

Background Paper for Report to Cabinet on 15 February 2016 for Adult Social Care Charging Consultation

November 2015 – January 2016

Consultation Process- Charging

Between the 23 November 2015 and 17 January 2016 the Council carried out an exercise to consult residents on proposals to amend its charging policy for those receiving adult social care services and their informal or family carers. The report is being presented to Cabinet on 15 February 2016 reports on this consultation and the recommendations in the report have taken the feedback received from the following into account.

The recommendations proposed in this report are based on the feedback from the following:

- a) Responses received to date from service users and carers the wider community who participated in the consultation.
 - An invitation to participate in the consultation was sent to all service users and their carers (carers included those known to the council and a list provided by Carers of Barking and Dagenham).
 - The One-Borough Newsletter -8th January 2016 invited individuals to have their say on the proposals.
 - Communications also reached the community by extended advising them of the proposal using other forms of social media such as Facebook.
- b) Participants were able to express their views by:
 - Speaking directly to an officer (approx 60 people called the Financial Assessment team in the first three days of the consultation)
 - Completing the online survey (see attached report)
 - Formal written response- 1 received
 - Forming part of a consolidated response – 1 written response received from Carers UK.
- c) Public consultation sessions were held on the 8th December 2015 and 7th January 2016. The first meeting on the 8th December was attended by a very small number of carers (5) however the meeting of the 7th January held at the Civic in the Chambers greater attendance from a much wider representative group of individuals which included carers and carers not known to the

Council, service users with physical and learning disabilities, representatives from the voluntary sector and care and support worker supporting their clients.

Approximately 30 people attended. Representatives from the Financial Assessment Team and an ASC Service Unit manager were present.

d) The following forums/ meetings were attended:

- Carer's Strategy Group- 23rd November 2015- 6 attendees (this excludes Council attendees)
- Healthwatch- 1st December 2015- 7 attendees
- Health and Wellbeing Board- 8th December 2015
- Carers of Barking and Dagenham- 9th December 2015-approx 12 attendees
- HASCC- 14th December 2015
- CSV Equalities Forum- 14th December 2015-approx 9 attendee (this excludes Council officers)
- Learning Disability Partnership Group- 15th December 2015

Appendices A&B provide a summary of the responses from the online consultation portal.

Report Settings Summary

Event	Disabled Facilities Grant Consultation
Total Responses	7
Total Respondents	1
Questions	<i>Custom selection (see Table Of Contents)</i>
Filter	<i>(none)</i>
Pivot	<i>(none)</i>
Document Name	DFG consultation
Created on	2016-01-21 10:59:06
Created by	Oldfield

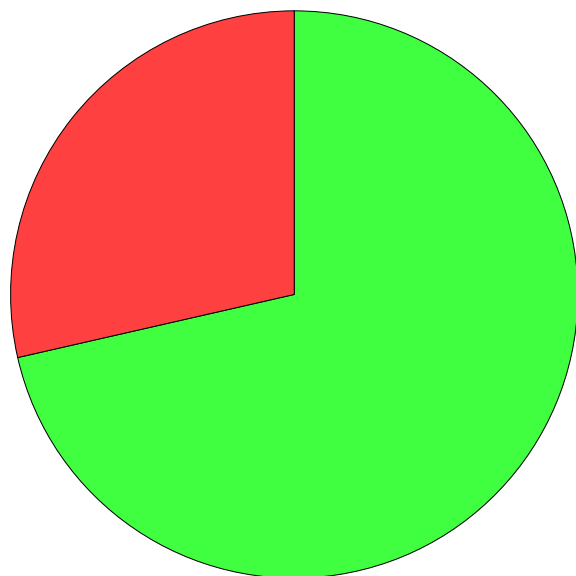
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DFG Q1

Question responses: 7 (100.00%)

Do you think the Council should recover DFGs where it can do so?



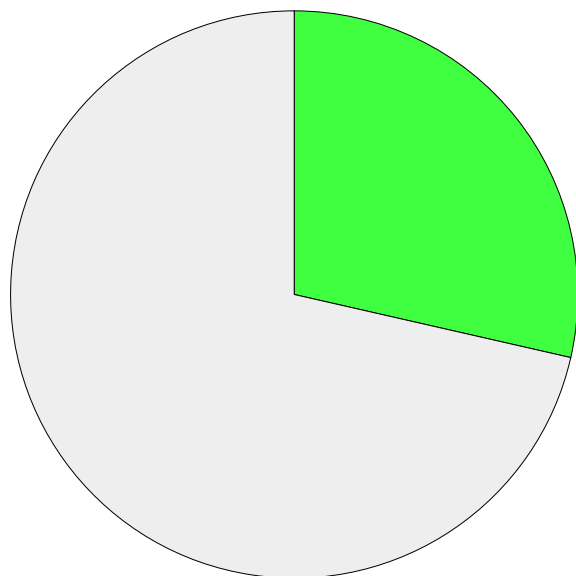
	% Total	% Answer	Count
■ Yes	71.43%	71.43%	5
■ No	28.57%	28.57%	2
Total	100.00%	100.00%	7

DFG Q1a

DFG Q1a

Question responses: **2 (28.57%)**

Please give comments to support your answer.



