Debit Card
25/02/2025		Acme Window cl	250.00	25/02/2025	BACS

Kitchen **£5479.00** Monthly Budget: 5750

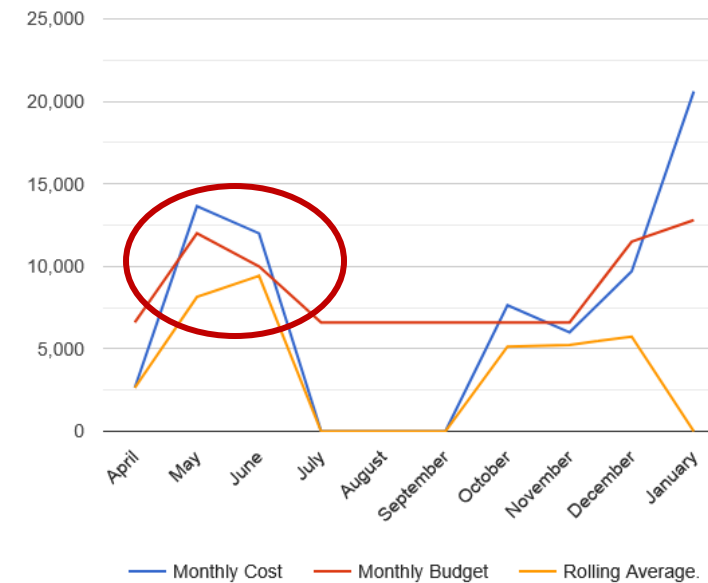
Add Row Save

Date In	Invoice No	Supplier	Amount	Paid	Reference
<b>Acme Dairy</b> Monthly Budget: 3000.00					
04/02/2025	5422	Acme Dairy	150.00	19/02/2025	BACS
07/02/2025	6588	Acme Dairy	650.00	12/02/2025	BACS
11/02/2025	3218	Acme Dairy	350.00	21/02/2025	BACS
15/02/2025	5488	Acme Dairy	720.00	26/02/2025	BACS
18/02/2025	2564	Acme Dairy	950.00	27/02/2025	BACS
25/02/2025	1255	Acme Dairy	125.00	28/02/2025	BACS
<b>Acme Dairy</b>			<b>£2,945.00</b>		
Add Row Save Delete Section					
<b>Cleaning</b> Monthly Budget: 1000.00					
04/02/2025	6562	Acme Hygiene	75.00	06/02/2025	BACS
11/02/2025	65464	Acme Hygiene	350.00	14/02/2025	BACS
13/03/2025	1112	Acme Hygiene	110.00	17/02/2025	BACS
23/02/2025	15154	Acme Hygiene	120.00	26/02/2025	BACS
24/02/2025	755	Acme Hygiene	80.00	28/02/2025	BACS
<b>Cleaning</b>			<b>£743.00</b>		
Add Row Save Delete Section					
<b>Acme Foods</b> Monthly Budget: 1500.00					
03/02/2025	65466	Acme Foods	345.00	06/02/2025	BACS
10/02/2025	1236	Acme Foods	111.00	13/02/2025	BACS

# Control your costs

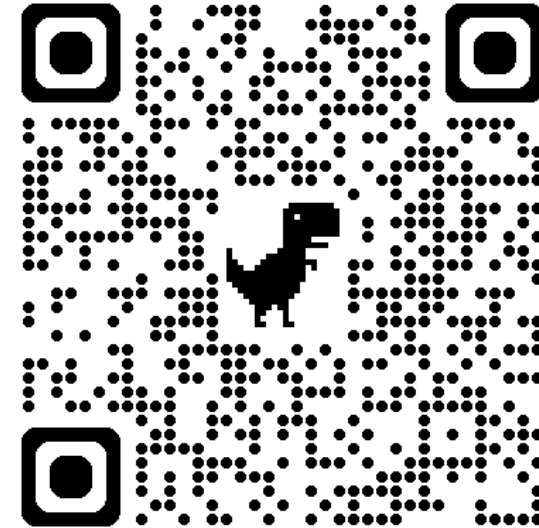
- Set monthly budgets
- Monitor
- Establish average monthly costs that you can confidently use when setting care fees.

Kitchen



Repairs And Maintenance

# Control your costs - Running Cost Calculator



**Try the Running Cost Calculator free for 30 days.**  
Cancel your subscription if you wish without paying a penny.

**No risk.**

Scan the QR code to go to the **Running Cost Calculator** web page.

<https://www.qualityofcare.co.uk/runningcostcalculator.html>

If you have any questions, contact us on  
[support@qualityofcare.co.uk](mailto:support@qualityofcare.co.uk)

# Know how much your costs have changed

## Costs April '24 - March '25

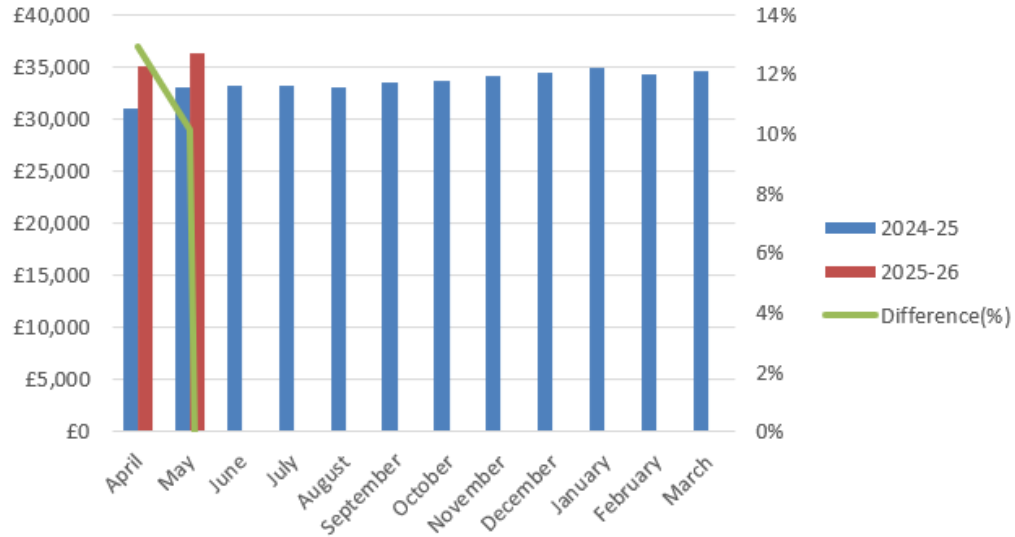
	Fixed Costs	Staff Costs					Total Cost
Month	Fixed Cost (£)	Employer					Total (£)
		Payroll (£)	PAYE (£)	NIC (£)	Agency (£)	Total (£)	
April	£31,000	£48,300	£8,100	£2,600	£2,000	£61,000	£92,000
May	£33,000	£48,500	£8,250	£2,630	£2,200	£61,580	£94,580

