

30 September 2025

Adult Disability Provider Forum

This session will begin shortly



Welcome

Adult Disability Provider Forum

Date: 30 September 2025



Agenda



- Housekeeping and introductions (5 min)
- News: Events and services, Winter support (10 min)
- Your voice* – Tell us what concerns you (5 min) – *please put topics in chat*
- Hertfordshire County Council update + Q&A (30 min)
- Short comfort break (10 min)
- Forum discussions (30 min):
 - Our support for you
 - Discussion two: from “Your voice”*
 - Next steps



Housekeeping

- Tech is tech, and things go wrong. We respect and help each other.
- All slides plus a recording of today's event will be sent to you and uploaded to website.
- We want you to speak, but not during others' presentations
- For questions, or to raise points, please add these to the chat box function
- BOTS are welcome – the more the merrier!

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



Attendees have access to these features:

Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:



To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.

HCPA News:

- *Members Network Event 22/10/25*
- *Care Awards opening – look out for e-news*
- *NHS funding for cyber security*
- *Winter planning IPC webinar 09/10/25*

Winter is coming

COMING SOON: Winter Support calls and resources

You'll hear from us soon

Info pack, Checklist, Webinars, Videos, Support calls

SUPPORT SERVICES DIRECTORY

Avoid preventable admissions to hospitals -

- Support the NHS**
- Prepare for winter**
- Ensure the best care for your clients**

www.hcpa.info/supportservicedirectory/

**Download and print a poster with QR code
for up-to-date info within easy reach**



Your voice

- *We want you to use the chat box and tell us **what's bothering you...what's keeping you up at night...what are your challenges as management in Adult Social Care***



Community Commissioning for Disabled Adults (CCDA)

Adult Disability Service Forum (September 2025)

Introductions

- Laura Gordon – Head of Service for Community Commissioning for Disabled Adults
- Tamasine Pottle – Deputy Head of Service for Community Commissioning for Disabled Adults
- Rachel Baines – Commissioning Manager, Community Commissioning for Disabled Adults
- Maria Palmer-Webb – Manager, Brokerage Solutions Team

Agenda

- Introductions
- Community Commissioning for Disabled Adult Team
- Contract Meetings
- Commissioning Updates: Fee Uplift Process, Notifications, Provider Assurance and Monitoring
- Brokerage Solutions Team Updates
- International Recruitment

Introductions

Laura Gordon – Head of Service

Tamasine Pottle - Deputy Head of Service

Provider Review Programme & Community Day Opportunities	Supported Living	Residential & Short Breaks	Transforming Care
Rachel Baines Emily Busby Rob Wilson	Damian Pocknell Neha Barnes Ana Ariza	Kelly Amiran Karen Bramley-Cook Loren Ayres	Kit Whiting Wayne Evans
ADS.DayOpportunities@hertfordshire.gov.uk	ADS.SupportedLiving@hertfordshire.gov.uk	ADS.Residential@hertfordshire.gov.uk	

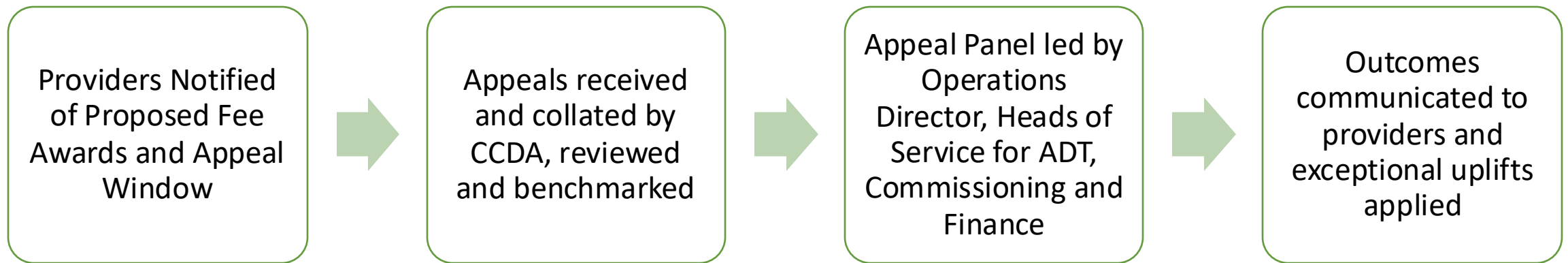
CCDA Updates – Contract Meetings

- Completed a review of processes in place for meeting and contract review of providers
- A consistent process across all service delivery and providers in CCDA
- Aligns with contract review processes in other areas of commissioning in HCC
- CCDA Proposing to meet formally with providers at least once a year (or in line with monitoring cycle)
- Will continue to meet more frequently with providers where concerns are identified