	% Total	% Answer	Count
■ [Responses]	28.57%	100.00%	2
■ [No Response]	71.43%	--	5
Total	100.00%	100.00%	7

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
2				I think No because I dont think councils are in a position where they can track and recover fairly, it would be very unfair and unrealistic if they could only recover from some people but not others because they are unable to keep track of them. From	08/12/15 13:48	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				<p>personal experience I know the DFG award system is long and unreliable with staff changes a lot of delays. They also assess unfairly, if a spouse or partner is the homeowner and is completely financially supporting the disabled person who is on no income and minimal benefits why is the spouse/partner assessed on their separate income and assets? I think they are a lot of flaws in the DFG system you can't begin recovering process until you fix these deficiencies and make it an efficient system. At this rate I could envision things like councils trying to recover DFGs from someone who ends up moving before they even get a DFG because it took so long. Also I think if in the future councils do recover it should only be if the property is in the name of the disabled person it is not fair to do take a percentage of resale price from someone else's property if the person just happened to be living there. This would discourage and deter people stop supporting families because it has a huge financial impact when they resell.</p>				
4				<p>Recipients are only eligible to claim Disabled Facilities' Grants if they state</p>	28/12/15 20:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				<p>that they intend to live in the property during the grant period (which is currently 5 years). The DFGs are specifically for those who identify as disabled and need to make changes to their home (such as widening doors, installing ramps and improving access to rooms with stairlifts etc). If someone leaves their home for longer than five years then it is perfectly fair and within the boundaries of the DFG eligibility criteria to begin recovering the grant. Therefore it is unquestionably fair to begin recovering the grant after the Council's proposed 10 year period - although I would suggest amending the period to 5 years.</p>				

Report Settings Summary

Event	Care and support charging consultation
Total Responses	17
Total Respondents	2
Questions	All
Filter	<i>(none)</i>
Pivot	<i>(none)</i>
Document Name	DFG consultation
Created on	2016-01-21 10:56:47
Created by	Oldfield

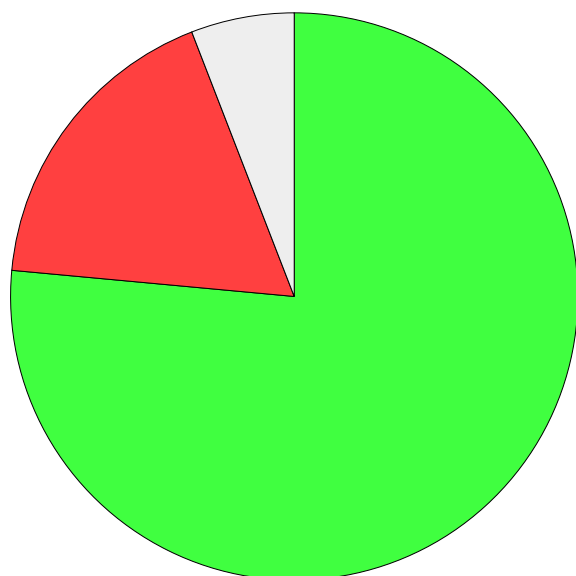
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C1

Question responses: 16 (94.12%)

Do you agree that we should change our set disregards to £5, £15 or £25 per week?

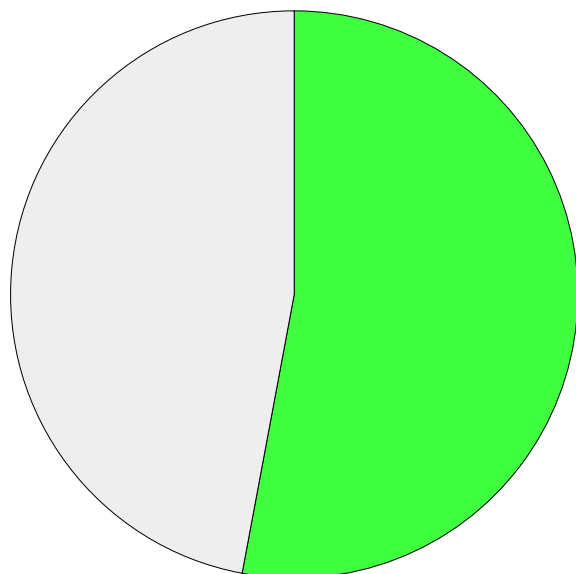


	% Total	% Answer	Count
Yes	76.47%	81.25%	13
No	17.65%	18.75%	3
[No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Comments

Question responses: **9 (52.94%)**

Please give comments to support your answer.



