



# Information

for adult social care providers

CORONAVIRUS  
**PROTECT  
YOURSELF  
& OTHERS**



## Issue 18

Dear Colleague,

We are constantly seeking to develop our communication and engagement with you. To make your access to Covid-19 related financial information as easy as possible, we are writing to summarise and build upon the information shared with you through previous bulletins and the weekly conference calls.

We have broken this down by provider type, to help you to quickly access the information most relevant to you.

Leicestershire County Council's financial resources, including the additional payment made to the authority by central government, will be used to target the extra costs caused by Covid-19 of services that continue to be delivered to support our business-critical services.

### **Non-Residential Providers**

#### Forward Payment

All Forward Payments have now been made and should have been received in the provider's bank account. Any remittance should reference 'April 2020 – Forward Payment' or 'Float Payment' for Supported Living providers.

Please see [Bulletin 14](#) for detail on the reason for the Forward Payment. This is a recoverable payment.

### **Community Life Choices (CLC) Day Service Providers**

#### Fee Increase

The agreed fee increase will be paid in the next scheduled pay-run due in a provider's bank account on 15<sup>th</sup> May. It will be back-dated to 6<sup>th</sup> April.

#### Extra Costs related to Covid-19

Please see a link to a [Provider Extra Cost letter](#), which includes reference to a Covid-19 Extra Cost Template, which can be used to claim extra cost relief if you feel your circumstances are such that you qualify for Leicestershire County Council extra

cost support based on the following conditions outlined in the letter, summarised below:

- The financial impact of the extra costs clearly relates to COVID19;
- The additional support will be time-limited and only relate to the Council's services;
- The support will not cover profits;
- Providers agree to operate transparently (open book) to help demonstrate that the payments made have been used in the manner intended and to allow a retrospective reclaim of payments where appropriate (for example further government measures may become available which can offset payments made by the Council);
- Relevant payments are passed to sub-contractors where appropriate.

The award of extra costs under this relief scheme will be granted at the Council's discretion and will be assessed on a case by case basis.

## **Supported Living Providers**

### Fee Increase

The agreed fee increase for framework providers is effective from 6<sup>th</sup> April and has been applied to the e-billing notification to providers that went out on Friday 1<sup>st</sup> May.

### Extra Costs related to Covid-19

Please see a link to a [Provider Extra Cost letter](#), which includes reference to a Covid-19 Extra Cost Template, which can be used to claim extra cost relief if you feel your circumstances are such that you qualify for Leicestershire County Council extra cost support based on the following conditions outlined in the letter, summarised below:

- The financial impact of the extra costs clearly relates to COVID19;
- The additional support will be time-limited and only relate to the Council's services;
- The support will not cover profits;
- Providers agree to operate transparently (open book) to help demonstrate that the payments made have been used in the manner intended and to allow a retrospective reclaim of payments where appropriate (for example further government measures may become available which can offset payments made by the Council);
- Relevant payments are passed to sub-contractors where appropriate.

The award of extra costs under this relief scheme will be granted at the authority's discretion and will be assessed on a case by case basis.

The Council has commissioned Care Analytics to examine the impact of Covid-19 on Supported Living providers' costs and are currently surveying a sample of Leicestershire Supported Living providers.

The analytical work will guide us in determining the size and nature of any further financial support, which will be notified to you during week commencing 25 May.

Further information will be made available via these frequent bulletins and the weekly provider conference calls.

## **Home Care Providers**

### Fee Increase

The agreed fee increase will be paid in the next scheduled pay-run due in a provider's bank account on 15<sup>th</sup> May. It will be back-dated to 6<sup>th</sup> April.

### Additional Covid-19 Costs

A payment to cover the extra costs of Covid-19 for April, based on 10% of planned care for the 4-week care period 6<sup>th</sup> April – 3<sup>rd</sup> May, should now have been paid into provider's bank accounts. It appeared on the remittance with the narrative 'Covid-19 Additional Payment April 2020'. It was made as one payment with no value broken down by Service User.

The Council has commissioned Care Analytics to examine the impact of Covid-19 on home care providers' costs and are currently surveying a sample of Leicestershire home care providers. The survey work has not extended to all providers in order to minimise the demands on you at this busy time.

The analytical work will guide us in determining the size and nature of any further financial support, which will be notified to you during week commencing 25 May.

Further information will be made available via these frequent bulletins and the weekly provider conference calls.

## **Residential Services**

### Scheduled Payment 20<sup>th</sup> April – 17<sup>th</sup> May

The agreed fee increase should now have been paid into provider's bank accounts. It was back-dated to 6<sup>th</sup> April.

### Forward Payment

The Forward Payment should also have been paid in the provider's bank accounts. Any remittance should reference 'Covid – Forward Payment'.

Please see [Bulletin 14](#) for detail on the reason for the Forward Payment. This is a recoverable cost.

### Additional Covid-19 Costs

A payment to cover the extra costs of Covid-19 for April, based on 10% of banded rate planned care for the 4-week care period 6th April – 3rd May, will be received into the provider's bank account on Thursday 7<sup>th</sup> May. It will appear on the remittance with the narrative 'Covid-19 Additional Payment April 2020'. It will be made as one payment with no value broken down by Service User. This is not a recoverable cost.

The Council has commissioned Care Analytics to examine the impact of Covid-19 on residential providers' costs and are currently surveying a sample of Leicestershire residential providers. The survey work has not extended to all providers in order to minimise the demands on you at this busy time.

The analytical work will guide us in determining the size and nature of any further financial support, which will be notified to you during week commencing 25 May.

Further information will be made available via these frequent bulletins and the weekly provider conference calls

Thank you for your continued support.

Yours sincerely

Jon Wilson  
Director of Adults & Communities