

Appendix 2 - NCR Charging Policy for Adult Social Care: Public Consultation Process

Summary

On 8th October 2012, The City Council launched a consultation on proposed changes to the current Non Residential Care (NRC) Charging Policy for Adult Social Care, an office led review undertaken to ensure the policy supported the development of Personalisation, was equitable and fair, met national guidance and ensured the future financial stability of services, having made 21 proposed changes to the policy.

The consultation ran until 11th January 2013 and included letters to service users and advocates, website, helpline, meetings with service users and advocate groups and the production of two DVDs.

Although satisfied that a full and appropriate consultation that met both national guidance and council policy was undertaken, a decision was made to further consult on specific areas of concern.

This commenced on 22nd February 2013 and was closed to written submission on 2nd April 2013, although participants were informed that verbal submissions could be made up to the date of the Cabinet decision.

The consultation process, from February to April 2013, is detailed below.

Consultation Website

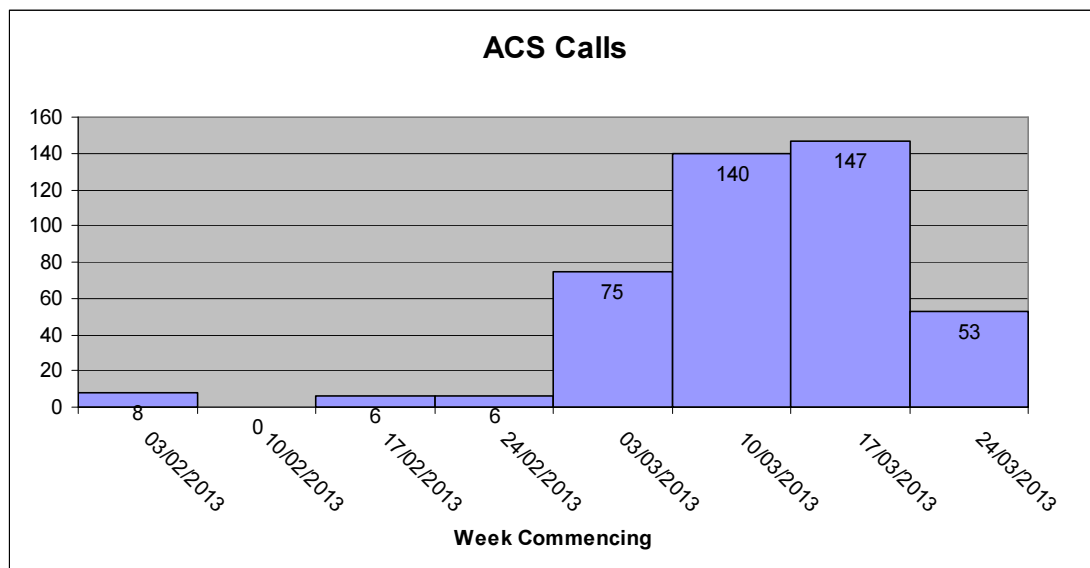
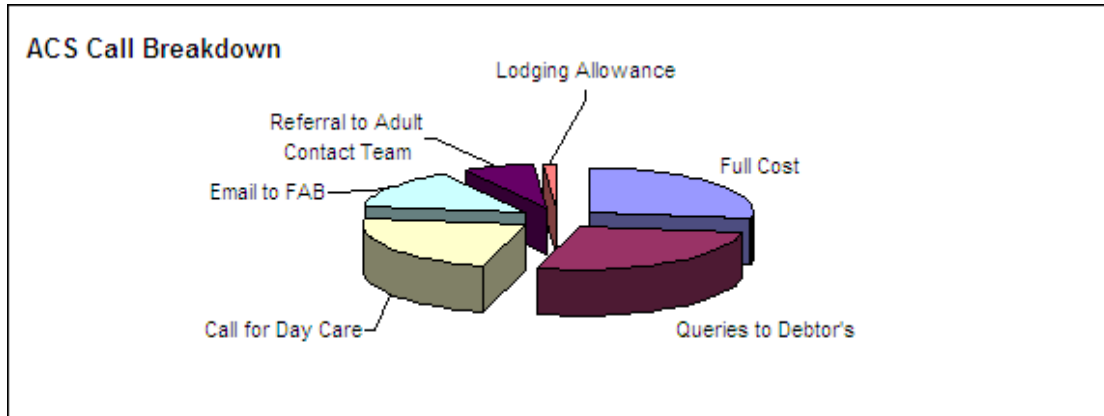
On 5th March 2013 the consultation website was updated to include further information on impact and worked examples of financial assessment, which could not be representative of any group of users but demonstrated how financial assessments are undertaken in detail.