## Costs April '25 - March '26

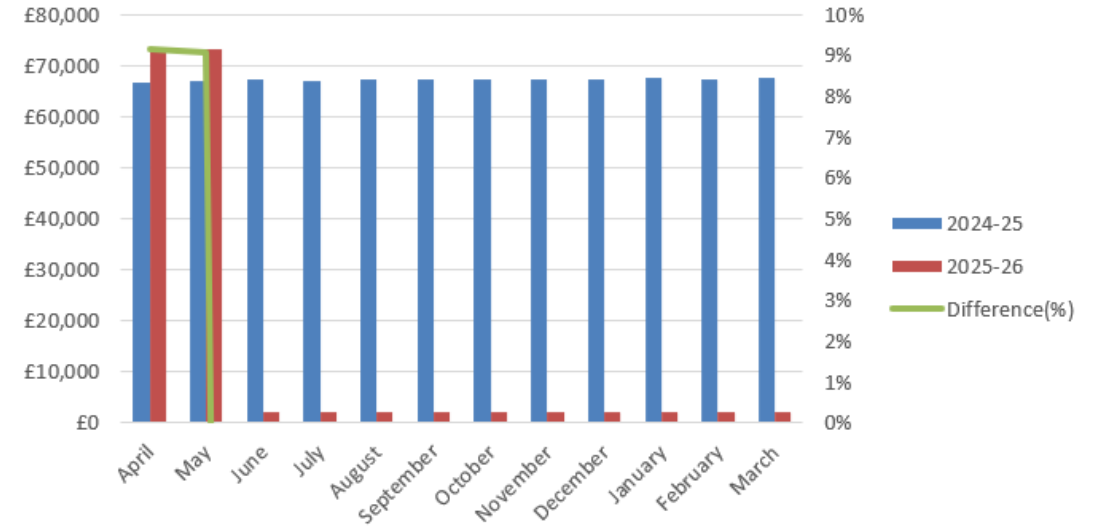
	Fixed Costs			Staff Costs							Total Cost		
Month	Fixed Cost (£)	Difference (£)	Difference (%)	Employer					Difference (£)	Difference (%)	Total (£)	Difference (£)	Difference (%)
				Payroll (£)	PAYE (£)	NIC (£)	Agency (£)	Total (£)					
April	£35,000	£4,000	13%	£51,700	£10,200	£3,000	£2,000	£66,900	£5,900	10%	£101,900	£9,900	11%
May	£38,450	£5,450	17%	£52,200	£10,300	£3,600	£2,200	£68,300	£6,720	11%	£106,750	£12,170	13%
June	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
July	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
August	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
September	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
October	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
November	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
December	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
January	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
February	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%
March	£0	£0	0%	£0	£0	£0	£0	£0	£0	0%	£0	£0	0%

# Know how much your costs have changed

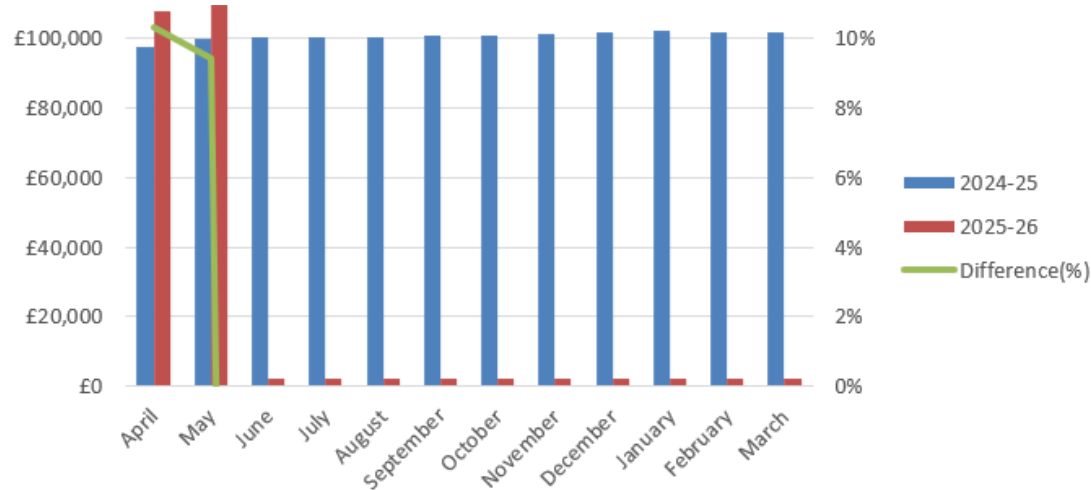
Fixed Costs



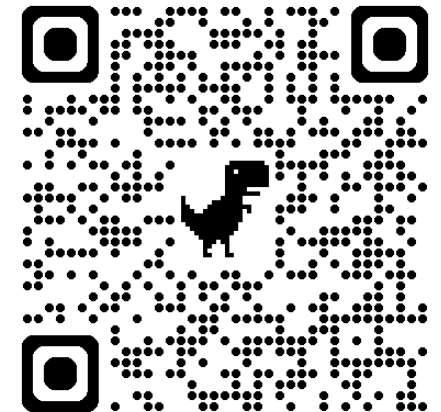
Staff Costs



Total Costs



Care Cost  
Comparison Tool



# Three ways to indirectly control your costs

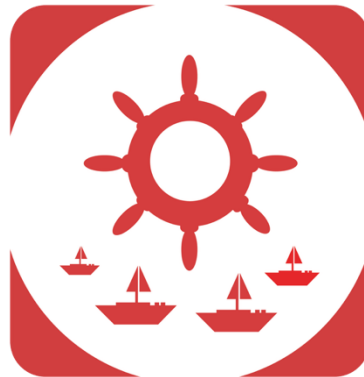
Create and maintain a strong,  
coherent strategy

