

Technical Appendix 9: Adult Care Services

1.0 Service Overview

- 1.1 Adult Care Services (ACS) provide a range of services which promote wellbeing; reduce, delay and prevent health and care needs; provide information and advice to vulnerable people and their families and carers; assist with market shaping and commissioning care and support services for people in need; and manage provider failure and other service interruptions. They are principally governed by the Care Act 2014 and the Health and Social Care Act 2012, and apply to the population as a whole, not just those who are eligible to receive care services. The Care Act moved the focus of care provision from one of providing defined services, to one of 'meeting needs', giving authorities more flexibility and scope to work collaboratively with other services to fulfil these duties. Social Care is a means tested service, and so some people will be required to pay for some or all of their care or support needs, including housing costs depending on the type of accommodation they are living in, including their own homes.
- 1.2 Although ACS are not required to own or maintain housing themselves, they do have a responsibility within the Care Act of ensuring that people with support needs are adequately and safely housed, and 'suitability of living accommodation' is specifically cited as a key element of ensuring an individual's well-being. There is also a duty on the County Council to cooperate with other statutory services, including housing and health authorities, to bring forward the aims of the Care Act.
- 1.3 The Hertfordshire Local Planning Authorities are responsible for securing contributions from developers towards Affordable Housing, as well as balancing the housing market of all groups, including housing for older people and those with disabilities. People who need care and support are more likely to be low incomes than working age, able-bodied residents, and are also less likely to be able to access private sector rented accommodation, partly due to cost, partly to accessibility, and partly due to security of tenure. Consequently, housing that is both affordable and accessible is crucial to their wellbeing. Specialist housing, such as Extra Care and Supported Living schemes, may be required for individuals who are not able to live independently in the community without support, but there are also many people of all ages and abilities who can and wish to if the right kind of housing is available for them.
- 1.4 Hertfordshire County Council's ACS also offer and arrange day services or community based activities: where this is linked to accommodation the housing is usually provided by housing associations or care home providers, with the care or support commissioned by Hertfordshire County Council.
- 1.5 Policy drivers, including the cost and suitability of long term residential and domiciliary care packages, are requiring the County Council to re-evaluate the way in which it commissions care and provides for suitable accommodation. This includes a review of where and how services will be delivered, and projecting needs – both demographic numbers and future care requirements – to 2030. Changes in the way care is assessed and a greater emphasis on maintaining connections, retaining independence and drawing on community assets is indicating that more development for affordable specialist housing in the community, rather than traditional residential accommodation, is better for the resident, offering more choice and affordability, is

more economic for self-payers and the County, and provides better health outcomes reducing pressure on other statutory services.

2.0 Assessing need and calculating demand

- 2.1 Under its Care Act duties, and in response to the requirement to help shape a sustainable care market, the county council has a requirement to produce [Market Position Statements](#) which provide a snap shot in time of demand, supply and opportunity across the County. These are regularly reviewed as demand and fluctuations in the wider health and care economy affect affordability and provider confidence. Workforce availability is also a significant aspect of delivering good care in the County, and concerns over the ability of providers to attract staff (often driven in Hertfordshire by a lack of affordable housing solutions for key workers) can be a key influencer of the market.
- 2.2 Work has been done in Hertfordshire, between the commissioners and community intelligence, around the demands for older people, and further work is being done to do similar analysis for adults with disabilities. The analysis has been based on current service use, national data sets around demographic projections, and policy decisions around care pathways. Current projections for Older People (based on current demographics and proposed policy realignment) suggest future growth scenarios will exacerbate an existing deficit in need.
- 2.3 ACS has recently adopted a new Supported Housing Accommodation Strategy and recruited a new Programme Team to bring forward it's aspirations for growth in this area. They are already working with local housing authorities and county council colleagues, and are developing relationships with developers and housing providers, to deliver a range of supported living options through the Strategy.
- 2.4 There are a number of proposed projects which are identified to meet ACS requirements. For mental health needs, these might include small blocks of 12 or so flats with an on-site office, in a number of areas. In addition, there is a need for move-on accommodation of self-contained flats in general needs accommodation. For vulnerable people this includes support currently provided to a range of groups such as women fleeing domestic violence; homeless single people and families, and people with substance misuse problems.
- 2.5 Hertfordshire County Council is keen to see integrated and supportive communities for all the citizens of Hertfordshire. It is already working with developers and providers to deliver a range of supported living options and wants to expand that approach and work is underway to explore the options of how this can be achieved. Due to the variation in projects identified to meet specialist needs by geographic area, the ACS team will assess each development site on a case by case basis and use current demographic information to support any reasonable contribution towards a particular ACS project.