

## **Breakdown of Franchise Package**

### **Costs**

Franchise Fee = £24,000 plus VAT (reduced from £30,000 plus VAT)

Working Capital £8-10K (These are the funds required to cover your running costs until you become profitable)

### **Typical running costs**

- Office rent (2 man serviced office premises)
- Office phone line and Mobile
- Travel costs
- Gifts, promotional items
- Additional office staff
- Business insurance
- Uniforms / ID Badges
- PPE
- Software / IT
- Stationary

### **Initial Setup and ongoing support of systems provided:**

Two separate business income streams made up of a Recruitment Agency and a Domiciliary Care / Supported Living business. These businesses operate side by side, complementing each other by utilising the same systems and costs associated with the office operation whilst maximising the potential of two separate funding areas.

Lastminute Care & Nursing business Licence to trade



Inclusive Support Business Licence to trade



**What you get:**

- 1 Access to all policies, procedures and systems that the business operates with.
- 2 CRM data base providing access to all client information and call management tools
- 3 Website addition and Exchange email address setup / Management
- 4 New computer with relevant software package (Office 365 Apps, CRM Database and internal systems, email client Document management system and others as required.
- 5 Marketing materials and sales documents artwork provided
- 6 Initial Marketing pack provision including business cards, leaflets, documents and forms required for trading
- 7 Initial Agency Staff uniform stock
- 8 All recruitment and management systems setup
- 9 Payroll System access and setup / Training
- 10 Invoice finance setup and access / Training

**Onboarding training program as follows:****Phase 1 – Lastminute Care & Nursing**

- 1 Initial support sourcing office space and setting up systems and Backoffice ready for trading
- 2 1 to 1 Support at the Head Office for familiarisation and systems overview training
- 3 Recruitment phase at local Franchisee office – delivery of training, learning systems, developing branch procedures and delivery on initial group of Agency Workers to launch branch.
- 4 Quality Improvement and Regulatory Requirements training
- 5 Marketing training and launch to deliver first clients and achieve proof of concept
- 6 Business Development Training – support and guidance specific to the highly successful Lastminute Care & Nursing model
- 7 Business and staff management training.
- 8 Payroll, invoicing, credit control and Invoice Finance training
- 9 Distance support available via online consultation, email and telephone.
- 10 Ongoing support as required by branch to support continuous improvements

**Phase 2 – Inclusive Support**

1. Delivery of Domiciliary care familiarisation training and industry regulations
2. Systems setup and training delivery
3. Marketing, compliance, and management systems in place
4. On site head office secondment within the Domiciliary Care Division
5. New CQC Policies and Procedural document system
6. CQC Registration application support and guidance
7. Ongoing mentoring and support / coaching