

# Cabinet

## Dorset County Council



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| Date of Meeting  | 8 March 2017   |
| <u>Cabinet Member</u><br>Jill Haynes – Cabinet Member for Adult Health, Care and Independence<br><br><u>Lead Director</u><br>Helen Coombes – Director for Adult and Community Services |  |
| <b>Subject of Report</b>   | <b>‘Making Charges Fairer’ for Adult Social Care</b>   |
| Executive Summary  | <p>On 28 September 2015 the Cabinet approved a review of charges for adult social care. The review would include a public consultation to examine the impact of phasing in some more policy changes designed to promote equity and other principles set out in the Care Act.</p> <p>The consultation began on 1 December 2016 and was open for over ten weeks until 13 February 2017. It was welcome and valuable that 372 people responded to the consultation.</p> <p>This report presents an analysis of the outcomes of the consultation. A wide range of views were expressed. There was strong support for most of the proposals that were consulted on, with some particularly important feedback in two areas:</p> <ul style="list-style-type: none"><li>• 25% of respondents do not know if they feel confident they receive all of the welfare benefits they are entitled to;</li><li>• Only 18% of respondents said they find it easy to get information that they trust about adult social care.</li></ul> <p>The proposal to stop giving the 25% discretionary disregard of disability-related income divided opinion. However, more people feel the council should stop giving the disregard (36%), than feel the council should keep things as they are (26%). Around 21% of respondents say they are not sure what the council should do; whilst the remaining 17% feel that the disregard should be extended to everyone who contributes to the cost of their care.</p> |

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|                           | <p>As well as policy, the review has considered the levels of fees and charges for non-residential care. Dorset has held these fees and charges at the same rates since April 2012. Latterly, we have increased the amount we have paid to providers, including to reflect the introduction of the national living wage. This report recommends an increase of up to 5%, alongside work to ensure individual personal budgets more accurately reflect actual costs.</p>   |
| <p>Impact Assessment:</p> | <p>Equality Impact Assessment:</p> <p>An Equalities Impact Assessment (EqIA) has been completed. It was informed by the public consultation exercise described in this report. The EqIA, including its associated action plan, was reviewed by DDAG and their advice has been incorporated. This helps to ensure that our financial policies meet our duties to protected groups under the Equalities Act 2010.</p> <p>The action plan includes actions to minimise the impact on people of losing income by:</p> <ul style="list-style-type: none"> <li>(i) offering them a personalised assessment of their actual disability-related expenditure, before removing the discretionary disregard;</li> <li>(ii) funding two additional Welfare Benefits Adviser posts to help people to maximise their welfare benefit income.</li> </ul> <p>The action plan also includes actions to improve information and advice about adult social care. The full EqIA document is available in the Members’ Room and at:<br/> <a href="https://www.dorsetforyou.gov.uk/fair-charges">https://www.dorsetforyou.gov.uk/fair-charges</a></p> <p>Use of Evidence:</p> <p>The new policy proposals have been formulated on the basis of evidence gathered from practice, research and the recent public consultation exercise.</p> <p>Budget:</p> <p>One of the aims of the Panel’s work is to develop financially sustainable policies.</p> |
|                           | <p>Risk Assessment:</p> <p>The main risk is referenced in the corporate risk register at 03e: ‘Failure to meet primary statutory and legal care duties’.</p> <p>The current level of risk is judged to be MEDIUM.</p> <p>The review is designed to promote equity and other key principles set out in the Care Act. The main residual risk arises from the fact</p>   |

