



United Kingdom Homecare Association (UKHCA)

Impact Statement 2018-19



Homecare - an essential service

About United Kingdom Homecare Association (UKHCA)

As the professional association for homecare providers, UKHCA is committed to supporting high quality care.

Our mission is to promote high quality, sustainable care services so that people can continue to live at home and in their local community.

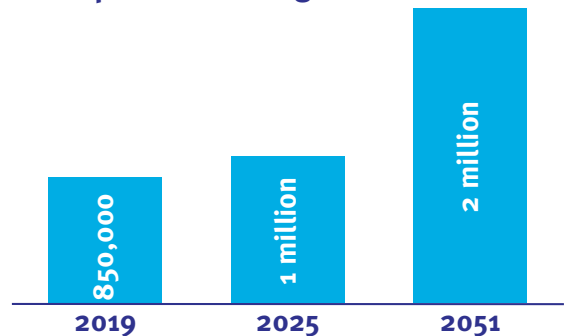
Our vision is of a United Kingdom where a choice of high quality, sustainable home-based care is available to everyone who would benefit.

All care-providing members sign up to the UKHCA Code of Practice when they join UKHCA and renew their membership, as a signal of their commitment to UKHCA's mission and vision.

Homecare helps almost a million older and disabled people each year to remain independent at home¹



People in UK living with dementia⁵



319,000 days

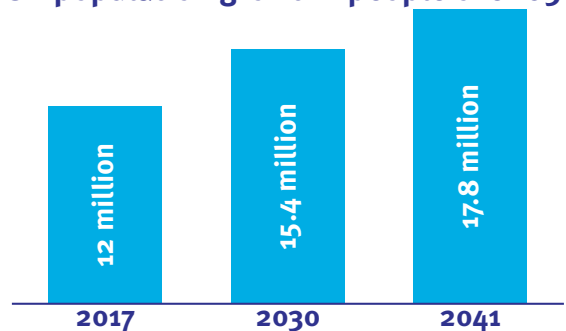
a year spent in hospital from delayed discharges due to lack of homecare (in England alone)⁷



318 million

hours of homecare are delivered each year³

UK population growth - people over 65⁴



£46.2 billion

contributed to UK economy by adult social care sector²



634,000 people are employed in the UK homecare sector⁸

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Message from the Chair and Chief Executive

The last year has been a period of significant change for UKHCA as we said farewell and thank you to Bridget Warr, as she moved on from her role as Chief Executive after eight successful years, and we welcomed her successor Jane Townson.

Having been a care provider herself, Jane brings extensive experience of service delivery, together with an understanding of social care policy and the issues which are most important to our members.

Whilst there has been change at UKHCA, uncertainty and lack of momentum has hampered progress on some of the key political decisions required to move the social care agenda forward, such as the Government's much delayed Green Paper for adult social care in England.

In this context, commentators can tend to focus only on the challenges facing parts of the sector, yet the reality is that exciting times lie ahead for homecare.

People want to remain at home, living as independently and healthily as possible until the end of life. Policymakers in government recognise this and are encouraging a shift away from residential care.

Entrepreneurs see a developing marketplace for innovations to enhance quality of life and promote independence for growing numbers of older and disabled people. They are also creating new technology solutions to enable digital transformation of homecare services.

The private-pay market for homecare is growing sustainably. And providers of housing, health and homecare are finding creative ways to integrate services, aligning social purpose with business success. Indeed, the housing with care market is seeing strong growth and significant levels of investment in developing and operating retirement communities.

Whilst critical challenges that urgently need to be addressed still remain in the state-funded market, we know that high quality homecare can improve outcomes and quality of life for people; delay or prevent admission to hospital and residential care; and save money for the health and care system.

With over 2,000 members in all four administrations of the United Kingdom, UKHCA has a diverse membership, reflecting the full spectrum of homecare providers.

Our goal as a member-led association is to engage effectively with all of our members; listen to and understand what they are saying and why; and then to deliver what our members want and need.

As part of this, we undertook a survey of UKHCA members in February 2019. Feedback from this, as well as from face-to-face meetings with members revealed that, regardless of type, size, client group, or stage of business maturity, there are five issues of common interest:

1. Workforce
2. Financial sustainability
3. Regulation
4. Quality, innovation and best practice
5. Public perception of homecare

During 2018-19 UKHCA delivered a comprehensive programme of support and representation across these key issues, including:

Workforce

At a policy level UKHCA has worked collaboratively with bodies across social care and health through the Cavendish Coalition, to ensure policymakers have understood that post-Brexit migration policy needs to reflect the vital role the workforce contributes via these services.

At a practical level, having lobbied government to invest in a recruitment campaign for adult social care, UKHCA promoted member

engagement with the national campaign which ran in Spring 2019. Further funding has now been secured to extend funding for the campaign in 2019-20.

Support for members has included distributing funds for their staff training through the Workforce Development Fund and delivering workshops for members on staff Recruitment and Retention.

Financial sustainability

During 2018 – 19 UKHCA used its robust evidence-based approach (for example, our Homecare Deficit and Minimum price for homecare reports) to secure extensive media coverage, highlighting the risks to the stability of state-funded care of inadequate funding. We worked closely with central and local government groups to help them understand providers' costs and obligations.

We have also focused policymakers' and regulators' attention on the need to plan for the self-funder market.

Regulation

With increases in regulatory fees in England affecting providers' costs, UKHCA has emphasised the need for regulators to assess the impact of their fees on market stability and to consider how they can deliver better value for money in their operations.

At an operational level, we have secured clarifications in priority areas for providers such as medication management and the registration of microproviders. We use feedback from members to ensure regulators learn from and are held accountable for inconsistent and inaccurate inspection practices.

Quality, innovation and best practice

During 2018-19 we produced new Inspection Guidance for UKHCA Members; comprehensively reviewed and revised the Homecare Workers' Handbook and released updated versions of a wide range of guidance including: medication, client privacy, GDPR and fire safety.

UKHCA events were attended by over 1,000 people last year with our workshop programme delivering training to over 670 participants. Other events included a celebration of members rated "outstanding"; a live-in care specialist interest group and a series of regional members' forums.

Reflecting the challenge for members of delivering high quality training to a field-based workforce, we have agreed a new partnership with My Learning Cloud, a leading e-learning provider.

Public perception of homecare

Promoting the benefits and value of homecare to a wider public audience will be an increasing focus of UKHCA's work in the coming period.

As a step towards this, UKHCA worked with Scottish Care to promote and deliver Homecare Day in October 2018 to celebrate the contribution and raise awareness of homecare.

Looking forward to the next 12 months and beyond, we are at an important time for homecare as the UK gears up to leave the European Union and we prepare to respond to government's proposals for adult social care in the long-awaited Green Paper. Influencing the debate on funding for social care, for both the immediate and medium term, will be a priority with a 12 month spending review recently confirmed by the Government and a further 3-year spending review to be scheduled for next year.

In line with our member priorities, identified above, UKHCA has a crucial role to play in promoting high quality homecare; disseminating best practice; encouraging innovation; enhancing public perception of homecare; helping member companies become more successful and competitive; and contributing to the formulation of effective public policy and delivery.

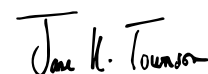
Our shared aim is to support as many people as possible to remain living independently at home, to enhance quality of life and extend their healthy lifespan.

We look forward to collaborating with our provider members, commercial members, partners and other key stakeholders to enable a strong, sustainable, innovative and person-led homecare market to flourish across the UK.