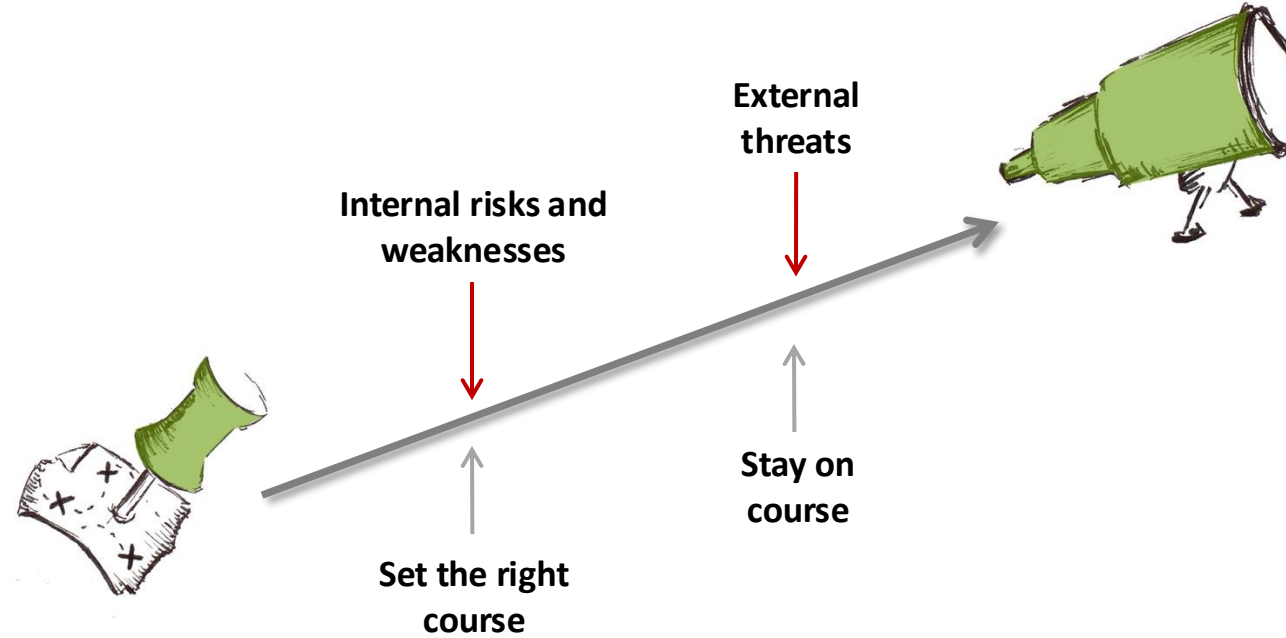


Make your business efficient



Have the right leaders in place to  
make it happen

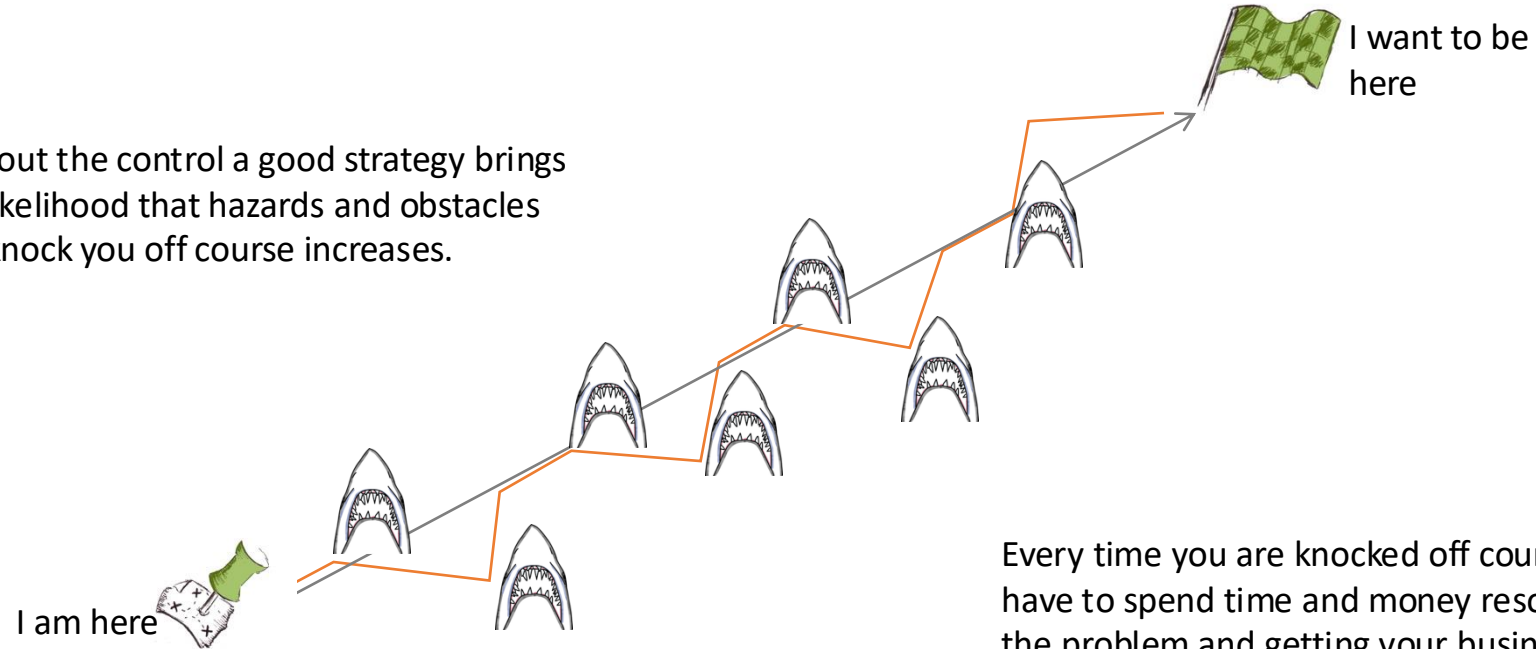






# No strategy = Increased costs

Without the control a good strategy brings the likelihood that hazards and obstacles will knock you off course increases.