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|                               | that there are limited financial resources to meet the rising demand for adult social care. Therefore the residual level of risk is also identified as MEDIUM.   |
|                               | Other Implications:<br><br>None.   |
| Recommendations               | <p>The Cabinet is asked to:</p> <ul style="list-style-type: none"> <li>(i) Review the report of the public consultation at Appendix 1;</li> <li>(ii) Consider and support the detailed policy proposals set out in the table at Section 2;</li> <li>(iii) Grant authority to the Cabinet Member for Adult Social Care and the Director for Adult and Community Services to approve and publish a new schedule of non-residential charges for 2017-18, reflecting average increases of up to 5%;</li> <li>(iv) Support the proposal to backdate non-residential care charges in appropriate cases;</li> <li>(v) Agree that the Director for Adult and Community Services undertakes further work to investigate the sources of the financial information and advice people are currently using, and to signpost people more effectively, to appropriate alternatives, particularly self-funders.</li> </ul> |
| Reason for Recommendations    | To help secure a sustainable approach to the County Council's corporate plan aims that people in Dorset be safe, healthy, independent and prosperous.  |
| Appendices                    | Appendix 1 - Outcome of the ‘Making Charges Fairer’ Consultation   |
| Background Papers             | <ol style="list-style-type: none"> <li>1. Minutes of the meeting of the Executive Advisory Panel for Pathways to Independence. (Cabinet - 28 September 2016 Item 132e).</li> <li>2. The ‘Making Charges Fairer consultation Equalities Impact Assessment: <a href="https://www.dorsetforyou.gov.uk/fair-charges">https://www.dorsetforyou.gov.uk/fair-charges</a></li> </ol>   |
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## **1.0 Background**

- 1.1 ‘Making Charges Fairer’ is a review of the county council’s policy about charging people for a contribution towards their adult social care and support, if a means-test shows they can afford to pay it. The council charges already, the reasons for the review are to make sure that the policy:
- (i) supports ‘personalised’ care and support arrangements;
  - (ii) remains fair and affordable for everyone in the future;
  - (iii) is financially sustainable for the county council in the years to come.
- 1.2 A public consultation formed an important part of this review. The consultation questionnaire was finalised after discussing a draft with our partners from the voluntary and community sectors at a workshop in Wimborne. Participants included Citizens Advice in Dorset (CAID); Healthwatch; Help & Care and People First Dorset.
- 1.3 The public consultation opened on 1 December 2016 and ran for over ten weeks until 13 February 2017. The consultation was open to all residents and was promoted in a range of ways, including through social media. We also wrote a personally addressed letter drawing it to the attention of around 5,500 people receiving care and support who are known to us. The survey and the supporting information was available electronically as well as in hard copy by post and at all Dorset libraries. An ‘easy-read’ version of the survey was provided.
- 1.4 The charging rules set out by the Care Act and statutory guidance are complex, so it was encouraging to receive a strong response to the consultation. 372 people responded and a wide range of individual views were expressed. 138 of the people who responded described themselves as disabled, in accordance with the meanings set out in the Equality Act 2010. (The number of responses to this consultation compared favourably to the 310 responses attracted by the consultation in 2015 about our first phase of Care Act reforms).
- 1.5 The consultation was a particularly important part of the review because our research during the development of the policy proposals had indicated that the proposal to remove the subsidy within the discretionary disregard of disability-related income could affect people receiving adult social care as follows: 25% of people could be unaffected; 10% of people could lose less than £10 per week; and 65% of people could lose between £10 and £15 per week.

## **2.0 The Responses to the Consultation**

- 2.1 The detailed analysis of the consultation responses at Appendix 1 was produced by colleagues in the corporate Consultation and Engagement team. A wide range of comments were made by respondents to the ‘open questions’ - and these have been grouped into themes within Appendix 1. Overall the results show that a majority of respondents agree with the proposals for changes put forward by the council. The conclusions from the work in Appendix 1 are presented here in the following paragraphs.
- 2.2 The survey results show that nearly 80% of those who receive Attendance Allowance, Disability Living Allowance or Personal Independence Payment say it is very important to balancing their household budget, with only one respondent saying it was not at all important. The results also show that 9% of people were not

confident they were receiving all of the welfare benefits they were entitled to, and a further 25% did not know if they were.