Trevor Brocklebank,
Chair

September 2019



Jane K. Townson,
Chief Executive

September 2019



Key factors influencing the homecare sector during 2018-19

UK-wide

Operating environment

- Demand for homecare continues to rise with ageing population
- Strong growth in private, self-funded market for visit based and live-in homecare
- Increasing use of technology to increase productivity and quality assurance
- £46.2 billion contributed to UK economy by adult social care sector
- The media recognise the under funding of state-funded social care
- State-funded homecare sector remains fragile as providers hand back contracts or decide not to bid for new contracts
- UKHCA FOI requests to all UK councils on market stability and prices paid for care
- National Minimum Wage increased
- Workplace pension contribution increase
- UKHCA produce "Risk Register" following survey of members

Workforce

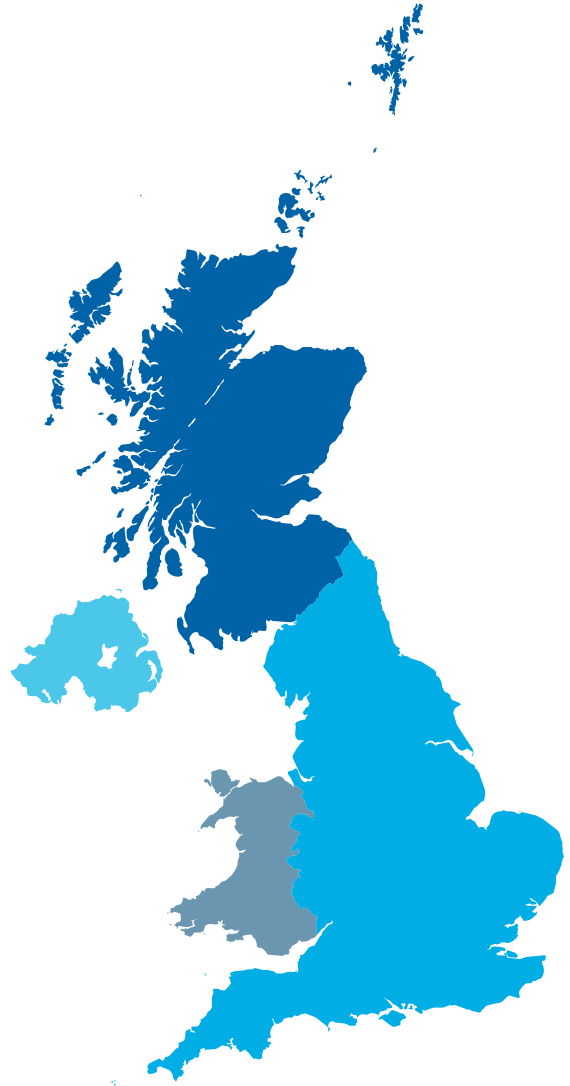
- Recruitment and retention continues to challenge providers
- New regulations for increasing workers' rights on payslips and holiday entitlement
- Social careworkers not on shortage occupation list
- Sleep-ins - Unison given right to appeal to the Supreme Court

Health

- NHS plans based on expectations of greater integration of social care and health services
- Good examples of joint working with health and homecare services to support people to leave hospital emerging in some parts of the country
- 70th Anniversary celebrations for introduction of the NHS
- Additional funding for NHS in England announced as part of Anniversary

Brexit

- Uncertainty on Brexit delays decisions on multi-year funding of public services
- Planning for a 'No deal' Brexit
- Number of EU nationals arriving in UK reduces adding to concerns about recruitment and retention
- EU Settlement Scheme application process





Northern Ireland

Operating environment

- Additional funding given to the domiciliary care sector to ease winter pressures
- Continued absence of Devolved Government has slowed progress on many social care transformation groups

Workforce

- Initial impact assessment of the effect of careworker registration in Northern Ireland

Health

- The Government's 'Health and Wellbeing 2026: Delivering Together' plan continues to work towards changing health and social care services in Northern Ireland to meet the future needs of an aging population with increasingly complex health and care needs.



Scotland

Operating environment

- The average rate paid for an hour of state-funded homecare across Scotland in April 2018 was only £16.54, despite Scottish Government's aspiration for care staff to receive the Scottish Living Wage.

Workforce

- 2,850 of housing support/care at home staff are non-UK EU. CBI says UK Government's post-Bexit immigration plan does not work for Scotland and supported the Scottish Government's demands for a flexible post-Brexit immigration policy to meet Scotland's needs.

Health

- By 2037 there will be 1.47 million people in Scotland aged 65+
- Audit Scotland stated that financial planning was not integrated, long term, or focused on providing the best outcomes for people who need support.



Wales

Operating environment

- Initial work on a 'market oversight' system for Wales
- Development of a new inspection framework by Care Inspectorate Wales for homecare providers
- Joint survey by UKHCA, Welsh Government and other stakeholders in Wales carried out to gather information on the domiciliary care sector

Workforce

- Ongoing registration of careworkers with Social Care Wales (SCW)
- Development of a national recruitment campaign for social care in Wales

Health

- The Welsh Government's 'Healthier Wales' strategy aims to create a more 'person centred' health and social care system that seeks to keep people well and support them in times of difficulty. This includes improving collaboration between health and social care services.



England

Operating environment

- Adult Social Care Green Paper delayed
- Emergence of unregulated models of care
- Caroline Dinenage MP appointed as Minister of State for Care with responsibility for social care
- CQC increase in fees
- Parliamentary committee inquiry into long term funding of adult social care
- Matt Hancock MP appointed as Secretary of State for Department of Health and Social Care
- Mental Capacity (Amendment) Bill
- Spending review planning

Workforce

- Department of Health and Social Care Recruitment campaign
- House of Commons Public Accounts Committee report on adult social care workforce

Health




- Announcement that the NHS in England will receive £20.5 Billion by 2024
- Government proposal to extend personal health budgets



Supporting members into the future

During 2018-19 UKHCA continued to follow its five year business strategy. This strategy looks to support our homecare-providing members' ability to deliver sustainable, high quality, responsive services, while also helping them to manage current and future challenges and opportunities.

The strategy is classified under three main headings or strategic imperatives, each supported by strategic actions:

 <p><i>Strategic imperative:</i> Promotion</p>	 <p><i>Strategic imperative:</i> Capacity enhancement</p>	 <p><i>Strategic imperative:</i> Sustainability</p>
<p><i>Strategic action:</i> Represent</p> <p><i>Objective:</i> Members of the public, policymakers and other related professionals recognise the importance of homecare to the individual, family, society and economy and ensure that it is resourced and regulated appropriately for the benefit of all.</p> <p><i>Strategic action:</i> Advance</p> <p><i>Objective:</i> Homecare is valued as an essential and high quality service.</p>	<p><i>Strategic action:</i> Inform and educate</p> <p><i>Objective:</i> Homecare providers deliver high quality sustainable services to the individual through skilled and committed staff.</p> <p><i>Strategic action:</i> Advise and inspire</p> <p><i>Objective:</i> Service quality is continuously improved through innovation and the sharing of good practice.</p> <p><i>Strategic action:</i> Collaborate</p> <p><i>Objective:</i> Knowledge and skills from other bodies are harnessed and reciprocated for the benefit of people who use homecare services.</p>	<p><i>Strategic action:</i> Resource</p> <p><i>Objective:</i> The strategic objectives are delivered through planned growth in UKHCA's resources and capacity.</p> <p><i>Strategic action:</i> Diversify</p> <p><i>Objective:</i> UKHCA optimises opportunities for growth for the benefit of its members and people who use services.</p>



The voice for the UK homecare sector

Representing the homecare sector in the media and online

During 2018-19, UKHCA's media coverage included television and radio appearances, as well as individual or company mentions in the online and printed press.

UKHCA appeared or was mentioned on:

AOL UK	Care Home Professional	Public Finance
BBC '5Live'	Care Markets	Public Sector Executive
BBC Breakfast	Communitycare.co.uk	ResponseSource
BBC Look North/Hull	Daily Mail	RightsInfo
BBC News	Eastleigh News	Shropshirestar.com
BBC News Channel	Expressandstar.com	St Helens Star
BBC Radio 4	Healthcare Business	Stamford Mercury
BBC Radio 4 'You and Yours'	Home Care Insight	The Guardian
BBC Spotlight (SW)	Homecare.co.uk	The Irish News
BBC Three Counties Radio	ITN - Channel 5	Wirral Globe
BBC Wales Good Morning Wales	ITV News	
Bdaily News	Lancashire Telegraph	
Belfast Telegraph	LocalGov	
Care Appointments	News Online West	
	Midlands	
	NHS Choices	



5,130
engagements
(retweets, replies,
quotes and likes)

4,993
followers
(696 new)

1,274
mentions

733
retweets



The voice for the UK homecare sector

Consultation responses

During 2018-19 UKHCA responded to the following consultations on behalf of members, ensuring the voice of homecare providers was heard when key policies were being debated.