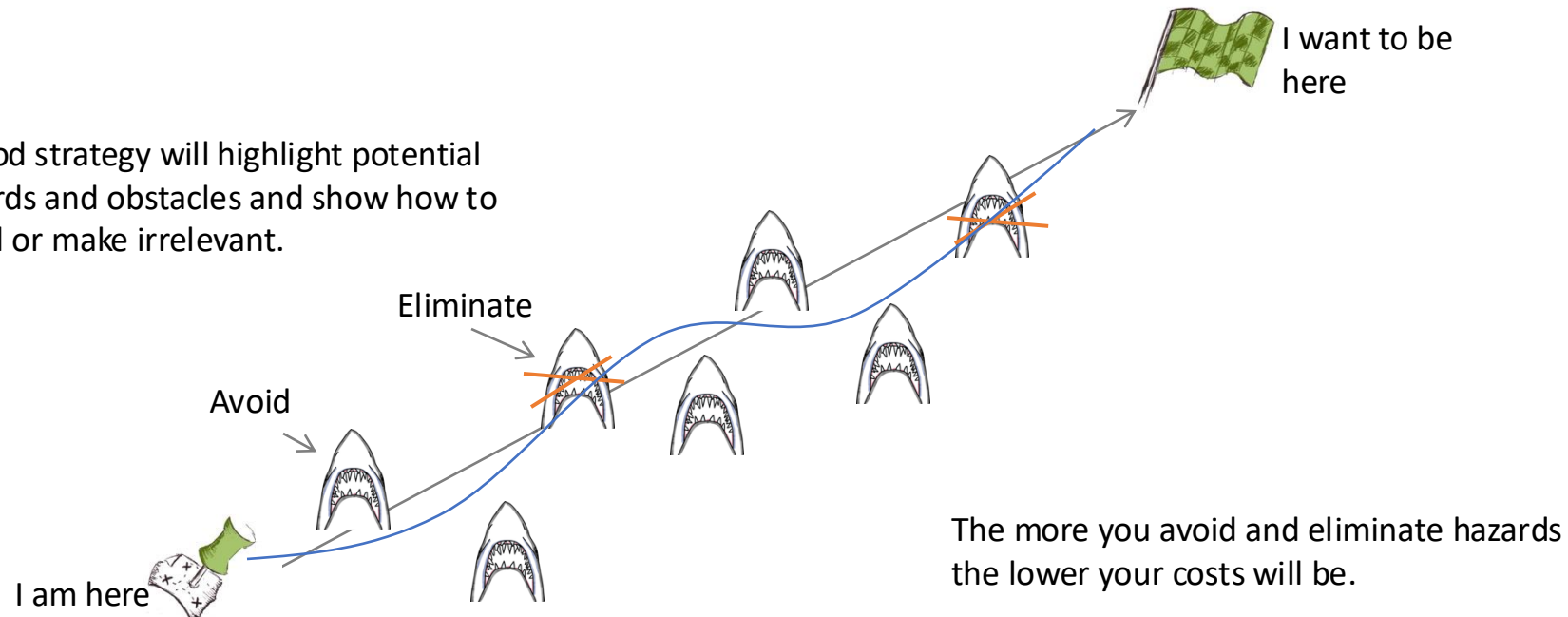


Every time you are knocked off course you have to spend time and money resolving the problem and getting your business back on course.



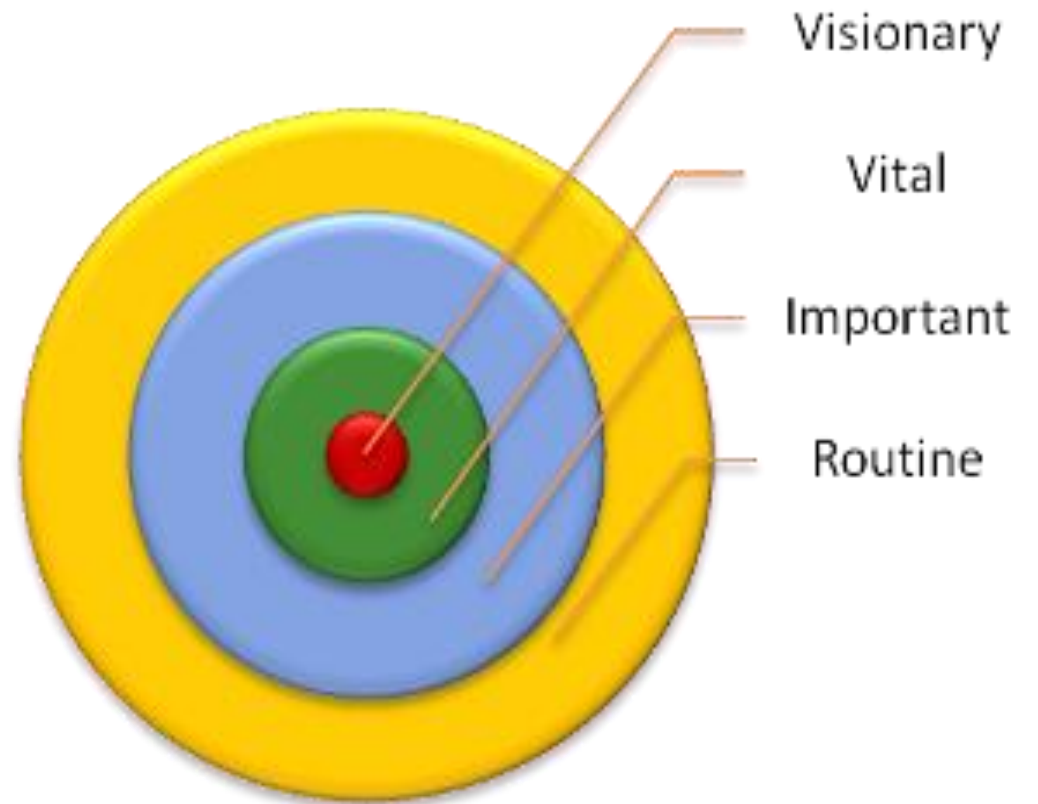
# A good strategy reduces cost

A good strategy will highlight potential hazards and obstacles and show how to avoid or make irrelevant.



# Example goals

- Visionary:
  - Long term expansion of your business.
  - Exit strategy.
- Vital:
  - Be financially Healthy.
  - Establish a strong business foundation – strategy, systems and leadership.
- Important:
  - Have a robust BCP in place.
  - Be compliant on all training.
  - Be cyber secure.
  - Be DSPT compliant.



# Business Continuity Planning



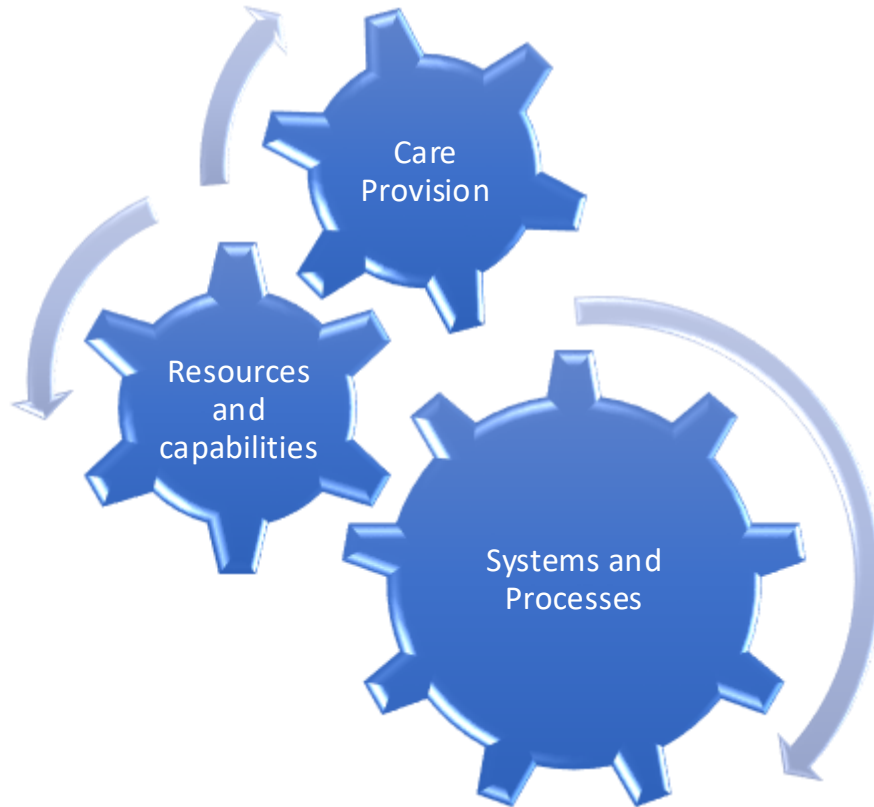
## What's Included in the pack?

