

FAO Accounts Dept.

Kevin Gordon
Director for Childrens Services

19/11/2020

To all Childrens Social Care providers,

Re. Changes to make managing your payments better

I am writing to you to tell you about some changes to how you can contact us about your payments for the social care packages you provide.

We have reviewed our systems and structures and considered how we can improve and reduce errors. We have consolidated teams that deal with inputting data, individual placement contracts and making payments. This team is called the 'Social Care Payments and System Data Team'. These changes will enable us to make the whole process more streamlined with a clear route for your payment queries and faster resolution.

Where you will need to direct your query to will be changing from 23rd November

Below is a list of enquiry types with the correct email address and telephone number you should use to submit your documents or get an answer your query.

<u>Submission type</u>	<u>Email address</u>
Invoices for care delivered	careinvoices@oxfordshire.gov.uk
Individual placement contracts	CEFPlacement.Administration@oxfordshire.gov.uk
General payment queries	Carepaymentqueries@oxfordshire.gov.uk

You can also telephone the team on: **03300 535130**.

Future changes

In 2021 we intend to set up a 'provider portal'; a secure online platform allowing for the safe exchange of documents related to your payments, remittances and invoices as well as a way to log queries. This will allow you to have more control of your payments with fewer emails and less unnecessary paperwork. We will contact you prior to launching the new portal with more detail on how it will work and instructions on how to use it.

If you have any questions about these changes please email louise.acraman@oxfordshire.gov.uk.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'KSG', enclosed in a thin black rectangular border.

Kevin Gordon
**Director for Childrens Services,
Oxfordshire County Council**