	% Total	% Answer	Count
■ [Responses]	52.94%	100.00%	9
■ [No Response]	47.06%	--	8
Total	100.00%	100.00%	17

ID	Consultee	Agent	Answer	Date	Version	Status	Type
3			AT THE MOMENT I PAY NO CONTRIBUTION TO MY CARE AND DON'T UNDERSTAND IT	03/12/15 12:33	0.1	Submitted	web
4			It is unfair that some are paying a different amount due to receiving care prior to the change in council policy.	11/12/15 14:06	0.1	Submitted	web

ID	Consultee	Agent	Answer	Date	Version	Status	Type
6			If its a fairer system to safeguard older residents then it sounds as though it should be implemented.	16/12/15 20:48	0.1	Submitted	web
7			This would be a fairer method	21/12/15 14:56	0.1	Submitted	web
8			It's hard enough to understand the system as it is. Why change it?	28/12/15 13:12	0.1	Submitted	web
9			Recipients of Disability Benefit are more likely to make savings if the Council offers to reduce costs by £5, £10 or £15 per week. It is therefore in their interests and prevents the perpetuation of a two-tier system for old and new recipients.	28/12/15 19:43	0.1	Submitted	web
12			I really do not understand any of the above. I receive £81.15 per week Disability Living Allowance and pay £76.85 per week to ILA towards my care costs. That leaves £4.30 - do you want that towards my care costs?	29/12/15 09:54	0.1	Submitted	web
13			Additional administration for very little return. When Disability payments are reviewed any charges should be administered by original department and the charging element should be paid direct to councils. When my wife applied for disability payments the Council Charge element should be included in the questions asked. I feel that the amount of administration necessary to audit the proposed new charges would swallow up any additional income for any Council.	02/01/16 19:08	0.1	Submitted	web

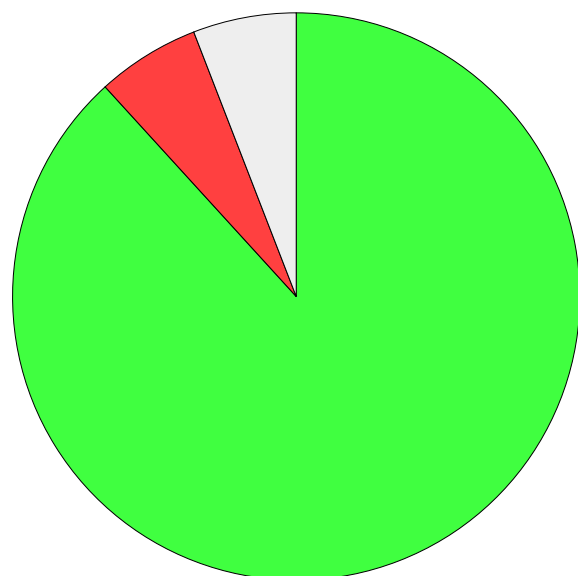
Comments

ID	Consultee	Agent	Answer	Date	Version	Status	Type
14			<p>In principle this seems fine, but what if the person disabilities related costs are more than the set regard. the council need to provide more information relating to what they might do in these circumstance. The council also need to be open and fair in relation in to how decisions are made. they need to tell their services users clearly and in a way that they can understand what disability constitutes the maximum disregard and constitutes the minimum. The council need to provide clear information and make public the criteria they will use to conduct financial assessments.</p>	03/01/16 21:12	0.1	Submitted	web

DREQ2

Question responses: **16 (94.12%)**

Do you agree that the Council should make these changes for existing service users gradually each year?

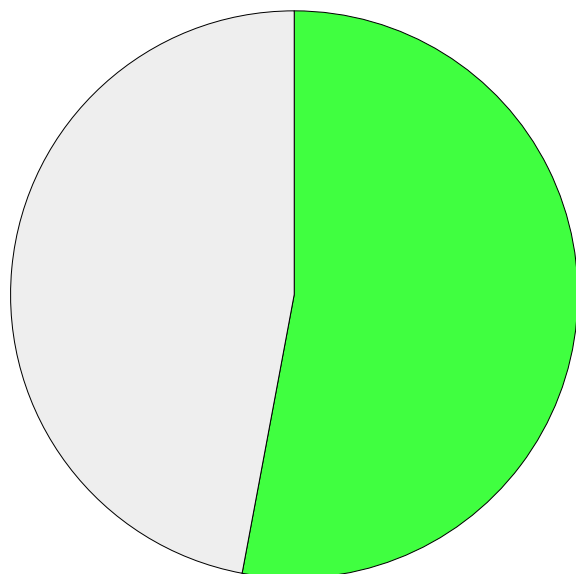


	% Total	% Answer	Count
■ Yes	88.24%	93.75%	15
■ No	5.88%	6.25%	1
■ [No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Comments

Question responses: **9 (52.94%)**

Please give comments to support your answer.