- A thorough BCP template document for you to amend to suit your care business.
- Forms needed to test, manage and review risks and threats.
- A Risk Analysis tool with which to assess the probability and impact of risks and threats.
- A Cyber Security Audit tool that will help you assess weaknesses and mitigate the threat of cyber-attacks.
- A BCP presentation to guide you and help train your staff.

[https://www.qualityofcare.co.uk/careproviders\\_bcppack.php](https://www.qualityofcare.co.uk/careproviders_bcppack.php)



# “Systemise” your organisation



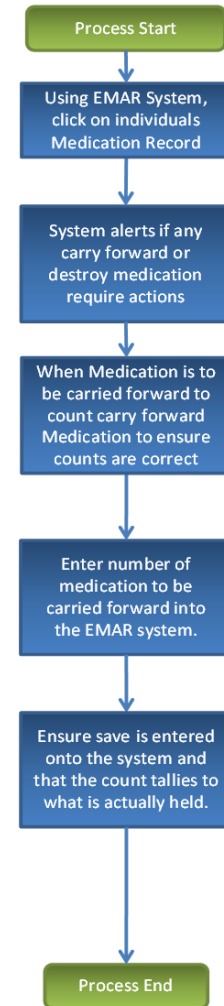
- When your business runs efficiently it will run more cost effectively.
- An efficiently run business will:
  - Carry out tasks in less time and with fewer mistakes.
  - Present fewer issues for you to resolve.
  - Provide a higher quality service.
  - Be easier to keep compliant.

All of which will reduce cost.