CCDA Updates – Contract Meetings

- Intended to be a supportive process as well as ensuring clarity and compliance with contracts
- Contract Information Return required to be completed in advance of the meeting
- Opportunity to:
 - Review progress against commissioned activity
 - Gain feedback about the service, including from the people we support
 - Identify any concerns promptly in relation to delivery, workforce, financial viability
 - Share good practice and service developments
 - Provide feedback to support commissioning developments and innovations

CCDA – Fee Uplift & Exceptional Uplifts



- Note: Individual Service Contracts (formerly CAR400) are not reissued for inflationary or exceptional uplifts. They are reissued when there is a change in hours or need.

Commissioning Notification Reminders

- Requests for changes to commissioned support:
 - If a change in need has been identified, a request should be sent to the relevant ADT
 - Changes to whole service core hours should be directed to commissioning
- Notice Periods:
 - Contractual terms - 90 days for care and support (may be negotiated on a case-by-case basis)
 - Tenancy notices may be less (typically 28 days)
 - Notice must be served to Community Commissioning for Disabled Adults not directly to the person with funded care or the Social Worker.
- Reporting and Notifications:
 - Issues relating to the individual should be sent through to the relevant ADT alongside statutory reporting required (Safeguarding, CQC).
 - Issues relating to the whole service should be sent through to CCDA

Provider Monitoring & Assurance Themes

- Themes identified from PAMMS assessments:
 - Evidence that people supported are respected and involved in their care.
 - Most services have good systems in place for infection control.
 - Ensure thorough inductions provided for managers working across multiple services to support governance and record-keeping.
 - Strengthen the use of Purple folders with enough detail and ensure used consistently.
 - Support staff with training to confidently apply PBS plans and improve outcomes.
 - Improve quality and detail of daily recordings to reflect each person's mood, activities, and preferences.