	% Total	% Answer	Count
■ [Responses]	52.94%	100.00%	9
■ [No Response]	47.06%	--	8
Total	100.00%	100.00%	17

ID	Consultee	Agent	Answer	Date	Version	Status	Type
3			AS I HAVE NOT CONTRIBUTED TO MY CARE I WOULD HAVE TO BUDGET TO THE CHANGES	03/12/15 12:33	0.1	Submitted	web
4			I am very concerned that some existing service users may have to find more money, if there is anyway the council can at not increasing the cost for these it would	11/12/15 14:06	0.1	Submitted	web

ID	Consultee	Agent	Answer	Date	Version	Status	Type
			be fantastic. I appreciate though that this will be a percentage and that others will be better off, but I know how difficult it can be to find money from a pension - I am currently funding the care costs for a parent so they still have the money to get a taxi and have dinner in the local supermarket once a week (their one trip out).				
6			Some may not be able to afford the change, either immediately or over time. But I suppose something needs to be done.	16/12/15 20:48	0.1	Submitted	web
7			Gives time to adapt	21/12/15 14:56	0.1	Submitted	web
8			Some people rely very heavily on these services. To change immediately would cause confusion and leave some people in very difficult circumstances. Changing gradually is better for everyone.	28/12/15 13:12	0.1	Submitted	web
9			The gradual changes are in the interests of those paying for the service, as they have more time to adapt to the financial changes.	28/12/15 19:43	0.1	Submitted	web
12			One has to hope that the sooner one dies, the less of a burden one is to society - regardless of the fact that a fortune in tax and national insurance contributions have been made over a lifetime of work.	29/12/15 09:54	0.1	Submitted	web
13			See answer above.	02/01/16 19:08	0.1	Submitted	web

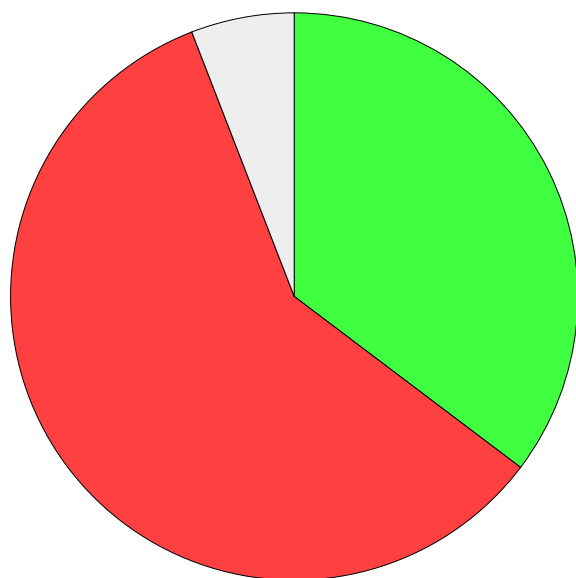
Comments

ID	Consultee	Agent	Answer	Date	Version	Status	Type
14			The changers should be made in such a way which reduces the impact on service users and carers. Perhaps a pilot study should be conducted with a cross sample of services users and carers to assess the viability of the changers long term. The result of the pilot study may help the council iron out any issues before the system goes live.	03/01/16 21:12	0.1	Submitted	web

C1

Question responses: **16 (94.12%)**

Do you agree it is fair to charge carers for care and support services?

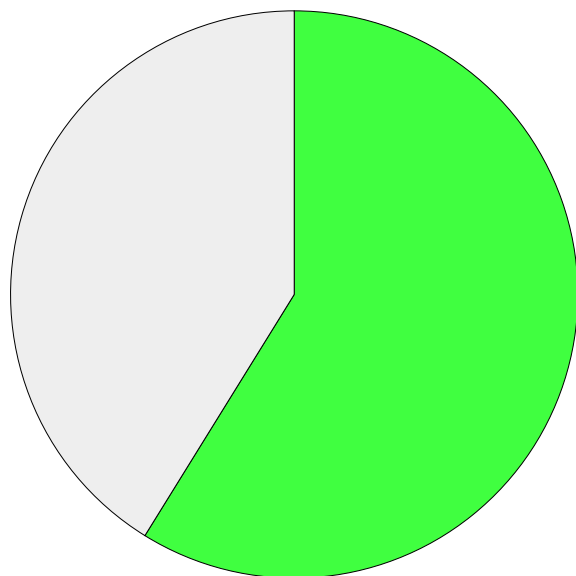


	% Total	% Answer	Count
■ Yes	35.29%	37.50%	6
■ No	58.82%	62.50%	10
■ [No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Comments

Question responses: **10 (58.82%)**

Please give comments to support your answer.



