

Adult Care Services
Director: Chris Badger

Management Board
Adult Care Services
Hertfordshire County Council

To: All Homecare Providers in
Hertfordshire

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Date: 16 May 2022

Dear Colleagues,

Re: Social Care Funding Reform – Fair Cost of Care Exercise (Homecare) - Reminder

Further to my letter of 26th April and the HCPA webinar last week which introduced the Fair Cost of Care Exercise for Homecare, I wanted to remind you of important deadlines and the support available to you.

As you know the Fair Cost of Care exercise is an important part of the government's social care funding reform and this is a critical opportunity for the homecare market in Hertfordshire to engage with us to establish the fair cost of providing Homecare in Hertfordshire.

Support and Key Date this Week

The developer of the homecare toolkit has arranged 3 demonstration and Q&A sessions for providers and the **last one** is this week on the **19th May**. If you haven't already attended one of the two previous sessions, then I would urge you to book on to and attend the final session this week.

This session will give you the opportunity to familiarise yourself with the toolkit and ask any questions and I would recommend that the person who will be completing the template should attend this session if they haven't attended one already. To book onto this session read the providers instructions and follow the link below.

[Home Care Cost of Care Toolkit Demonstration and Q+A for Home Care Providers.](#)

The Care and Health Improvement Programme are running a webinar (last of 3) where the developer of the Home Care Cost of Care Toolkit, ARCC, will talk through how the tool works. These sessions are 90 mins, split evenly between ARCC demonstrating the [Home Care Cost of Care Toolkit](#) and how it should be completed and then taking general Q&A queries. These sessions are for a care provider audience only and are free for all to attend. Please click the links below to register for the session, then select Book Now at the top of the Event Page. When registering, please select non-member organisation and enter your details as requested. Please do check your junk mail inboxes for sign up confirmations and if there are any issues with registering, do email Marketsandcommissioning@local.gov.uk

[Home Care CoC Toolkit Demo and Q&A – 19th May from 10.00–11.30](#)

Additional Support Available

1. We will be providing support to providers with further queries via the HCPA hub supported by a team of people to answer general and specific and detailed questions about the toolkit. Contact details for the HCPA hub are as follows; email assistance@hcpa.co.uk telephone 01707 708 108.
2. We will be sharing Frequently Asked Questions with you via the HCPA website which we will update weekly
3. We have established a dedicated HCC email address for queries ACS.FairCostofCare@hertfordshire.gov.uk and will provide a response within 24 hours via email/phone and ongoing support with query

Actions for you today

1. Book onto the **last** demonstration and Q&A session which is this week - if you haven't attended one of the first two sessions or you have further questions.
2. Have a look at the toolkit to familiarise yourself with what is being asked for.

Once you have had the opportunity to review the toolkit and have attended the demonstration we will be in touch with further details and to offer support to help you complete the Fair Cost of Care toolkit **by 9th June 2022**. Please return to your completed toolkit to either ACS.FairCostofCare@hertfordshire.gov.uk or assistance@hcpa.co.uk.

To secure Hertfordshire's future funding, to enable us to fund moving towards paying providers the Fair Cost of Care, we need to complete a fair cost of 18+ homecare exercise, by early June, and to do this we need your engagement and support.

I would urge you to take advantage of this opportunity to be part of developing the fair cost of care for homecare in Hertfordshire.

Yours faithfully,



Jackie Albery

Director of Planning & Resources, Adult Care Services