All Party Parliamentary Group on Social Care Inquiry into the Professionalisation of Social Care Workers

“Ultimately, UKHCA believe that all stakeholders should foster a positive image of social care as a career. However, until wages can be increased significantly for this sensitive and essential work, competition with retail, manufacturing and comparable areas will discourage people with the appropriate values from applying to, or remaining in, the sector.”

Migration Advisory Committee, review of shortage occupation list

“UKHCA considers that future migration policy should be based on skill requirements, not salary level. Over 90% of people working in adult social care earn less than the proposed salary threshold of £30,000 for migration from the EU to the UK after Brexit. This would make the recruitment and retention of staff into the homecare sector very much more difficult than it is at present.”

House of Lords Economic Affairs Committee, inquiry into social care funding in England

“UKHCA believe that local authorities should pay care providers a fair and sustainable rate, be subject to statutory oversight and that greater integration between health and social care commissioners and providers should be encouraged.”

Care Quality Commission (CQC), consultation on fees for 2019/20

“UKHCA see no convincing evidence in this year’s consultation documentation that the fee structure introduced in 2018-19 has resulted in better value for money in CQC’s operations, or greater transparency and accountability with respect to its regulatory activities.”

Other responses

- Department of Health and Social Care and Skills for Care, consultation on workforce challenges in adult social care sector
- BEIS, agency worker recommendations
- BEIS, workforce transparency and zero hours contracts
- BEIS, employment status
- Low Pay Commission – impact of minimum wage premium for non-guaranteed hours, and increases to National Minimum Wage
- Scottish Government, plans to reform disclosure system in Scotland
- Care Quality Commission, Scope of Registration guidance



“The job satisfaction is incredibly high, something that is over-looked in jobs for young people at the moment. It’s not for everyone, but if you have compassion and enthusiasm to look after people, then you’ll be perfect for it.”

Luke from UKHCA member, Winchester



Representing the homecare sector across the UK - working with others

Groups and initiatives where UKHCA represented members in 2018-19

UKHCA represents members and the homecare sector with a wide range of government, regulators and policy making groups on the issues that are of most importance to our members.

Influencing workforce strategy and the impact of Brexit

Supporting providers to recruit and retain the workforce of tomorrow, including changes expected as a result of Brexit, has been a key priority. UKHCA has worked collaboratively with bodies across social care and health, through the Cavendish Coalition, to ensure policy-makers have understood that post-Brexit migration policy needs to reflect the vital role the homecare workforce contributes through these services.

Adult Social Care Recruitment Campaign, Department of Health and Social Care
Adult Social Care Workforce Strategic Advisory Forum, Department of Health and Social Care
Apprenticeships, Department of Education
Data User Group, Skills for Care
Domiciliary Care Workforce Review, Department of Health (Northern Ireland)
EU Exit and Social Care Workforce Roundtable, Department of Health and Social Care
Minimum pay policy, Low Pay Commission
National recruitment campaign, Welsh Government
Payslip policy, Department for Business, Energy and Industrial Strategy (BEIS)
The Cavendish Coalition
The Cavendish Coalition Policy Group
Workforce development group, Scottish Social Services Council (SSSC)
Workforce Development Forum, Skills for Care
Workforce Development Network, Association of Directors of Adult Social Services (ADASS)

Working with the NHS

UKHCA has worked with groups across the NHS to increase awareness and understanding of the role of homecare in securing the goal of more community-based support to enable people with health conditions to live at home. A number of practical initiatives on how health services can engage more effectively with homecare services are starting to emerge.

Better Use of Care at Home, NHS England
Better Use of Social Care & Housing, NHS England
Continuing Healthcare National Framework, NHS England
Domiciliary care & hospital beds allocation tools, NHS England
Hospital discharge process, NHS England
Hospital to Home Programme Board, NHS England
Quantifying the value of Social Care, NHS Confederation
NHS England Digital, NHS England
Standard contracts, NHS England
Trusted Assessor Implementation Group, NHS

Cross sector collaboration

Where we can amplify our members' voice by collaborating with others, we work together on areas of common interest.

Care Provider Alliance
Healthy Ageing Grand Challenge, Innovate UK
UK & Ireland, Five Nations Care Forum

Market development and stability for state-funded care

UKHCA has used its robust evidence-based approach (for example, our Homecare Deficit and Minimum price for homecare reports) in our work with central and local government groups to help them understand providers' costs and obligations and to highlight the risks to the stability of state-funded care. We have also focused policymakers' and regulators' attention on the need to plan for the self-funder market.

Adult Social Care Engagement, Care Provider Alliance
Care Markets and Quality Forum, Think Local Act Personal
Care & Support at Home Commissioning Sub-group, Social Care Wales
Care at Home Sub-Group, Social Care Wales
Contingency Planning Working Group/Exercise Fulcrum, Department of Health and Social Care
Expert Reference Group Domiciliary Care Wales
Expert Advisory Panel on Adult Care and Support, Department of Health (Northern Ireland)
Future planning - markets, Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS)
Health and Care Explained, Kings Fund
Making it Real - personalised care, Think Local Act Personal
Outcome-based commissioning, Atlantic Customer Solutions
Quality Matters Working Groups, Department of Health and Social Care
Reform of Adult Care and Support Project Board, Department of Health (Northern Ireland)
Roundtable Market Position Statements, Local Government Association (LGA)
Roundtable, Competition and Markets Authority
Strategic Markets Forum, Department of Health and Social Care
Taskforce, UKHCA, Care England and Department of Health and Social Care
Transfer from hospital to home, King's College London Learning and Homecare Research Forum

Regulation

Our work this year has been to help regulators to reflect the unique conditions prevailing for the provision of home-based care within their regulatory models. We have secured clarifications in priority areas for providers such as medication management and the registration of micro-providers. We use feedback from members to ensure regulators learn from and are held accountable for inconsistent and inaccurate inspection practices.

Adult Social Care Trade Association Meetings, Care Quality Commission (CQC)
Careworker registration and regulation survey, Welsh Government and Care Inspectorate Wales (CIW)
Co-Production Events, CQC
CQC Fee Scheme
Cross Sector Provider Advisory Group, CQC
Experts by Experience procurement, CQC
Exploring Leadership in Social Care, CQC
Provider Engagement Strategy, Stakeholder interviews, CQC
Quality Conversations group, Care Inspectorate
State of Care launch, CQC
Use of technology in care, CQC

Influencing the national and political agenda

UKHCA brings together the range of knowledge and experience of homecare providers to influence government thinking at a national and devolved level. This year was especially involved in changes in the legal framework in Wales and preparation for the yet to be delivered Green Paper in England.

Care and Support at Home
Legal Discussion Toolkit, Welsh Government
North Wales Social Care and Wellbeing Improvement Collaborative
Provider Reference Group, UKHCA
Social Care Green Paper, Department of Health and Social Care
Technical Group, Welsh Government

Organisations UKHCA worked with during 2018-19

UKHCA has built relationships with a large number of influential organisations on members' behalf. Below are some we worked with during 2018-19.





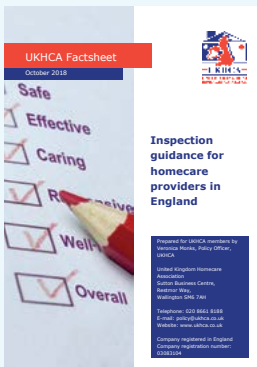
“I was very worried about working with people I didn’t know and how I would deal with personal care. I needn’t have worried because all I wanted to do was to help and care for people and make their life as content as possible.”

Lena from UKHCA member, London



Commitment to high quality care

Supporting the provision of high quality care is at the heart of everything UKHCA does and stands for. All homecare-providing members sign up to the UKHCA Code of Practice as a signal of their commitment to promoting high quality, sustainable homecare.



Inspection Guidance for UKHCA members

UKHCA published Inspection Guidance, prepared for our member organisations in England. The aim of the guidance is to demystify some of the processes and assist members with preparing for their inspection.