	% Total	% Answer	Count
■ [Responses]	58.82%	100.00%	10
■ [No Response]	41.18%	--	7
Total	100.00%	100.00%	17

ID	Consultee	Agent	Answer	Date	Version	Status	Type
3			IF A CARER IS CARE FOR SOMEONE WHY SHOULD THEY PAY FOR THE RIGHT TO LOOK AFTER SOMEONE	03/12/15 12:33	0.1	Submitted	web
4			I can't believe this change has been made! The majority of carers have very little money of their own - I know as I looked into caring full time for my parents but realised	11/12/15 14:06	0.1	Submitted	web

ID	Consultee	Agent	Answer	Date	Version	Status	Type
			<p>I cannot afford to leave my job as the council tenancy on my parents house will not automatically pass to me and I have a mortgage, so I could potentially be 60 and homeless if I took on the role myself. It would save the council money, but my own future would be bleak. My mother receives no care and support services other than from my brother and myself, instead the carers that attend to my dad have a tendency of shouting down the stairs to mum and getting her running around finding stuff, despite her leaving everything where they can find it. Possibly they should be paying her to provide a caring service for them, but the thought of her having to pay for a care and support service because at 81 she can no longer look after my wheelchair dependant father who is 85 and has epilepsy and other health problems is hilarious and I know they are not the only couple in this situation.</p>				
6			My mother already pays, I believe, in her rent.	16/12/15 20:48	0.1	Submitted	web
7			Emotional blackmail for some	21/12/15 14:56	0.1	Submitted	web
8			It is wrong to make someone pay for their care if they have worked all their life, contributed to society and served their country.	28/12/15 13:12	0.1	Submitted	web

Comments

ID	Consultee	Agent	Answer	Date	Version	Status	Type
9			No one should be charged for using care services and we will discourage carers from doing their jobs by charging them for using our services.	28/12/15 19:43	0.1	Submitted	web
12			Carers have a hard enough job, stuck at the coalface, day in day out. How many of them will end up needing a care package if you pull the rug from under their feet and start charging them? Let's be fair here, without the unpaid carers where would your service be? A great many more of us who receive care from our nearest and dearest would be in care homes, costing society a fortune.	29/12/15 09:54	0.1	Submitted	web
13			There are so any organisations/charities and the like all providing help and support but very difficult to find out which one is the one carers are looking for. there needs to be a major review to provide straight-forward information as to what is available. The one thing that carers do not have is TIME, as I have found when dealing with my wife over the past ten years. I have fallen into organisations by default rather than have been given guidance. I must state at this point, had it not been for The Memory Service based in Dagenham providing services over and above what could be expected I would never have found the way through the maze of council forms and rigours, which appear to me to be politically motivated rather than what is	02/01/16 19:08	0.1	Submitted	web

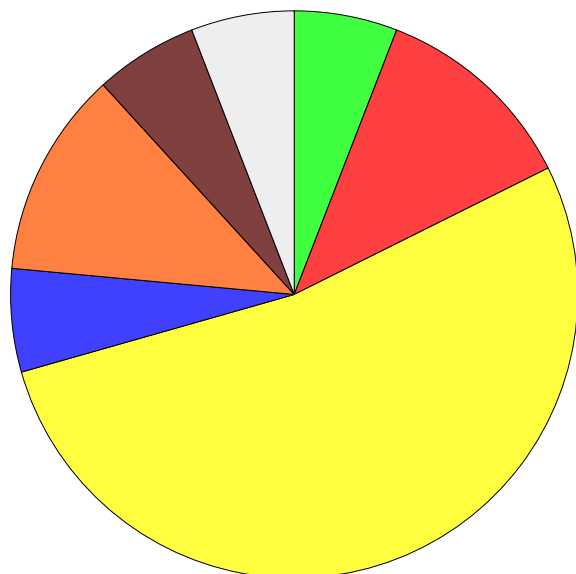
ID	Consultee	Agent	Answer	Date	Version	Status	Type
			<p>the system in being as dictated by Government Departments. Home care for disabled people is the one in case I still have not been able to resolve.</p> <p>Responsibility for residents in care is the oft quoted saying from council officials when in truth responsibility is the one thing nobody wishes to take ownership of (Care Agencies)</p>				
14			<p>Yes, but only if they can afford to pay. When assessing with a carer should make any contribution to the cost of services the council will need to provide clear and unambiguous criteria for assessments. Equally carers should not be penalized if they take on low income jobs.</p>	03/01/16 21:12	0.1	Submitted	web
17			<p>They don't get paid enough</p>	16/01/16 22:11	0.1	Submitted	web