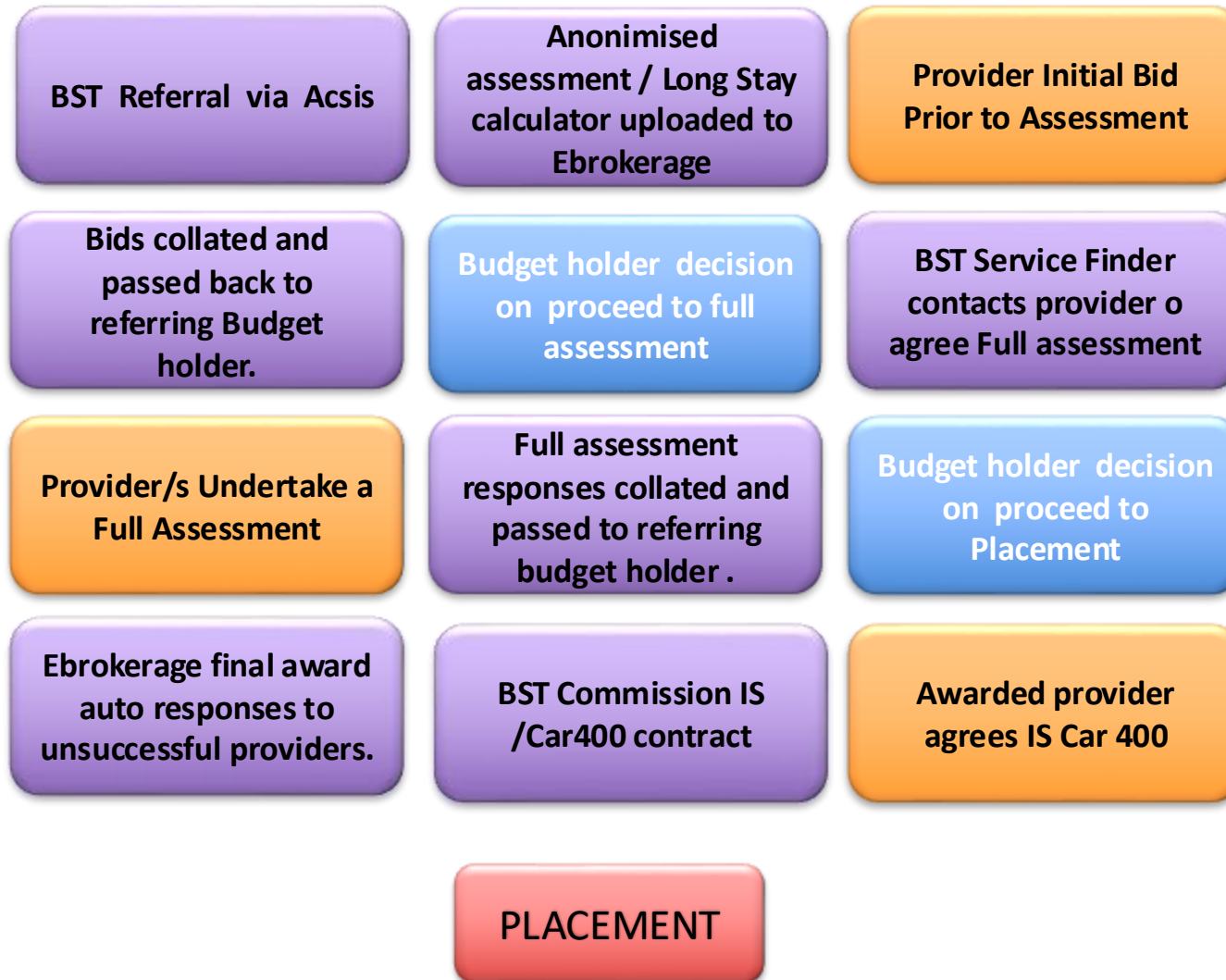
Brokerage Update

Email contact for BST Brokerage East and West

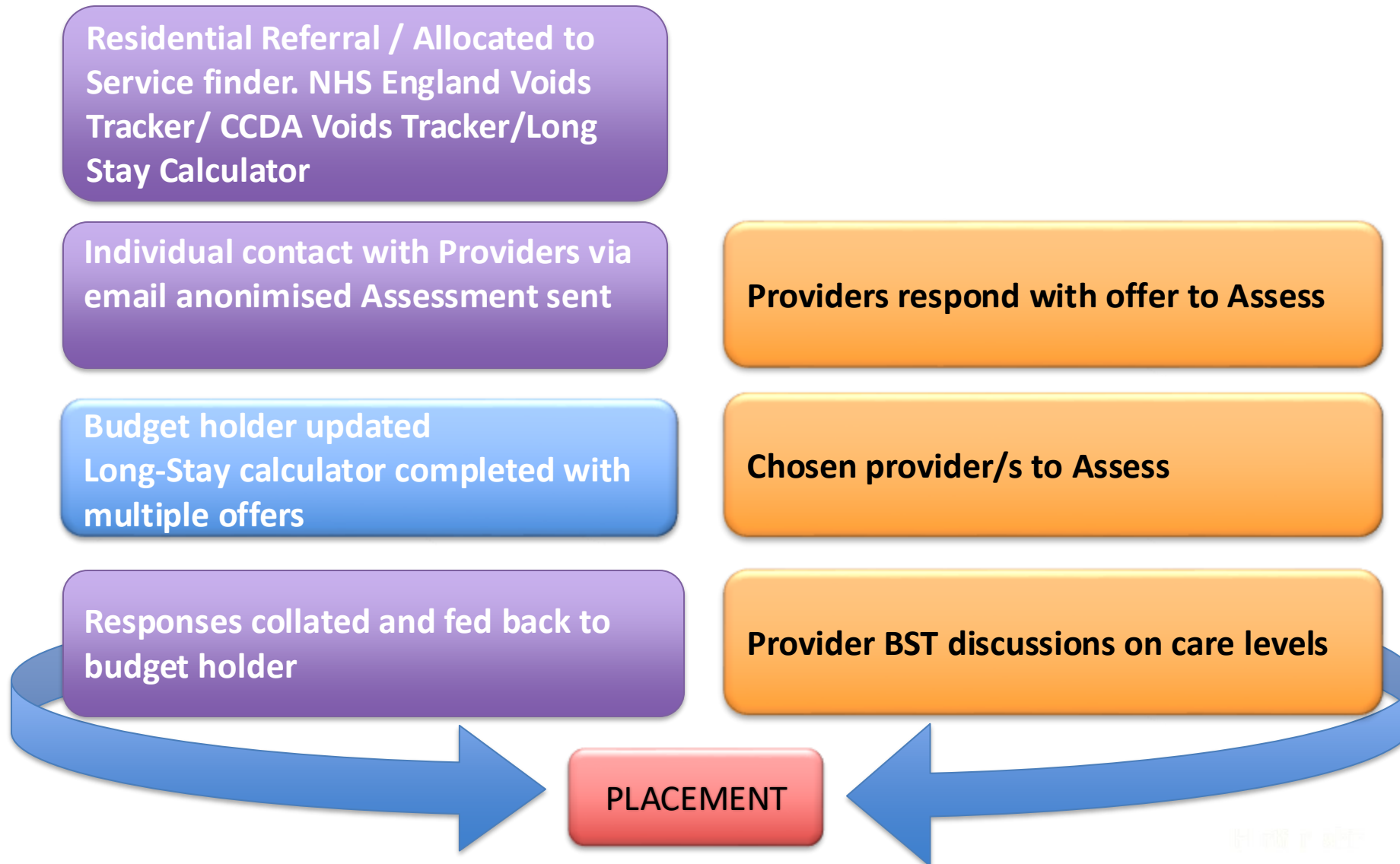
- BrokerageWest@hertfordshire.gov.uk
- BrokerageEast@hertfordshire.gov.uk