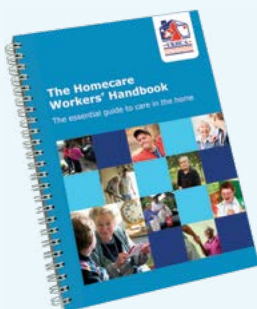
The emphasis throughout the guidance is on being able to deliver a service where quality, excellent care and better outcomes for people are routinely achieved.

The guidance aims to help business owners, registered managers and other staff to be ready to demonstrate excellence in homecare provision no matter when an inspection occurs.

New guidance on best practice for members

During 2018-19, we released or updated a range of resources for members including:

- Medication Policy Template
- No Reply from Service User Policy Guidance
- GDPR: Information and Resources
- Specimen Privacy Notice for GDPR compliance
- Fire safety for homecare providers: Questions and Answers
- Employing homecare workers aged 16 and 17 years
- Portability of DBS certificates in England
- Smoking and Vaping in a Homecare Setting
- Winter planning factsheet



Updated Homecare Workers' Handbook

In 2018-19 UKHCA's popular Homecare Workers' Handbook was comprehensively reviewed and updated.

Designed to complement an organisation's training, the handbook is an easily accessible source of valuable information for your care staff. It provides quick access to hundreds of topics, yet is still very portable thanks to its A5 size.

Easy to use, it is a practical guide to the different things that homecare workers have to handle every day.

Workshops

UKHCA workshops support members on key issues facing their homecare services. During 2018-19 we ran 42 workshops across the UK on the following topics:

- Care Co-ordinator responsibilities
- CQC - proving compliance
- Dementia care - train the trainer
- End of life care - train the trainer
- How to grow your homecare business
- Medication - train the trainer
- Recruitment masterclass for homecare providers
- Registered Managers - being well led



672 people attended our workshops

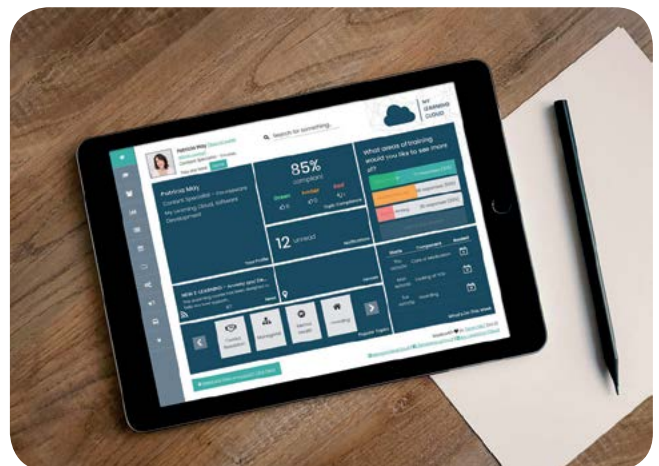
“Excellent - learnt so much. Lots of ideas to make things happen.”

UKHCA member, Worthing

Discounted e-learning for UKHCA members

In 2018-19 UKHCA agreed a new partnership with a leading e-learning provider, My Learning Cloud. UKHCA members will now be able to benefit from preferential discounts on My Learning Cloud's e-learning courseware, including the Care Certificate, and over 70 other CPD certified courses.

Under this strategic partnership, UKHCA and My Learning Cloud will work together to produce new modules that can further support members in providing flexible, blended learning to meet the needs of their staff teams.



UKHCA members rated “Outstanding” attended the second UKHCA ‘Celebrating Outstanding’ event, held at The Royal Society

Celebrating Outstanding

Being awarded “Outstanding” by the Care Quality Commission is a real achievement, with less than 4% of providers attaining this rating. In April 2018 UKHCA hosted its second “Celebrating Outstanding” event at The Royal Society in London to recognise members with an outstanding rating.

The most striking characteristic of the attendees was their determination to continue to improve, and their clear understanding of the contribution their staff make to the success of the care service.



Working with others to improve quality

Quality Matters

Quality Matters, set up just over a year ago, involves the whole of the adult social care sector in England working together to define and promote quality of services. The initiative has led to the development of resources that can be used by providers to check their practice against Quality Matters targets and hold commissioners and the regulator to account.

“UKHCA has been integrally involved in the collaborative approach that is Quality Matters. It was decided that, as the partnership matures, the focus for the second year should be to implement the resources that have been developed under its banner.

I encourage all adult social care providers to consider how they can use Quality Matters resources in their day-to-day quality assurance.” Bridget Warr, Former UKHCA Chief Executive

Working with the NHS

With increasing expectations that social care and health work in more integrated ways, UKHCA has continued to represent the homecare sector with NHS England and NHS Improvement on areas including:

- Providing advice to NHS Shared Business Services on the development of the National Framework for Patient Discharge Services.
- Writing guidance with NHS Improvement to enable the development of 'trusted assessor' models at local level.
- Promoting use of NHSmail and supporting providers to complete the Data Security and Protection Toolkit (DSPT) through events run with the Care Provider Alliance, increasing providers' ability to bid for NHS contracts.
- Working with NHS Improvement and Care England to identify and respond to emerging issues affecting 'delayed transfers of care' (DTC).
- Engaging with the Independent Sector Leads at NHS England to enable providers' perspectives to be shared with the NHS regions.





“When care is done the right way – not rushed visits, but really focusing on the person and building a relationship with them – it is one of the most rewarding jobs ever.”

Adrian, UKHCA member, Westminster



Focus on care staff

Department of Health and Social Care's 'Every day is different' careworker recruitment campaign

The Department of Health and Social Care (DHSC) launched a national social care recruitment campaign in February 2019 with the aim of raising the profile of the social care sector, and encouraging more people to consider a career in social care.

UKHCA worked with DHSC to encourage provider engagement and shape the campaign, drawing on feedback from members.

1,000 frontline staff fed their views into development of the campaign through a survey of UKHCA member organisations. The top three motivations staff gave for working in homecare were: job satisfaction, making a difference and working in their community.

UKHCA members played an active role in the campaign's content, with their care staff and service users appearing throughout the campaign's promotional activity. This included outdoor advertising, a website, social media, PR, press articles and a series of events.



One of the adverts used in the campaign, featuring Claire - a support worker from UKHCA member Agincare, Poole

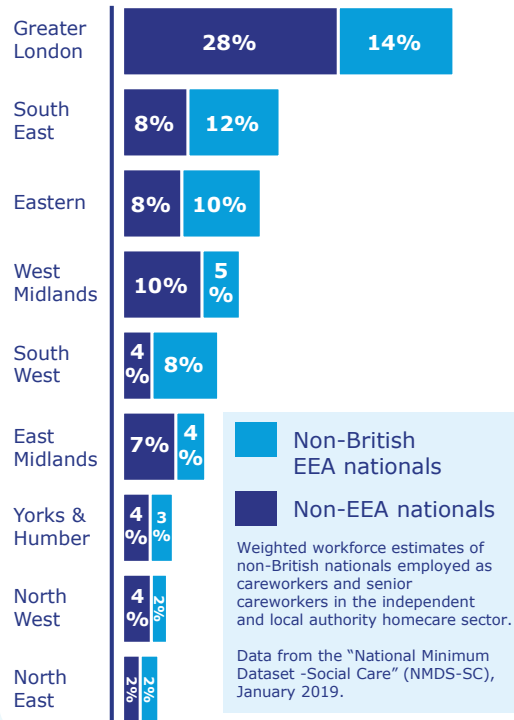
Brexit

Many UKHCA members, especially those providing live-in care, are reliant on EU nationals to assist with care provision. As such, the impact of Brexit and its potential impact on workforce availability, cannot be underestimated.

Since the referendum in 2016, UKHCA has worked with government departments and regulators to prepare plans for Brexit. During 2018-19 UKHCA promoted uptake of the Government's "Settled" and "Pre-Settled" status scheme to members so they could reassure staff of their right to continue to live and work in the UK.

Also in 2018-19, UKHCA worked with Government and regulators to prepare contingency plans for a "no-deal" Brexit. We are active members of the Cavendish Coalition, developing recommendations for post-Brexit migration policy.