Age Range

Age Range

Question responses: **16 (94.12%)**

Please indicate which age group you fall in to:

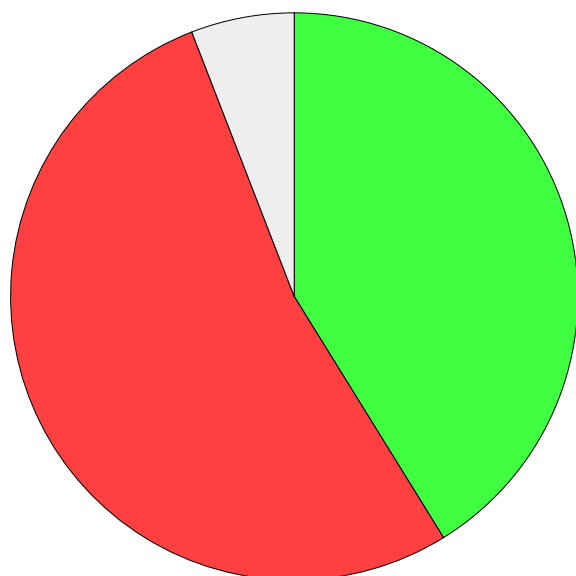


	% Total	% Answer	Count
■ Under 20	5.88%	6.25%	1
■ 20 - 39	11.76%	12.50%	2
■ 40 - 59	52.94%	56.25%	9
■ 60 - 65	5.88%	6.25%	1
■ 66 - 75	11.76%	12.50%	2
■ 76+	5.88%	6.25%	1
■ [No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Gender

Question responses: **16 (94.12%)**

What is your gender?

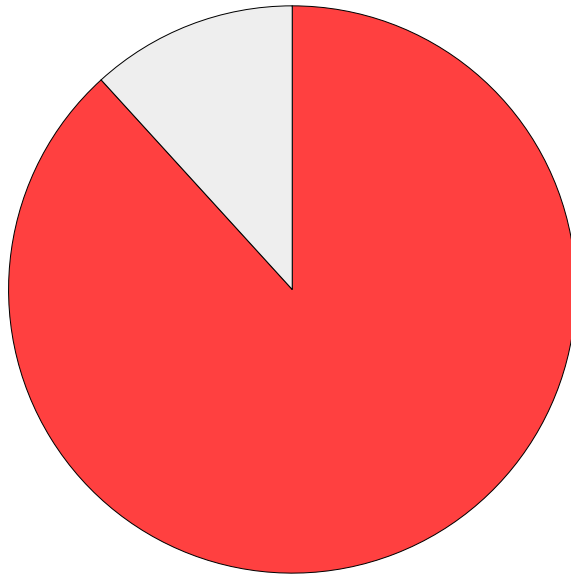


	% Total	% Answer	Count
Male	41.18%	43.75%	7
Female	52.94%	56.25%	9
[No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Transgender

Question responses: **15 (88.24%)**

Do you identify, or have you ever identified as Transgender?

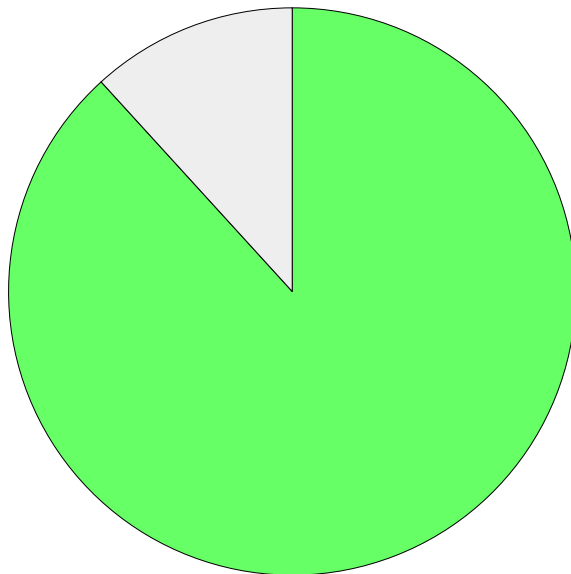


	% Total	% Answer	Count
<input type="checkbox"/> Yes	0.00%	0.00%	0
<input checked="" type="checkbox"/> No	88.24%	100.00%	15
<input type="checkbox"/> [No Response]	11.76%	--	2
Total	100.00%	100.00%	17

Ethnic Group

Question responses: **15 (88.24%)**

What is your ethnic group?



