

## Who's who in Health and Community Services (HCS)

**Sarah Pickup** is director of Health and Community Services and has statutory responsibility for the provision of adult social services in Hertfordshire.

Sarah is supported by four assistant directors:

- **Earl Dutton**, Services for older people and physically disabled people
- **Sue Darker**, Services for people with learning disabilities or mental health problems
- **Mark Lobban**, Community commissioning, including adult social services and children and young people's services
- **Iain MacBeath**, Performance and business support

and by

- **Glenda Wood**, Head of libraries, culture and learning
- **Paul Jackson**, Client manager for the customer service centre

**HCS** is responsible for:

- services for older people and physically disabled people
- services for people with learning disabilities or mental health problems
- community commissioning, including adult social services and children and young people's services
- ensuring a comprehensive approach to commissioning services to improve health and wellbeing is adopted, working with the Director of Public Health on the establishment of a health and wellbeing board
- the council's Customer Service Centre
- delivering the council's library services.

**Community commissioning** includes:

**Joint commissioning** - helping people to get the best out of health and social care (including mental health and substance misuse services)

**Community wellbeing** - helping people to keep fit and well (including providing information and advice)

**Accommodation solutions** - helping people to find the right place to live (care homes and flexicare housing)

**Community support** - helping people stay at home (including home care, day care, equipment and community alarms)

**Children and young people's commissioning** - providing services for education, early intervention, safeguarding and specialist services.

**Learning Disability Services** includes:

**Community Learning Disability Teams** - work with adults aged 18+ who have a learning disability offering support and advice on health, benefits, rights, housing, financial, family, education, legal and social issues and problems. CLDTs also assess the needs of family carers and help them support the person they care for

**Day Services** - a range of day services provide opportunities for people to take part in different activities, including outings, as agreed in their care and support plan

**Supported Living** - accommodation for adults with learning disabilities

**Respite Services** - short break accommodation for adults with learning disabilities.

**Older People & Physical Disability Services** include:

**Area Teams, Emergency Duty Team, Hospital Teams** - provide advice and support for older people and people with physical disabilities - and their carers - on home care, residential and nursing care, day services and disability equipment and adaptations

**Sensory Services** - provide specialist support for people who are deaf, hard of hearing or visually impaired

**Gypsy Section** - manages and maintains accommodation for around 200 families on 10 permanent and one transit site

**Libraries, Culture and Learning** includes public libraries, mobile libraries, special libraries and Hertfordshire Adult and Family Learning Service.

**Customer services** - manage the council's contract and relationship with the external provider of our Customer Service Centre.