Contribution of non-British nationals to England's homecare workforce (2018)



UKHCA England Conference 2018 - "People making a difference"



Minister of State for Care, Caroline Dinenage MP, speaking at the UKHCA England Conference 2018

In October 2018, UKHCA hosted its annual England Conference, with a specific focus on staff.

Drawing on the experiences of UKHCA members and expert speakers, sessions included:

- "Retaining your greatest asset – how to engage and retain care staff"
- "Implementing service innovation – how to bring your clients and care teams with you when implementing change"
- Workshops on staff recruitment, introducing the Department of Health and Social Care's careworker recruitment campaign.

Practical support for UKHCA members

- We updated the recruitment and retention section of the UKHCA website to provide practical advice and guidance to members.
- This shares findings from our research with UKHCA members' on recruitment strategies that work and includes two webinars focused on recruitment and retention from social care recruitment expert Neil Eastwood.
- We held two sell-out recruitment masterclasses, led by Neil Eastwood, as part of UKHCA's workshop programme.
- UKHCA's partnership with Skills for Care distributed £227,264 to support homecare providers' staff training through the Workforce Development Fund (WDF).



Supporting Care Workers' Charity



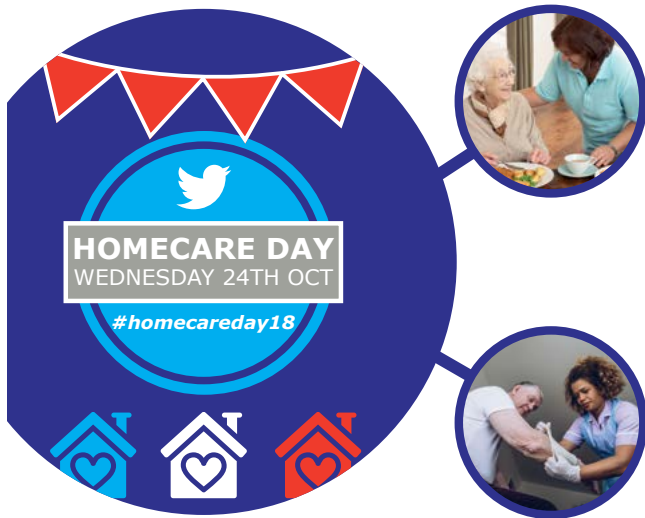
UKHCA is an active supporter of The Care Workers' Charity (CWC), which is dedicated to helping current and former careworkers. In 2018 CWC awarded over £150,000 in grants to almost 400 care workers – nearly four times as many recipients as in 2017.

UKHCA promotes the charity to our members, many of whom are now CWC supporters, and entered a team into CWC's 2018 Yorkshire Three Peaks Challenge to help raise money for the charity.



Raising awareness of the benefits of homecare

During 2018-19 UKHCA was involved with a number of different events to promote homecare to a range of different audiences.



National Homecare Day

On 24th October 2018 UKHCA worked with Scottish Care to celebrate and raise awareness of homecare across the UK.

UKHCA invited members and organisations involved in the sector to use social media to share their good news stories, examples of great care, innovations and resources, as well as views about issues affecting the sector. All posts were encouraged to use the hashtag #homecareday18.

The day culminated in a live Q&A session on Twitter with former UKHCA Chief Executive, Bridget Warr, and Scottish Care's Chief Executive, Dr Donald Macaskill.

Key sector events

During 2018-19 UKHCA senior staff, specialists and members of the Policy and Campaigns Team spoke at and chaired sessions at a number of large sector events, including:

- Health+Care
- The Care Show
- Dementia Congress
- Dementia Care & Nursing Home Expo

These events were attended by a number of different groups, including health, government and the public.



BUILDING A BETTER FUTURE FOR CARE
27-28 JUNE 2018 | ExCeL LONDON



26 & 27 MARCH | NEC, BIRMINGHAM



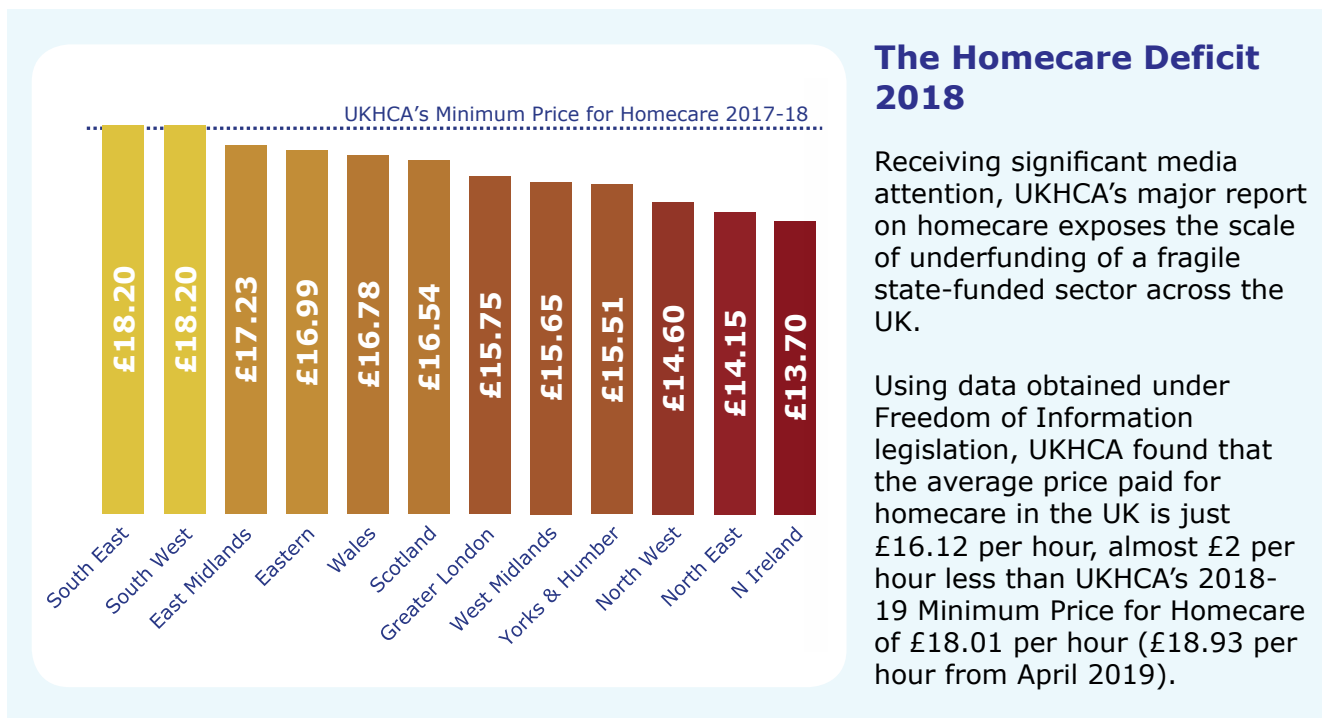
“Because of Sharon’s condition, she usually only feels comfortable with a set routine, but with our help, she’s out and about more than ever! Being a carer is the best job in the world and being thanked for a job well done is the cherry on the cake.”

Michelle from UKHCA member, Sefton

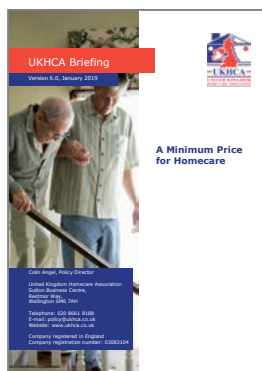


Campaigning for a sustainable state-funded homecare sector

During 2018-19, UKHCA highlighted the strategic importance of a long-term funding solution for social care which supports a viable and flourishing homecare sector. We also stressed the need to address the immediate issues impacting on the viability of some areas of state-funded care provision.