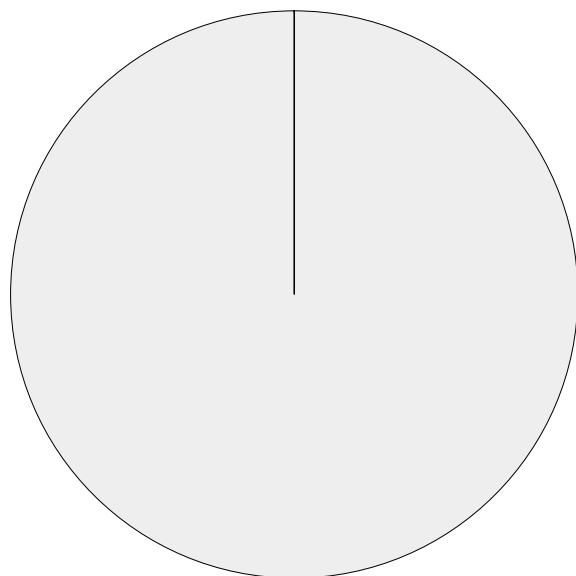
	% Total	% Answer	Count
A. White			
English / Welsh / Scottish / Northern Irish / British	88.24%	100.00%	15
Irish	0.00%	0.00%	0
Gypsy or Irish Traveller	0.00%	0.00%	0
Any other White background	0.00%	0.00%	0
B. Mixed / multiple ethnic groups			
White and Black Caribbean	0.00%	0.00%	0
White and Black African	0.00%	0.00%	0
White and Asian	0.00%	0.00%	0
Any other mixed / multiple ethnic background	0.00%	0.00%	0
C. Asian / Asian British			
Indian	0.00%	0.00%	0
Pakistani	0.00%	0.00%	0

	% Total	% Answer	Count
<input type="checkbox"/> Bangladeshi	0.00%	0.00%	0
<input type="checkbox"/> Chinese	0.00%	0.00%	0
<input type="checkbox"/> Any other Asian background	0.00%	0.00%	0
D. Black / African / Caribbean / Black British			
<input type="checkbox"/> African	0.00%	0.00%	0
<input type="checkbox"/> Caribbean	0.00%	0.00%	0
<input type="checkbox"/> Any other Black / African / Caribbean background	0.00%	0.00%	0
E. Other ethnic group			
<input type="checkbox"/> Arab	0.00%	0.00%	0
<input type="checkbox"/> Any other ethnic group	0.00%	0.00%	0
<input type="checkbox"/> [No Response]	11.76%	--	2
Total	100.00%	100.00%	17

Other ethnic group

Question responses: **0 (0.00%)**

Other ethnic group, please write in



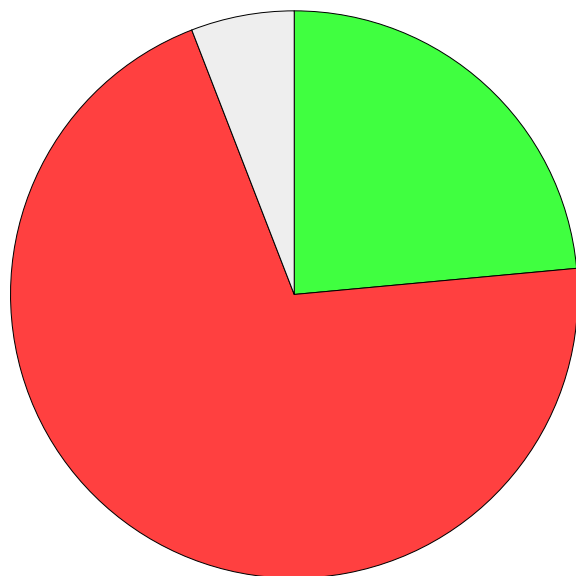
There is no data to display for this question

	% Total	% Answer	Count
■ [Responses]	0.00%	0%	0
■ [No Response]	100.00%	--	17
Total	100.00%	0%	17

Disability

Question responses: **16 (94.12%)**

Do you consider yourself disabled?