- Void information for Residential capacity and supported Living currently added to CCDA Voids Dashboard .
- BST hold information on Residential Voids as not part of Ebrokerage .
- Placement sourcing for Residential can occur out of county so HCPA provider may be approached for OOC as well as in county information.

Brokerage BST eBrokerage



Voids Residential Pathway



International Recruitment

- [Immigration white paper to reduce migration and strengthen border - GOV.UK](#) sets out 'radical reforms to Britain's immigration system'
- **Reducing net migration** - 22/07/2025 Social Care Worker visa route closed to new overseas recruits, further to Dependant ban effective from 11/03/2024
- **Skills** - new English language skills requirements, testing
- **Pay** - Minimum pay jumped from £20,000 to £25,000 per annum
- **Charges** - Certificate of Sponsorship charge increased from £239 to £525
- **Current visa holders** protected from dependent ban and visa closure + migrant workers can switch to new employers
- **HCC offer** – International Recruit Redeployee Pool contact tel: **020 8205 0067 - 07415 402 573** – Syed.Hussain@skillsum.co.uk job mentoring and provider matching.
- International Recruitment East App – Displaced Worker and Provider Digital Introduction platform [East of England digital platform - onboarding sessions - International Recruitment East](#)
- Sponsorship Provider network [Funding for International Recruitment in Adult Social Care 25/26 - HCPA](#)



Hertfordshire

Your voice

- *We want you to use the chat box and tell us **what's bothering you...what's keeping you up at night...what are your challenges as management in Adult Social Care***

Comfort Break



Discussion one – Our support for you

What is useful? If not forums, did you want more subject-specific webinars, or maybe f2f study days?

How best can we deliver our services to support you?

Next Steps

- *Please check e-news for updates from today, for news and booking links to future opportunities*
- *I can always be reached via the Hub: assistance@hcpa.co.uk or [01707 708108](tel:01707708108)*

Start the conversations with your staff, the people you support and health Professionals...



THE HCPA CARE PROVIDER HUB PROVIDING PEACE OF MIND.....



ASK us anything! We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation
- Covid: PPE, vaccinations and infection control
- Liaison with Hertfordshire County Council
- Funding, contracting and commissioning
- Staff wellbeing and recognition
- HR, Staffing and recruitment
- Training and education
- Business continuity
- Data protection
- Monitoring
- Equipment
- Insurance

Your hub, your support service.....

01707 708108 / assistance@hcpa.co.uk (Mon to Fri - 9am to 5pm). **www.hcpa.info/hub**

HCPA: 'Sharing best practice in care through partnership'



Newsletters

Stay up to date with sector news!
Ensure you and your leadership team are signed up to receive HCPA's newsletters.

Subscribe to our mailing list