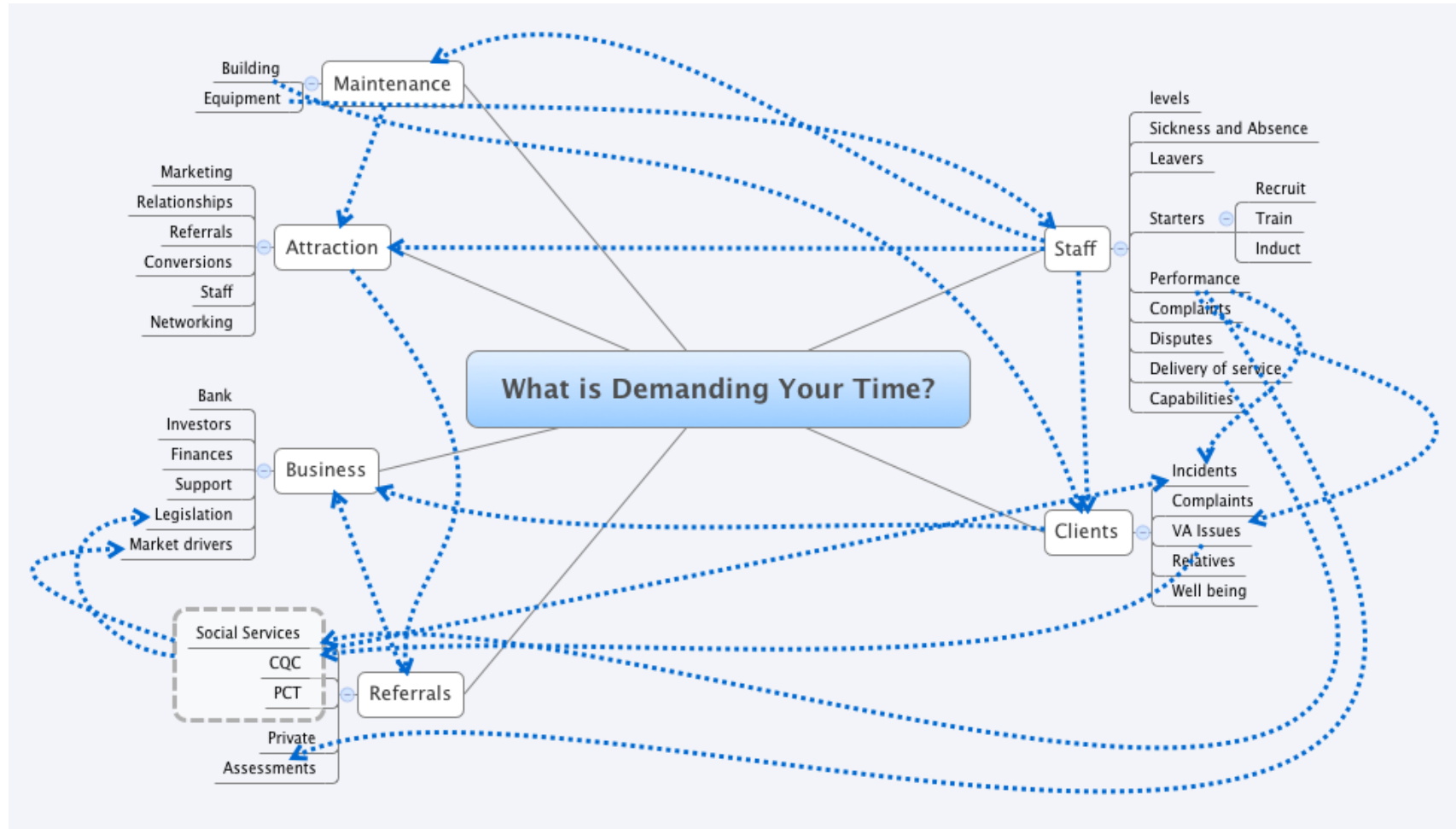
# Systems and Processes

## TITLE: Medication Carried Forward



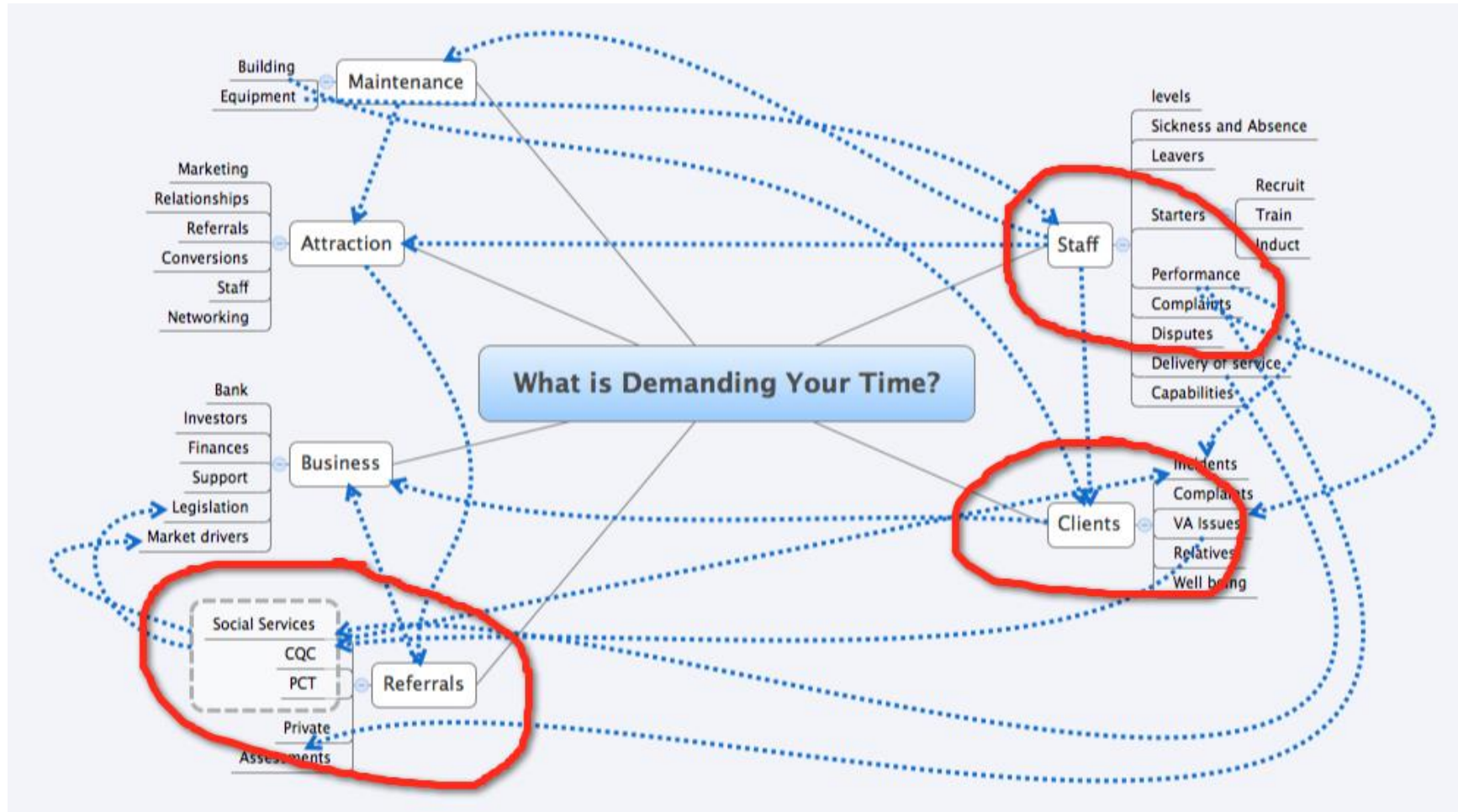


# Mind map your business



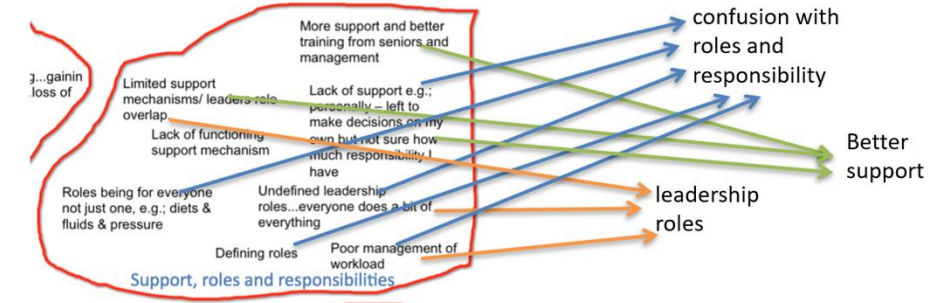
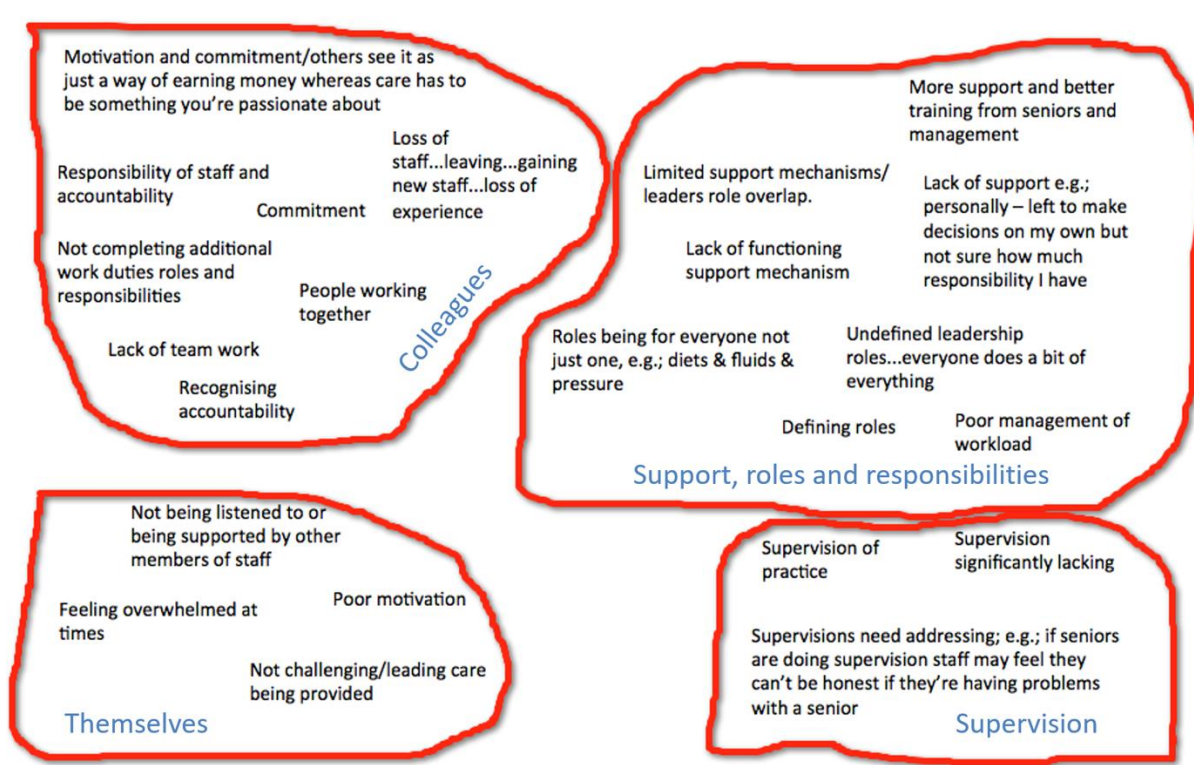


