

FOI number: **HBC\_FOI\_20200171**  
Date FOI Received: **21/02/2020**  
Department: **Hertfordshire County Council (Not Hertsmere Borough Council)**  
Title: **Adult care costs, complaints and assessments**  
Description: **Information on the financial assessments for vulnerable adults with care support needs and complaints from 2017 to 2020 and systems in place.**

**Request:** *(As Redacted sent by requestor)*

Please can I make a freedom of information request in relation to the attached questions.

### **Local Authority FOI questions**

1. Do you complete a financial assessment to confirm whether vulnerable adults with care and support needs can afford to contribute to their care package?
2. Charging for care and support services can be very complex and difficult for vulnerable adults (or their representatives) to understand. How do you support understanding in this area?
3. Do you receive complaints about charging vulnerable adults for care and support services?
4. If yes, what was the total number of complaints you received in adult social care across the financial years for 2017 – 2018, 2018 – 2019, 2019 – 2020, and how many related to charging either wholly or partially?
5. Do you use online tools or systems to support vulnerable adults in understanding how much they might have to pay for services? If yes, what systems and tools are used?
6. Do you have a financial assessment calculator either online or through an app, which vulnerable adults can complete to get an idea of what they may have to pay for their care package, prior to a full financial assessment?
7. If yes, who provides this system?
8. What did it cost to implement the system and what does it subsequently cost on an annual basis?

**Response:** *(Response as Redacted sent by service)*

Thank you for your query.

Hertfordshire is a two tier area and this service is not provided at a district level but by the County Council.

Therefore, please refer your FOI request to Hertfordshire County Council who will be able to help you.

Kind regards  
FOI