“It is essential that a viable regulated homecare sector is available to support the care of older and disabled people who choose to remain at home. The prices councils pay for care must cover the costs of the workforce, including - as a minimum - full compliance with statutory minimum wage levels and the costs of running a regulated care service. UKHCA’s Minimum Price for Homecare provides a thorough rationale for the costs of state-funded care and is highlighted in Government’s Care and Support Statutory Guidance (for England) as an approach which can be adopted by councils.” Colin Angel, Policy Director, UKHCA



A Minimum Price for Homecare 2019

UKHCA published an updated report on the minimum price for homecare services effective from April 2019 (£18.93 per hour). This is the rate required to allow full compliance with the National Minimum Wage and the delivery of sustainable homecare services to local authorities and the NHS.

UKHCA is committed to using the best available data to support our calculations and the updated edition (version 6.0) uses new assumptions for careworkers’ travel time and mileage costs.

Getting the price right: Calculating the cost of homecare

Colin Angel, Policy Director
United Kingdom Homecare Association

Getting the price right in 2019

Building on UKHCA's highly respected Minimum Price for Homecare, we produced free webinars for councils and providers across the UK to explain how the price of homecare should be calculated in 2019.

A risk-register for state-funded homecare

Published in May 2018, UKHCA's "risk register" is based on over 500 responses from providers, covering over 700 locations. The document identifies the fifteen biggest risks to the state-funded homecare sector:

1. Inadequate fee levels
2. Inadequate price increases
3. Lack of engagement between authorities & providers
4. Low, or inadequate, direct payments
5. Ceiling prices in council contracts
6. Spot purchase from non-framework providers
7. Late payment of invoices
8. Invoicing based on electronic call monitoring data
9. Poor contract handover arrangements
10. Risk-averse or disproportionate contract specifications
11. Unrealistic expectations of TUPE transfers
12. High use of short homecare visits
13. Short contract lengths
14. Restricted approved provider lists
15. Use of unregulated care services



Top Tips for Sustaining Homecare

Homecare, including supported living, is vital for people with care and support needs to remain in their own homes, and is the most highly paid of the social care market. While some providers are raising sustainable businesses, many are on the verge of becoming unviable. Commissioners, providers and regulators are all concerned about the viability of this part of the social care market, and there is an increasing public awareness of the pressures on the homecare sector through the national media.

In the six-month period covered by the ADASS Autumn Survey of Directors of Adult Social Services in September 2017, 46 councils (48% of the 96 which responded) had experienced homecare providers leaving back contracts in homecare and 30 councils (38%) had homecare providers that had closed their businesses.

Market instability can have a significant impact on the lives and independence of people who can care and support. The homecare provider market is diverse, with a high number of small and medium enterprises, as well as large, corporate providers.

Directors of Adult Social Services have to balance their responsibilities to develop and arrange high quality care that gives people choice and control, with the need to make significant savings in budgets, while maintaining sustainable markets with a sufficient workforce capacity. Effective providers have to balance quality, increasing costs, risk to their financial viability and their ability to recruit and retain suitable workers. This balance is increasingly hard to achieve and the viability of contracts becomes key, along with active engagement between commissioners and providers to develop positive business relationships and the shared aim of delivering good quality, sustainable care.

Top Tips for Sustaining Homecare

For the first time UKHCA, Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA) produced a joint statement on actions which support sustainable homecare markets.

The document is a summary of 11 actions which local authorities and homecare providers can consider to create more stable homecare markets and reduce the possibility of local market failure.



National Children and Adult Services Conference 2018 (NCASC)

Speaking at NCASC 2018, UKHCA called on local authorities to act now to avoid future market failure; recommended good contingency planning in advance and urged councils not to set providers up to fail.



Supporting UKHCA members

Members' forums

In 2019 UKHCA ran a number of free-to-attend regional members' forums. Extremely well attended, these events gave attendees the chance to discuss the following topics:

- Calculating the cost of homecare
- National Minimum Wage, sleep-ins and changes to pay slips
- Recruitment, Brexit and the "Settled Status" Scheme
- Regulation and the Care Quality Commission (CQC)
- Supporting people with medication
- 'Disruptors' and new entrants to the social care market

The events also provided members with the opportunity to discuss the issues in their local areas with the UKHCA team and fellow providers.

The feedback from the events has been very positive and we plan to extend the programme of members' forums during 2019-20.

"The presentation was very helpful and eye opening. We cannot thank UKHCA enough for this innovative event. We hope to participate in future events by UKHCA."

Olakunle Opejin, Managing Director,
Healthcare Professionals Recruitment
Services



Colin Angel, Policy Director, UKHCA speaking at the members' forum in London



186 people attended representing 149 organisations



8 forums were run at 7 different locations

Listening to our members

In 2019 we undertook two surveys of UKHCA members to ascertain their views on their current membership benefits, as well as potential new membership benefits.

Top 5 most important benefits to UKHCA members



1. Representation

UKHCA represents members and the wider homecare sector to Government, the public and in the media.

During 2018-19 we represented members on 61 government, regulator and policy making groups and were quoted or interviewed by 41 news outlets.

“We appreciate belonging to a credible recognised organisation which has resonance with the public, the media, statutory organisations and Government departments.”
UKHCA member, London



2. Member factsheets and guides

UKHCA members can access resources covering a wide range of topics, but all homecare specific.

In 2018-19 we released 19 new or revised resources and increased the number of members-only factsheets to 231.

“We have utilised our membership to look at our organisation and make changes based on recommendations from UKHCA’s up-to-date information.”
UKHCA member, Manchester



3. Email alerts

Members receive regular e-bulletins (policy alerts) with the latest homecare sector news and information on matters that affect their business.

During 2018-19 we sent 155 briefing emails to members on a wide range of policy and regulatory issues that impact their homecare businesses.

“We value UKHCA’s email alerts. They helped me become aware we legally needed to show hours in payslips. I would not have realised this change without their prompt.”
UKHCA member, Seaton



4. Members’ helpline

UKHCA have a dedicated team to assist who can advise on any issues relating to running a homecare business.

In 2018-19 we answered 10,090 calls from members seeking advice and support and the public looking for care.

“I can phone and I always get the help I need.”
UKHCA member, Swaffham



5. Members’ area of the UKHCA website

UKHCA members have access to a number of members-only benefits via the UKHCA website, from the resources to discounts. All UKHCA members are also advertised in our find care section, which received 65,427 page views in 2018-19.

“We appreciate the instant access to a website that contains extremely useful information”
UKHCA member, London



Supporting new homecare businesses

UKHCA's member benefits are of great use to those who are new to running a homecare business. Below some of our members reflect on how UKHCA membership has benefitted their organisation.

**David Chalk,
Managing Director,
Windrush Care**



"For someone like myself from a non-care background, when we were first setting up Windrush Care it was invaluable to be able to call the helpline at UKHCA to talk about some fundamental issues around what it means to be a regulated homecare provider. They were able to advise me on what I needed to do ensure that I had the skills required, either myself, or where I needed to recruit the necessary skills into the team.

For one of our early CQC inspections, which raised a legal technicality, we were able to call on UKHCA's specialist legal helpline. They were able to clarify the position and we were able to fully resolve what had been a daunting situation, in a way that we could not have done without their assistance.

Now we're more established we continue to use UKHCA's workshops for our care co-ordinators and registered managers, whilst the train the trainer workshops and Homecare Workers' Handbook offer a really cost-effective way of ensuring frontline staff have the training they need on key issues such as medication management."

**Mike Smith,
Managing Director,
Trinity Homecare**



"There are a lot of regulatory and legal requirements for homecare providers to keep on top of to ensure that we stay compliant. UKHCA factsheets and guidance for members on areas such as the National Minimum Wage, particularly where they relate to more complex settings such as live-in care, are incredibly useful.

For new providers, the accumulated catalogue of resources to draw on, cover almost every practical eventuality they will face in setting up a care business for the first time.

In a changing technological and regulatory environment, the new guidance means we're ready and able to respond in an effective and timely way to the demands of new legislation and client expectations."

**Dominique Kent,
Chief Operating Officer,
The Good Care Group**



“For providers starting out, UKHCA can help you build a network of fellow providers, whether it’s through meeting people at the training workshops, other UKHCA events or through special interest groups - such as the live-in care special interest group.