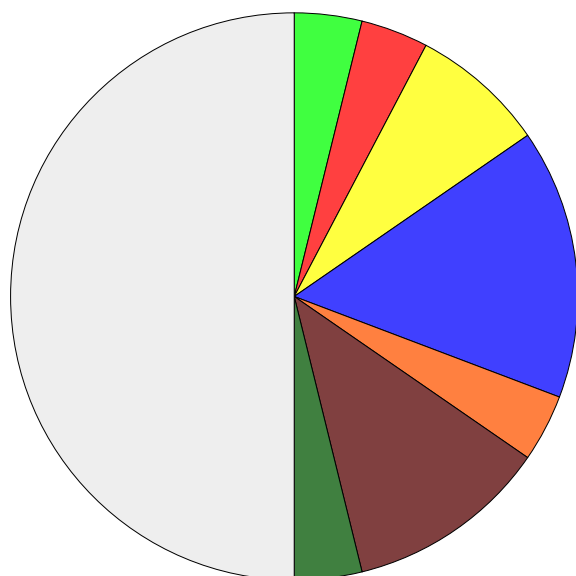


	% Total	% Answer	Count
■ Yes	23.53%	25.00%	4
■ No	70.59%	75.00%	12
■ [No Response]	5.88%	--	1
Total	100.00%	100.00%	17

Disability - please specify

Question responses: **4 (23.53%)**

Please specify your disability



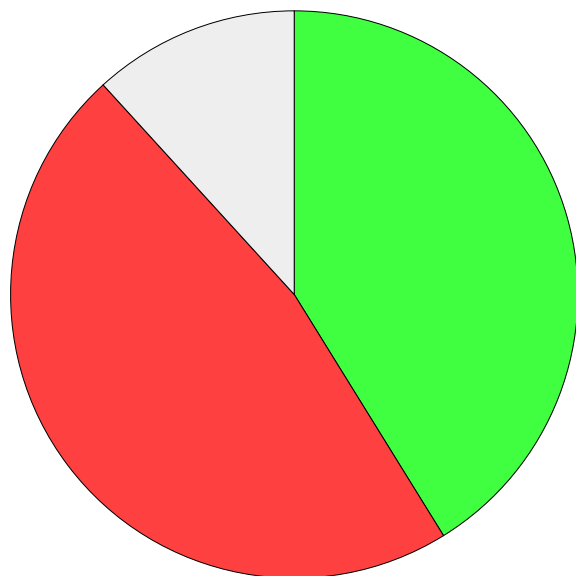
	% Total	% Answer	Frequency	Count
Visual impairment	3.85%	7.69%	5.88%	1
Speech impairment	3.85%	7.69%	5.88%	1
Hearing impairment	7.69%	15.38%	11.76%	2
Wheelchair user	15.38%	30.77%	23.53%	4
Mental health issues	3.85%	7.69%	5.88%	1
Restricted mobility	11.54%	23.08%	17.65%	3
Learning difficulty	3.85%	7.69%	5.88%	1
Other impairment	0.00%	0.00%	0.00%	0
[No Response]	50.00%	--	76.47%	13
Total	100.00%	100.00%	0%	26

Religion

Religion

Question responses: **15 (88.24%)**

What is your religion?

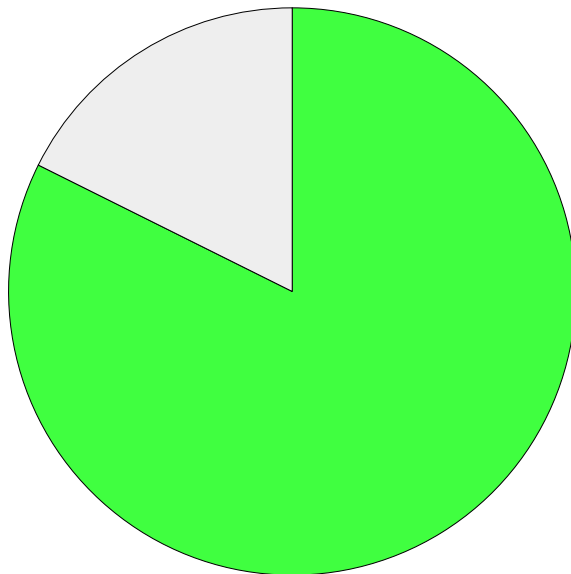


	% Total	% Answer	Count
■ No religion	41.18%	46.67%	7
■ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	47.06%	53.33%	8
■ Buddhist	0.00%	0.00%	0
■ Hindu	0.00%	0.00%	0
■ Jewish	0.00%	0.00%	0
■ Muslim	0.00%	0.00%	0
■ Sikh	0.00%	0.00%	0
■ Any other religion	0.00%	0.00%	0
■ [No Response]	11.76%	--	2
Total	100.00%	100.00%	17

Sexual Orientation

Question responses: **14 (82.35%)**

What is your sexual orientation?



	% Total	% Answer	Count
■ Heterosexual (straight)	82.35%	100.00%	14
■ Gay man	0.00%	0.00%	0
■ Lesbian	0.00%	0.00%	0
■ Bisexual	0.00%	0.00%	0
■ Other	0.00%	0.00%	0
■ [No Response]	17.65%	--	3
Total	100.00%	100.00%	17