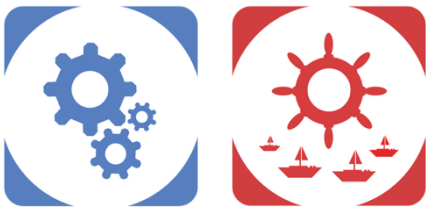
# Identify bottlenecks





# and common problems and ways to fix





# Use tools- staff rota to payroll

		SL/AB				Pick up shift				Morning Training				Afternoon Training				All Day Training				Woodford/First Day				Annual Leave				No. Shifts	Annual Leave	SL/AB	Parental Leave			
Dates		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	T		
		S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T			
Care Manager																																				
	184	X	X	CM	CM	CM	CM	CM	X	X	CM	CM	CM	CM	AL	X	X	CM	CM	CM	CM	CM	X	X	CM	X	X	CM	CM	X	X	CM	X	18	1	
	184	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	
	186	X	DRS	ACM	D	X	AL	ACM	X	X	ACM	D	X	TDD	ACM	X	X	ACM	TD1	X	D	ACM	X	X	ACM	X	X	D	ACM	X	X	ACM	DRS	17	1	
Care Team Managers																																				
	138	M	M	M	M	AL	AL	AL	AL	AL	AL	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	6	
	161	AL	AL	TD	DP	NRS	N	NRS	X	X	N	NRS	X	DP	X	N	NRS	X	X	DRS	TD1	D	DP	X	TD1	D	D	X	X	D	D	X	X	18	2	
	161	DRS	D	X	X	X	X	X	AL	X	D	X	NRS	N	NRS	X	X	D	D	DP	TD2	X	D	D	X	X	D	D	D	X	X	D	D	16	1	
	161	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	AL	M	M	M	M	M	M	M	M	M	M	M	M	M	0	1	
	184	X	X	D	DRS	X	X	X	D	DRS	TD1	D	D	DRS	EP	X	X	NRS	N	X	X	X	NRS	N	NRS	X	NRS	N	NRS	X	X	N	NRS	18	0	
	138	9ABD	X	2ABD	AB	X	X	DRS	NRS	NRS	NRS	N	X	X	DRS	DRS	D	X	TD	X	D	DRS	X	X	X	N	N	X	X	NRS	NRS	X	N	16	0	
Days		2	2	1	3	0	0	1	1	1	1	2	1	3	1.5	1	1	1	1.5	2	2.5	2	2	1	0.5	1	2	2	1	1	1	1	2	45		
Nights		0	0	0	0	1	1	1	1	1	2	2	1	1	1	1	1	1	1	0	0	0	1	1	1	1	2	1	1	1	1	1	2	29		
Lead Carer																																				
	161	M	M	AL	AL	AL	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	3	
	161	X	D	DRS	X	DRS	X	X	AL	AL	X	X	AWD	AL	X	X	X	D	DRS	X	TD1	TD2	N	NRS	X	DRS	X	NRS	N	X	X	NRS	N	15	3	
	161	X	X	D	X	TD1	AB	X	DRS	D	X	X	DRS	D	AL	X	DP	N	NRS	X	X	D	DRS	6	X	DRS	X	X	X	DRS	D	X	N	14	1	
	161	NRS	N	X	X	TD1	DRS	D	X	X	DRS	DRS	DP	X	X	D	DRS	X	X	D	DRS	D	X	X	DRS	D	D	X	X	D	D	DRS	X	19	0	
	161	X	X	D	X	X	AB	X	3SLN	SL	X	X	NRS	N	AL	X	DP	D	D	TD1	X	X	DRS	D	6	X	D	X	X	D	DRS	X	N	12	1	
	138	X	X	NRS	NRS	X	X	D	X	X	TD1	N	NRS	X	X	X	DRS	TD1	TD1	TD1	X	N	N	N	X	X	D	DRS	DRS	X	X	D	D	15	0	
	161	X	NRS	X	X	N	NRS	AWN	X	X	AWN	AWN	X	TD	X	NRS	N	X	TD	NRS	N	NRS	X	X	N	NRS	X	X	X	N	N	X	N	16	0	
	138	SL	SL	SL	X	SL	X	X	SL	X	SL	X	X	X	#9	X	X	X	TD2	X	NRS	N	X	D	X	N	X	X	X	D	X	X	D	6	0	
Days		0	1	3	0	1.5	1	1	2	2	1	1	3	1	0	1	3	3	2.5	1	1.5	1.5	2	3	1	2	4	1	1	4	3	2	2	56		
Nights		1	2	1	1	1	1	1	0	0	1	1	2	2	0	1	1	1	1	1	2	2	2	2	1	2	0	1	1	1	1	1	4	39		
Carers																																				
	161	AWD	AWD	AWD	AWD	X	D	X	X	D	AWD	AWD	X	AL	X	AL	D	D	D	X	D	X	X	D	D	D	D	X	D	X	D	D	D	D	20	2
	161	X	X	D	D	DP	X	X	D	D	TD2	X	D	D	X	X	X	UL	UL	X	X	X	D	D	X	X	D	UL	UL	X	X	D	D	13	0	
	161	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0
	96	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0
	161	AL	AL	X	X	AL	AL	AL	X	X	AL	AL	X	X	X	D	D	X	TD2	D	D	D	X	X	D	X	D	X	D	X	D	X	D	10	7	
	161	D	D	X	X	D	D	D	X	X	D	D	6	X	X	D	D	X	X	D	D	D	X	X	D	D	X	X	X	D	D	X	D	17	0	
	161	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0
	138	X	X	X	D	X	X	X	D	D	X	X	D	D	D	X	X	X	TDD	TD	X	X	D	D	X	D	D	D	X	X	D	X	X	13	0	
	161	X	6	D	D	DP	X	DP	D	D	X	X	D	D	6	X	DP	D	X	X	D	DP	D	D	X	D	D	D	D	X	X	X	X	19	0	
Days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Nights		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total Day Support		28	31	36	37	37.5	33.5	33	40	35	34.5	34	37	38	34.5	36	41	39	41.5	38.5	41.5	36	43	42	39.5	45	53	40	35	41	41	32	38	1212		
Total Night Support		13	11	12	12	13	14	14	13	13	13.5	14	12.5	13.5	12	13	14	14	14	15	15	14	14	14	13	20	20	12	11	14	13	12	17	439.5		
Day Pick up shift		2	-1	-6	-7	-7.5	-3.5	-3	-10	-5	-4.5	-4	-7	-8	-4.5	-6	-11	-9	-11.5	-8.5	-11.5	-6	-13	-12	-9.5	-15	-23	-10	-5	-11	-11	-2	-8			
Night Pick up shifts		1	3	2	2	1	0	0	1	1	0.5	0	1.5	0.5	2	1	0	0	0	-1	-1	0	0	0	1	-6	-6	2	3	0	1	2	-3			



