Adult Care Services

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Executive Director of Adult Care Services
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Date: 14 October 2026

Dear **x**

CONSULTATION ON A PROPOSED £15 WEEKLY ADMINISTRATION FEE FOR PEOPLE WHO PAY FOR THE FULL COST OF THEIR CARE

We are writing to tell you about a proposal that may affect you and to ask for your views.

Under the Care Act 2014, Councils can charge people who pay the full cost of their care (people with financial assets above the upper capital limit) for the administration involved in arranging and managing this on their behalf.

From 1 June 2026, people newly requesting Council-arranged care who were assessed as full cost have been required to pay a £15 weekly administration fee.

We introduced this charge because demand for adult social care continues to increase, the costs of providing services are rising, and Government funding is not keeping pace. We need to ensure that our resources are used fairly and that support remains available for those who need it. As part of this consultation, we are considering whether a consistent approach should apply to everyone who chooses to have the Council arrange and manage their care.

We are considering introducing the £15 weekly administration fee for people who were already paying the full cost of their care before 1 June 2026 and who choose to use this service. We are seeking views on whether the same arrangement should apply to people who were already receiving Council-arranged care before the charge was introduced.

Following a financial assessment carried out in line with the Care Act 2014, we understand that you currently pay the full cost of your care and choose to have Hertfordshire County Council arrange and manage your care on your behalf. Because of this, the proposal we are consulting on may be relevant to you.

Before any decision is made, we would like to hear your views.

What is being proposed?

We are consulting on a proposal to introduce a £15 weekly administration fee for people who:

- pay the full cost of their care; and
- choose to ask the Council to arrange and manage that care on their behalf.

The fee would contribute towards the ongoing costs of arranging care, maintaining care arrangements, processing payments and invoices, and liaising with care providers.

This consultation is being sent only to people who may be affected by the proposal.

The consultation will run for six weeks, from **19th October 2026 to 30th November 2026**.

What this would mean for you

If a decision is made to proceed with this proposal, the administration fee would be introduced from **January 2027**. The charge would not be applied retrospectively.

You would have the following options:

- **Continue to have your care arranged and managed by Hertfordshire County Council**

  If you choose this option, the £15 weekly administration fee would apply.

- **Arrange and manage your own care directly with care providers**

  If you choose this option, you would not pay the administration fee.

  This would give you greater control over your arrangements, but you would be responsible for finding, arranging and managing your care providers, including dealing with any changes to your care arrangements.

Should you decide to arrange your own care, we can provide information and guidance to help you understand your options and where to access independent advice if needed.

If you think your financial circumstances have changed, please contact the Income Team on 01438 843434 or via email to ACS.Income@hertfordshire.gov.uk.

We would like to hear your views

All responses received during the consultation period will be considered before a final decision is made. The final decision is expected to be made by Adult Care Services during **December 2026**. We will write to you afterwards to explain the outcome and any implications for you.

Your reply will be treated confidentially and will not be passed on to anyone providing you with services. You will not be personally identified and your answers will not affect the services you receive. A reference number has been included that will only be used to contact you if your answers lead us to be very concerned about your safety or wellbeing. This is the only circumstance under which this reference will be used to identify you.

Once you have completed the form, please return it in the pre-paid envelope. You **do not** need to put a stamp on the envelope.

Alternatively, if you prefer to complete the survey online, please use the link or scan the QR code when prompted:

https://surveys.hertfordshire.gov.uk/t/AdminChargeConsultation2026-ReceivingCare/

Thank you for taking the time to consider this proposal and share your views.

Yours sincerely

Jotham Wanyoni

Jotham Wanyoni

Head of Income & Financial Assessment Team

Contact Us

Urgent Queries or Concerns

If you have any urgent queries or concerns that require a prompt response or immediate attention, please contact ACS directly on:

0300 123 4042 (lines are open from 8am to 8pm Monday to Friday, and from 9am to 4pm on Saturdays)

If you need help to understand this information, require it in another format (such as large print, Braille or Easy Read), or would like to speak to someone in your preferred language, please call *0300 123 4042.*

Independent Support and Advice

If you would like someone independent to help you complete this survey over the phone, please call Hertshelp on 0300 123 4044.

Hertfordshire Directory

You can use the Hertfordshire Directory for details of national and local groups, charities, services and activities: www.hertfordshire.gov.uk/directory

Independent Complaints

www.hertfordshire.gov.uk/about-the-council/complain-or-comment/make-a-complaint.aspx

Write to us: using the address at the front of this letter.

Consultation Questions….

The council is proposing to introduce a £15 weekly administration fee for people who pay the full cost of their care.

1. What type of service do you currently receive through Council arranged care? (Please select all that apply)

Homecare	☐
Day Care	☐
Respite Care	☐
Residential Care	☐

Other (please specify below)

2. What are your views on the proposal to introduce a £15 weekly administration fee for people who pay the full cost of their care and choose to have the Council arrange and manage that care on their behalf?

3. What impact, if any, would paying a £15 weekly administration fee have on you?

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4. If this administration fee was introduced, what would you be most likely to do?

Continue to have the council arrange & manage my care	Arrange and manage my own care	Not Sure
☐	☐	☐

5. How confident would you feel arranging and managing your own care directly with care providers?



Not at all confident	Slightly confident	Moderately confident	Very confident	Extremely confident
☐	☐	☐	☐	☐

If you would feel less than moderately confident arranging and managing your own care, what support would help you feel more confident?

6. Is there anything else you would like us to consider before making a final decision on the proposed administration fee?

Internal Office Use
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