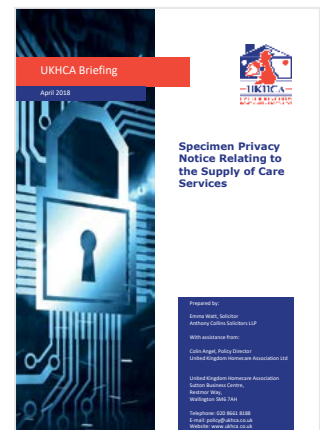
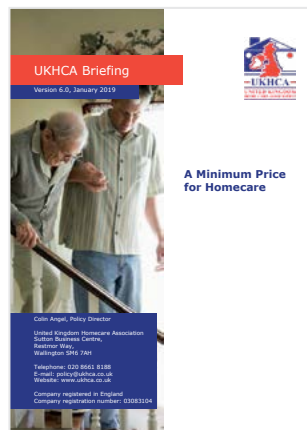
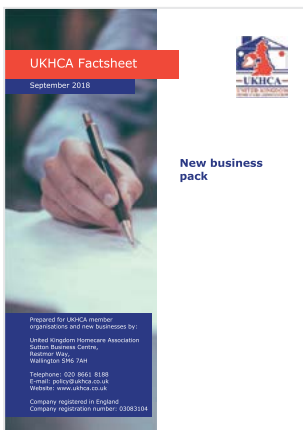
At the Good Care Group, we have found it really helpful to be able to share ideas, experiences and support with colleagues from other providers, many of whom are facing similar challenges.

The connections we have made through getting involved with UKHCA have definitely benefited our development as a business, as well as giving us the opportunity to support others, as we have become more established ourselves.”

Guidance for new homecare businesses

UKHCA membership gives access to a range of resources that are of use to those who are new to the homecare sector, such as:

- New business pack
- Specimen terms and conditions relating to the supply of care services
- Specimen terms and conditions relating to careworker recruitment services
- Credit references, late payment and factoring
- A minimum price for homecare
- Getting the price right: calculating the cost of homecare
- National Minimum Wage toolkit
- UKHCA costing model
- Specimen Privacy Notice for GDPR compliance





A sustainable association - Treasurer's statement

Our budget assumptions for the financial year 2018/2019 included a cautionary approach to levels of attrition, given provider reaction to the fees offered by local authorities, the withdrawal of providers from contracts and CQC fees. This proved to be the correct approach and is reflected in our final results.

We continue to review the overhead expenditure and this has allowed the Association to contain costs.

As you will note from this impact statement, despite the reductions in overhead expenditure, we have accelerated projects and influenced many more areas of policy and relevance over the last twelve months.

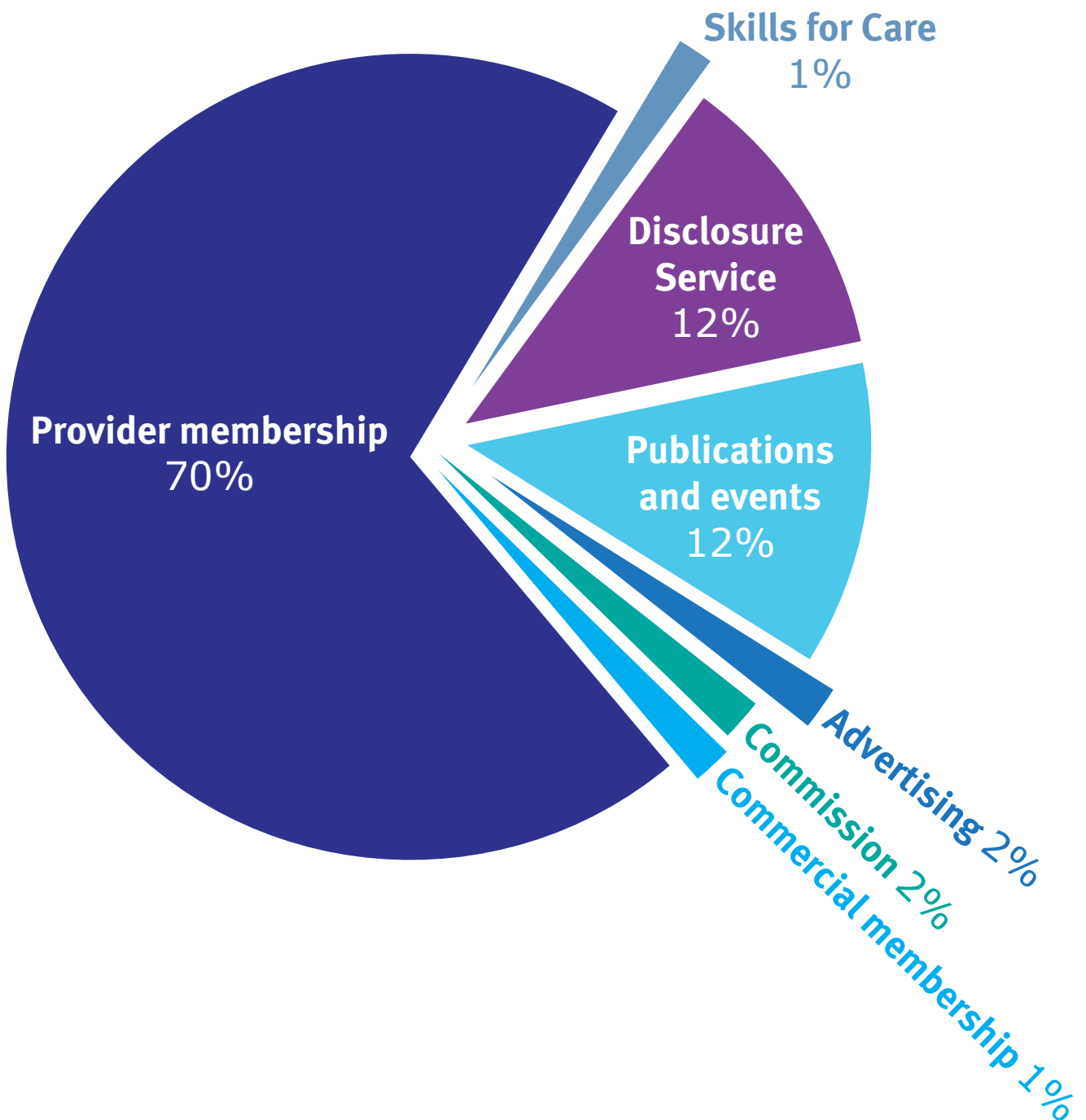
We continue to seek ways that additional income opportunities can be maximised to reduce the level of reliance upon membership fees and to drive innovation.

Inevitably any plans will need to change as the demands on the Association's services change in the future. We will continue the process of reprioritising spending with reductions in lower priority areas being used to support increases elsewhere. All spending areas will be kept under review, cost reduction maintained and inefficiencies reduced wherever possible.

The Association's simple investment policy aims to enable growth and to broaden future membership benefits.

With this in mind the board has approved a key initiative to make further investment in the ICT infrastructure to include website development. This investment is planned during the financial year 2019/2020 and is fully provided for on the current Balance Sheet.

Sources of income 2018-19





UKHCA Board Members and Honorary Officers during 2018-19

The role of UKHCA's board is to set the strategy for the Association and to monitor progress against the strategy on behalf of all members.

As a member-led association, 14 of the 16 positions on the UKHCA board are held by representatives from member organisations. Elected on a three-year cycle, details of the UKHCA board members at 31st March 2019 can be found below.