11 emails were received by the consultation inbox. Queries received related to issues such as clarification of the £23,350 threshold and at what point individuals and family carers would be required to organise their own care. Other queries asked what the full cost of care and maximum contribution would be, who would be responsible for complaints if services were commissioned directly through providers and comments were provided on closure of day services and annualised charges. Other comments related specifically to the proposed removal of the rent allowance.

Telephone helpline

A telephone helpline was set up on 5th March 2013. 131 calls were received, and the breakdown is as follows;

Call Type	No of Enquiries	% of Whole
Full Cost Proposal	36	27%
Queries to Debtor's	35	27%
Day Care Proposal	30	23%
Financial Assessment Issues	19	15%
Referral to Adult Contact Team	9	7%
Rent Allowance Proposal	2	2%



Letters to service users and their representatives

A total of 2669 letters were sent to service users and their representatives in the 2nd phase of the consultation. Eight letters were received from service users.

Comments received related to the threshold of £23,250, the increased costs of receiving a two carer package, duration of care slots received when

arranged as a private individual and comments regarding the proposed removal of the rent allowance.

Meetings

19 meetings with service users, carers and advocacy groups took place. Four meetings were held with services users at Extra Care facilities. Four meetings were held at Day Care services and four general consultation meetings were held at different times of the day to capture maximum attendance. Advocacy services organised five meetings. An officer from the Council also attended a Learning Disability Partnership Board to communicate the proposals.

At all public meetings a power point presentation was given and/or paper copies provided. The slides gave an explanation of each of the proposals and provided the numbers of people affected, the highest and lowest impact as well as the average and examples of financial assessments for the proposals on 100% Disposable Income, Rent Allowance, Extra Care, Day Care and 2 Carer packages. There was information about how to contribute to the consultation. At the end of the meetings, the meeting chair checked what feedback from the meetings was to be provided to the consultation in most cases.

A total of 32 individuals attended the Extra Care meetings. A number of residents commented that the costs of overnight care were not felt to be excessive; however, there was concern about how additional contributions would impact on those with fixed income. Further clarification was sought on the proposals to introduce a financial limit beyond which the individual would commission their own care.

A total of approximately 36 individuals attended the day service meetings. Feedback was received on the perceived negative impact of the proposed removal of rent allowance on individuals, although one person queried why only some people receive this allowance. Feedback from one service related to the impact of the proposed move to take account of 100% of disposable income. Comments were also received about the application of disability related expenses.

The four general meetings attracted 11 individuals. Comments were largely related to the proposed removal of rent allowance.

Two meetings were arranged by Carers Together, attracting approximately 50 people. Their response indicated they felt it had been difficult to understand the detail of the changes given the way the changes were presented. It was felt the responses were defensive and perhaps gave an overly optimistic picture of what might happen. Comments included the perceived unfairness of the proposal to ask for a maximum contribution of the real cost of two carer support, the impact on individual and carers who may not access the support they need, the financial impact on those already living on fixed incomes.

A meeting was sponsored by Spectrum Centre for Independent Living attended by five professionals and one carer. Feedback related to the proposals on rent allowance, 100% of net disposable income, 2 carer contributions and backdating contributions. The group commended the Cabinet member for his understanding and willingness to listen.

Two meetings were sponsored by Mencap, attended by 50 individuals. Feedback related to the proposed removal of the rent allowance.

An officer attended the Learning Disability Partnership Board meeting, approximately 20 individuals representing service users, services and Advocacy organisations. The main comments raised were in relation to the proposed removal of the rent allowance.

An individual meeting was held on 28th February 2013 between a parent carer, Cabinet member and officer following a letter from a parent carer of an individual with a learning disability. This person commented on the proposed removal of the rent allowance.












