

Level

Tier

Scope

Service

County, Unitary

Care Services



Hertfordshire

Quality of Care

Characteristic(s) / CSF(s):
Procurement and Commissioning



Problem and Approach

- Hertfordshire County Council wanted to improve the quality of care providers in the council and improve relationships with them. This was with a view to developing a sector led approach.
- An understanding was reached with key stakeholders which focused on values, openness and transparency. Funding followed shortly after. The Chief Executive was appointed in 2010 and membership was opened up to all providers. Since then Hertfordshire Care Providers Association has become one of the most well-respected and developed provider associations in the country.
- The first annual Care Awards Ceremony took place in 2012 and a successful NHS vanguard bid followed in 2015. The association contains representatives from all adult social care providers in the county.

Outcomes

- Challenge to HCC on care fees and commissioning strategies
- Low numbers of providers in safeguarding processes with free support offered if they are
- Innovative agile workforce initiatives
- Peer support and collaborative working
- Re-accredited with the Matrix Standard for information, advice and guidance
- A Skills for Care Endorsed Learning Provider
- Taught 8,297 learners directly and indirectly, through approved training providers, HCPA funded education for another 4,500.
- Innovations like a 'human library' at events offering members the chance to chat to commissioners, monitoring teams, recruiters and HCPA staff on specific issues.

<https://www.local.gov.uk/hertfordshire-care-providers-association>