Band 1 (1-3 branches)



Peter Adams,
Director,
AVida Care



Honorary Secretary
David Chalk,
Managing Director,
Windrush Care



Lynn James,
Director,
Carebridge Staffing



Vice Chair
Dominique Kent,
Chief Operating
Officer, The Good
Care Group



Dr. Naomi Norma
Mujuru-Mvere,
Director,
Ur Choice Care



Treasurer
Mike Smith,
Managing Director,
Trinity Homecare

Band 2 (4-20 branches)

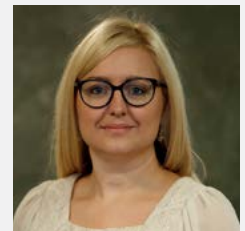


Sarah Leskinen-
Keel, Managing
Director (Agincare
UK Ltd), Agincare
Group

Band 3 (21+ branches)



Chairman
Trevor Brocklebank,
CEO Emeritus,
Home Instead
Senior Care



Lucy Campbell,
Group Director of
Operations, Right
at Home



Max Wurr,
Director of Policy &
Communications
City and County
Healthcare Group

Board members representing UK devolved administrations



Northern Ireland
Lesley Megarity,
Chief Executive,
Optimum Care



Scotland
Gavin Stedman-
Bryce, Director,
Beyond Homecare



Wales
Paula Hoggarth,
Regional Director
Wales & West,
Radis Group

Staff board members



Bridget Warr CBE,
Former Chief
Executive, UKHCA



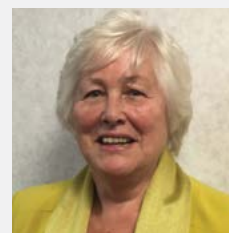
Peter Randall,
Corporate Services
Director, UKHCA

Advisors



**Co-opted Advisor
for Health**
Mike Potts

UKHCA Ambassadors



**Ambassador
(Wales)**
Yvonne Apsitis



**Ambassador
(England)**
Lynda Gardner

Board members who stepped down during 2018-19

UKHCA would like to thank the following people for their time on the UKHCA Board:

- Former Band 1 representative and Treasurer - Richard Walker, Chief Executive, Optimo Care Group
- Former Band 2 representative - Jane Townson, Chief Executive, Somerset Care Group
- Former Band 3 representative - Duncan Berry, Chief Operating Officer, Bluebird Care



Extracts from the audited accounts

The following pages contain the statutory extracts from the audited accounts of United Kingdom Homecare Association Ltd for the year ended 31st March 2019.

Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
DIRECTORS' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Directors

The directors who held office during the year and up to the date of signature of the financial statements were as follows:

P. J. Adams	
J. Berry	(Resigned 9 October 2018)
R.I. Booker	(Appointed 8 May 2019)
T. J. Brocklebank	
L. G. Campbell	(Appointed 9 October 2018)
D. G. F. Chalk	
P. A. Hoggarth	
L. James	
D. Kent	
S. L. Leskinen-Keel	
L. C. Megarity	
N. M. Mujuru-Mvere	(Appointed 9 October 2018)
P. J. Randall	
M. A. Smith	
G. T. Stedman-Bryce	
J. K. Townson	(Resigned 31 December 2018)
R. N. Walker	(Resigned 9 October 2018)
G. B. Warr	(Resigned 7 April 2019)
M. Wurr	

Auditor

TC Group were appointed as auditor to the company and in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting.

Statement of disclosure to auditor

So far as each person who was a director at the date of approving this report is aware, there is no relevant audit information of which the company's auditor is unaware. Additionally, the directors individually have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the company's auditor is aware of that information.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
DIRECTORS' RESPONSIBILITIES STATEMENT

FOR THE YEAR ENDED 31 MARCH 2019

The directors are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF UNITED KINGDOM HOMECARE ASSOCIATION LIMITED

Qualified opinion

We have audited the financial statements of United Kingdom Homecare Association Limited (the 'company') for the year ended 31 March 2019 which comprise the statement of comprehensive income, the balance sheet, the statement of changes in equity and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, except for the effects of the matter described in the 'Basis for qualified opinion' paragraph, in the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2019 and of its surplus for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for qualified opinion

Annual membership and renewal subscriptions which are received by the company, are non-refundable and are recognised by the company within turnover, on a receipts basis. Members pay their subscriptions annually in advance and receive entitlement to the benefits of memberships for a period of 12 months following the payment of the subscription.

In our opinion, the membership income received should be recognised throughout the period in which the members receive the benefits of membership and therefore deferred income should be recognised to reflect the proportion of the membership income received in advance, for the remaining term of the membership. Accordingly deferred income of £441,298 should be recognised within creditors at 31 March 2019 (2018 - £431,753) and the reported turnover and surplus for the year ended 31 March 2019, should be decreased by £9,545 (2018 - increased by £583). Members' funds should be reduced by £441,298 at 31 March 2019 (2018 - £431,753).

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF UNITED KINGDOM HOMECARE ASSOCIATION LIMITED

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

**Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

TO THE MEMBERS OF UNITED KINGDOM HOMECARE ASSOCIATION LIMITED

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

**Michelle Hewitt-Dutton FCCA (Senior Statutory Auditor)
for and on behalf of TC Group**

Statutory Auditor

Office: Henley-on-Thames

Draft Financial Statements
UNITED KINGDOM HOMECARE ASSOCIATION LIMITED
COMPANY LIMITED BY GUARANTEE
STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2018 £
Income		1,963,691	1,944,365
Cost of sales		(1,033,618)	(1,059,216)
Gross surplus		930,073	885,149
Administrative expenses		(1,182,734)	(1,123,065)
Other operating income		278,368	256,349
Operating surplus		25,707	18,433
Interest receivable and similar income		1,453	927
Surplus before taxation		27,160	19,360
Tax on surplus	4	(2,879)	(3,297)
Surplus for the financial year		24,281	16,063

AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
Fixed assets			
Tangible assets	6	5,640	13,557
Current assets			
Stocks		15,479	8,580
Debtors	8	68,794	125,339
Cash at bank and in hand		484,428	366,320
		568,701	500,239
Creditors: amounts falling due within one year	9	(333,454)	(297,190)
Net current assets		235,247	203,049
Total assets less current liabilities		240,887	216,606
Reserves			
Income and expenditure account		240,887	216,606

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

References

Inside front cover

1. UKHCA, An Overview of the Domiciliary Care Market in the United Kingdom, 2016. Available at: <https://www.ukhca.co.uk/downloads.aspx?ID=109>
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4. Office for National Statistics (ONS) UK population estimates and projections (2017)
5. Alzheimer's Society (2019). Available from: <https://www.alzheimers.org.uk/about-us/news-and-media/facts-media>
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8. UKHCA estimate based on composite of data from local government returns to relevant departments of state
9. Dying Matters/Comres 2014

Contact us

You can connect with UKHCA via a variety of different methods - details of which are below:

On social media



<https://twitter.com/ukhca> or @ukhca



www.linkedin.com/company/united-kingdom-homecare-association-ltd-ukhca/ or @UKHCA



YouTube www.youtube.com/c/ukhca

By phone

UKHCA operates a call routing system on 020 8661 8188:

- Press 1 for home care services in your area
- Press 2 for membership
- Press 3 for disclosure services (DBS checks)
- Press 4 for the member helpline
- Press 5 for all other calls

Member helpline/ Policy Team	020 8661 8188 option 4	helpline@ukhca.co.uk or policy@ukhca.co.uk
Disclosure	020 8661 8188 option 3	disclosure@ukhca.co.uk
Membership	020 8661 8188 option 2	membership@ukhca.co.uk
Conference/Events	020 8661 8185	conferences@ukhca.co.uk
Funding	020 8661 8176	wdf@ukhca.co.uk
Homecarer Magazine	020 8661 8165	editor@ukhca.co.uk
Publications	020 8661 8182	enquiries@ukhca.co.uk
Advertising	020 8661 8181	advertising@ukhca.co.uk
Finance	020 8661 8172	finance@ukhca.co.uk
ICT/Webmaster	020 8661 8171	webmaster@ukhca.co.uk
AGM Management	020 8661 8153	enquiries@ukhca.co.uk
CE Office	020 8661 8151	ExecutiveSupport@ukhca.co.uk

By post or in person

UKHCA, Sutton Business Centre, Restmor Way, Wallington, Surrey SM6 7AH

Media Enquiries

Genuine media enquiries from professional journalists only should be directed to Colin Angel, Policy Director via 020 8661 8160, 07393 012 113 or media@ukhca.co.uk. Please do not use these details for general enquiries, helpline support or unsolicited sales calls.



To find UKHCA members in your
area please visit:

www.ukhca.co.uk/findcare

If you have particular needs which make it difficult to read this document, please contact us on 020 8661 8188 or at accessibility@ukhca.co.uk and we will try to find the most suitable format for you.



For more information: www.ukhca.co.uk

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Registered in England, number: 3083104