



Local Account Summary 2016 - 2017 Adult Care Services

What is a Local Account?

This local account describes what we did between April 2016 and March 2017, how we helped the residents of Hertfordshire and what we plan to do in the forthcoming year.



Facts & Figures



Of an estimated **909,800** adults that live in Hertfordshire....

We supported **26,423** of these during 2016/17

We also provided services, support or advice to **3,402** Carers.

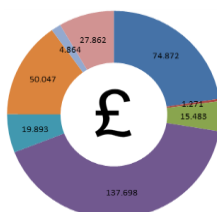
We assessed the needs of **20,158** clients.

Finance



Hertfordshire County Council spent approximately **£1,068** million in 2016/17. **£331,990** million was spent on Adult Care Services.

Of that **£331,990** million, **£137,698** million was spent on people who needed physical support



Money Advice

What we have achieved during 2016/17

We said we would work with local housing associations, providing support to vulnerable residents. We have worked with two housing associations to establish a project, funded by the European Social Investment Fund, to provide advice to the most vulnerable tenants and other local residents. In addition, we have worked with a broader range of housing providers over the impact of the benefit cap and the forthcoming changes to the funding of supported housing.

We assisted 2,722 households, raising £10.1m in additional weekly benefit and obtaining £500,013 in additional one-off payments.



Supporting Carers



During 2016/17 we gave **1,706** Direct Payments to carers to help them with their care needs

What we have achieved during 2016/17

We said we would offer a consistent approach to the way we support carers across the county by the introduction of new Practitioners.

We have twelve new Carer Practitioner posts to raise the profile of carers and improve practice within operational teams as well as working more closely with partners across the county. These posts are situated in operational teams supporting older people, adults with physical disabilities and adults with learning disabilities.



During 2016/17 **3,416** adult carers were registered as a new carer with Carers in Herts.



Older People and Physical Disability Service

What we have achieved during 2016/17

We said we would increase our level of engagement with people in the communities to maximise the use of informal support, community and universal services.

There has been a focus on exploring specific localities, capturing and recording local universal resources to support and in some cases replace traditional services, enhancing service user's lives and reducing social isolation.

During 2016/17 we helped **9,411** people move out of hospital, ensuring they had the social care support in place to support their discharge.



Learning Disability Services

What we have achieved during 2016/17

We said we would continue to expand our Citizenship and Community engagement programme across all our service areas

We have continued to expand our Citizenship and Community engagement programme across all our service areas, with 5 of our 7 teams now running regular "Think Safe" programmes. Over 100 people have attended the programme so far.

During 2016/17 we provided support and services to **3,354** people with a learning disability.

Health Integration and Partnership Working



What we have achieved during 2016/17

We said we would continue to roll-out Rapid Response services to achieve countywide coverage

Rapid Response services (and some HomeFirst services) were rolled out across Hertfordshire – these integrated teams of health and social care professional's work together to respond to crisis situations within 60 minutes allowing people to stay at home rather than go to hospital.

During 2016/17 we supported **4,034** people through our Rapid Response and Homefirst Teams.

What you said about our services



Of the people that use our services **89%** of people said those services made them feel safe and secure, an increase of **4%** from the previous year.

Of the carers who receive support or services for themselves or the person they care for **38.2%** were satisfied, a decrease of **1%** from the previous year.

To view the full version of our Local Account, please visit www.hertfordshire.gov.uk and search Local Account.