# Use tools- staff training management

## Fire Safety Compliance Analysis i

**Care Delivery** Training Sessions Required (Accumulated by Department)

Training Sessions Required By Department with Course Capacity / Staff Availability i

Training Session Capacity  Save

Non-compliance by Department					
Department	Overdue	Due Now	Due in 1 Month	Due in 2 Months	Due in 3 Months
Care Delivery	36	2	5	5	1
Nurse	1	0	0	0	0
Management	0	0	0	0	0
Ancillary	4	1	1	3	0
Admin	5	1	0	0	0
<b>Total</b>	<b>46</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>1</b>

**Moving & Handling** Basic Life Support (BLS)

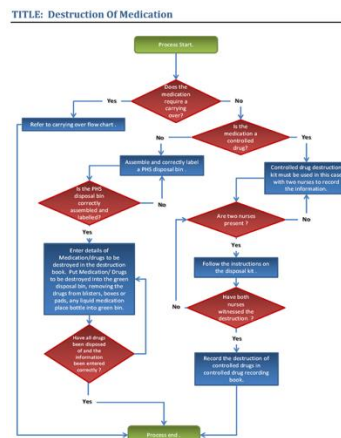
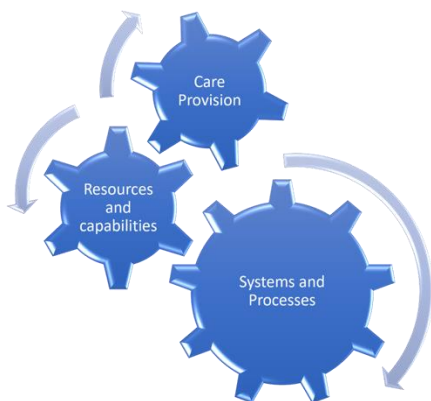
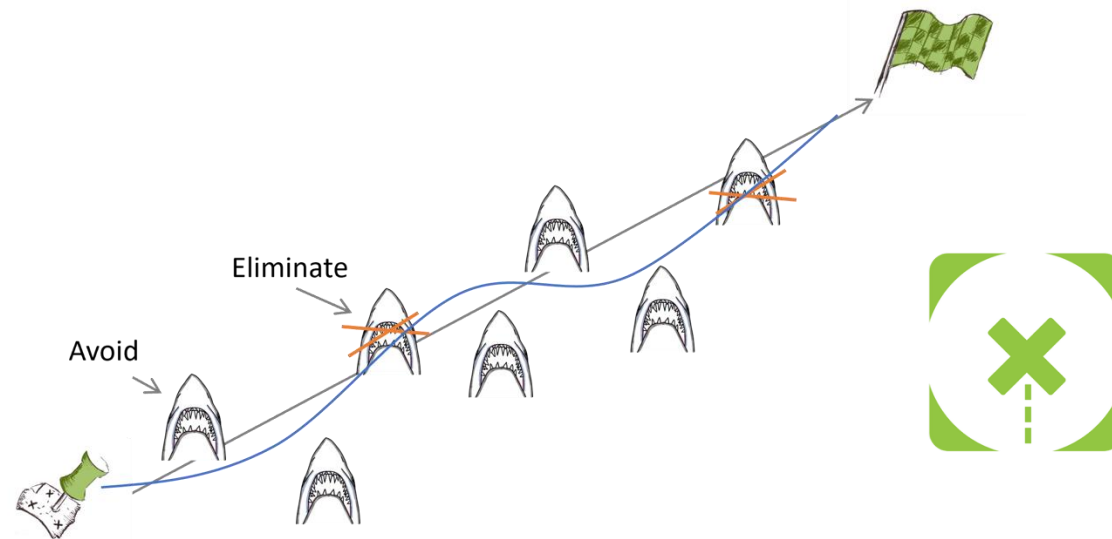
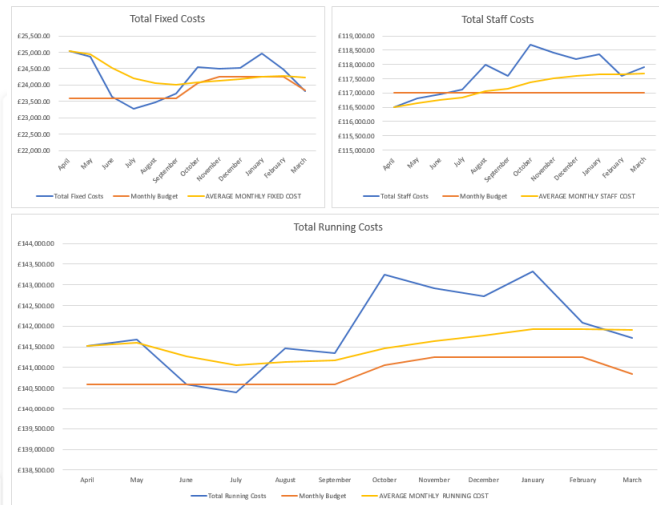
**Accumulated Training Due by Department**

Training Sessions Required

Minimum No of Sessions Required			
Required now	Required in 1 month	Required in 2 months	Required in 3 months
4	1	1	1

## Quality of Care Training Matrix

[qualityofcare.co.uk/trainingmatrix.html](http://qualityofcare.co.uk/trainingmatrix.html)



Bring out the best in you and your people to make it happen