Advocacy Comments

In addition to the meetings described above, comments were made from Carers Together MIND and Mencap. Mencap focused on the removal of rent allowance and highlighted the need to treat the group of individuals and their families differently to ensure equity and requesting a reassessment of every individual affected. MIND highlighted the cumulative impact of the changes to Mental Health Services to meet the Personalisation agenda and the proposals and stressed the need to consider those with mental health issues differently.

















Other

One comment was received from a provider of Extra Care requesting clarity on the proposals to set a charge for overnight care.









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Extended Consultation 22.02.13 – 02.04.13		
Date	Type	Event
28/02/13	Meeting	Cabinet Member for Adult Social Care, Officer and parent carer.
04/03/13	Letters	2669 letters posted to all service users or their advocates where appropriate.  CV13-129 NRC  CV13-131 Your  CV13-128 General letter FINAL : Contributions Explain Consultation meeting
04/03/13	Meeting – Learning Disability Partnership Board (LDPB)	25 individuals attended the Learning Disability Partnership Board, which involves service users, carers, representatives of Advocacy and service user organisations and representatives of health and Council services.
05/03/13	Website	Website live; http://www.southampton.gov.uk/council-partners/consult/current/chargingpolicy.aspx
11/03/13	Meeting – Consultation with carers and service users and Mencap representatives	30 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
12/03/13	Meeting – with service users at Carers Together	20 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
13/03/13	Meeting – Consultation with individuals with learning disabilities who use day service and their carers St Denys Community Centre	1 individual attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
13/03/13	Meeting – Consultation with individuals with learning disabilities who use day service and their carers Freemantle Community Centre	8 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
13/03/13	Meeting – with	2 individuals attended this meeting

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	residents of Extra Care Sheltered Housing and their carers – Rozel Court	 CV13-133 - Presentation NRC Pol  CV13-131 Your Contributions Explain
13/03/13	Meeting – with residents of Extra Care Sheltered Housing and their carers – Manston Court	5 individuals attended this meeting  CV13-133 - Presentation NRC Pol  CV13-131 Your Contributions Explain
13/03/13 17.00-18.30	Meeting – general consultation meeting Civic Centre	No one attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
14/03/13	Meeting – Consultation with individuals with learning disabilities who use day service and their carers –Woolston Community Centre	2 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
14/03/13	– Meeting – Consultation with individuals with physical disabilities or mental health issues who use day service and their carers – Sembal House	25 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
14/03/13	Meeting – with service users at Spectrum CIL	6 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
14/03/13	Meeting – with service users at Carers Together	30 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain
14/03/13 14.00 – 15.30	Meeting – general consultation meeting Civic Centre	4 individuals attended this meeting  Charging policy presentation for exte  CV13-131 Your Contributions Explain

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<p>15/3/13 14:00 – 15:30</p>	<p>Meeting – with residents of Extra Care Sheltered Housing and their carers – Rosebrook Court</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  CV13-133 - Presentation NRC Pol </div> <div style="text-align: center;">  CV13-131 Your Contributions Explain </div> </div>
<p>20/03/13 17.30 – 19.00</p>	<p>Meeting – general consultation meeting Civic Centre</p>	<p>No one attended this meeting</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Charging policy presentation for exte </div> <div style="text-align: center;">  CV13-131 Your Contributions Explain </div> </div>
<p>21/03/13</p>	<p>Meeting – Cabinet Member</p>	<p>Meeting between Cabinet Member for Adult Social Care and Mencap. 5 individuals attended this meeting.</p>
<p>22/03/13 10.00 – 11.30</p>	<p>Meeting – general consultation meeting Civic Centre</p>	<p>7 individuals attended this meeting</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Charging policy presentation for exte </div> <div style="text-align: center;">  CV13-131 Your Contributions Explain </div> </div>
<p>10/4/13 14:30 – 15:30</p>	<p>Meeting – with residents of Extra Care Sheltered Housing and their carers – Rosebrook Court</p>	<p>24 individuals attended this meeting</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Charging policy presentation for exte </div> <div style="text-align: center;">  CV13-131 Your Contributions Explain </div> </div>