- 2.3 The results also show that just over a third of respondents think that the council should stop disregarding the disability-related benefit income and focus on giving people a personalised means-test and welfare benefits advice.
- 2.4 Over 80% of respondents agree with the council sending out bills whilst people are receiving the care as opposed to the current arrangement of sending the bill several weeks after the care period. Almost 75% of respondents agree with the proposed change to send out regular 4 weekly bills.
- 2.5 Over half of respondents (57%) agree with the proposal that the council should means-test any third party who is proposing to pay top-up fees for an individual's care.
- 2.6 With regard to the Information and Advice results, only 18% of respondents found it easy to find information and advice that they trust about adult social care and general well-being. Over 35% found it difficult to find this information and advice. The ‘My Life, My Care’ website, other websites and leaflets were the most popular ways in which to find out information. Finally, over half of respondents were unlikely to ask the council to help them find financial advice.
- 2.7 Overall the results show that a majority of respondents agree with the proposals for changes put forward by the council. However, the results also highlight areas within Information and Advice where further work and promotion is needed. The following table is a summary of the areas giving rise to specific recommendations:

| No. | Subject                  | Question   | Public response <sup>1</sup>  | Recommendation   |
|-----|--------------------------|--|---|--|
| 1.  | The financial means-test | Do you feel confident that you currently receive all of the welfare benefits that you are entitled to claim? | Yes - 66%<br>No - 9%<br>Don't know - 25%  | The council makes sure everyone has a personalised means-test and an offer of free welfare benefits advice.  |
| 2.  |                          | What do you think the county council should do about the 25% disregard of disability-related income?         | Offer a disregard to everyone who contributes towards the cost of their adult social care - 17%<br><br>Keep things as they are, so only people receiving disability-related benefit income have the disregard - 26%<br><br>Stop disregarding the disability-related benefit | The council stops disregarding 25% of disability-related benefit income in the financial means-test to establish what a person can afford to contribute towards the cost of their adult social care.<br><br>It is proposed that this change takes effect from 1 April 2017 for new service users, following a personalised means-test and welfare benefits advice. |

| No. | Subject                               | Question  | Public response <sup>1</sup>  | Recommendation   |
|-----|---------------------------------------|---|---|--|
|     |                                       |   | income and focus on giving people a personalised means-test and welfare benefits advice - 36%<br>Not sure - 21% | For existing service users, it is proposed that this change takes effect following a new personalised means- and welfare benefits advice.  |
| 3.  | Paying for care                       | Do you agree with the proposal to send out bills whilst people are still receiving the care and ask for those bills to be paid by the end of the care period?   | Yes - 81%<br>No - 8%<br>Don't know - 11%  | The council sends out bills whilst people are still receiving the care and asks for those bills to be paid by the end of the care period.  |
| 4.  |                                       | What would be the effect on you if we asked to be paid by Direct Debit?   | This was an open question. Most people, but not all, were in favour of paying by Direct Debit.                  | Where appropriate, the council will strongly encourage people to pay contributions to the cost of their adult social care by Direct Debit. |
| 5.  |                                       | Do you agree with the proposals to issue regular four weekly bills for planned care and only to make adjustments for variations in your service every three months?   | Yes - 73%<br>No - 13%<br>Don't know - 14%   | The council issues regular four weekly bills for planned care and only makes adjustments for variations in service every three months.     |
| 6.  | ‘Top-up’ payments in residential care | Do you agree with the proposal that the county council carries out a means-test with a third-party who pays a ‘top-up’ for people who choose residential accommodation that costs more than the amount required to meet the person’s care needs. (For example, the room has a better view). | Yes - 57%<br>No - 27%<br>Don't know - 16%   | The council uses the feedback from the consultation to design a proportionate and sensitive means-test for third-parties.                  |
| 7.  | Information and advice                | How easy do you find it to get information and advice that you trust about adult social care and your general wellbeing?  | Very easy/easy - 18%<br>Neither easy nor difficult - 26%<br>Difficult/very difficult – 36%<br>Don't know - 20%  | The council uses the feedback from the consultation to improve the information and advice offered.   |

| No. | Subject | Question  | Public response <sup>1</sup>  | Recommendation |
|-----|---------|---|---|----------------|
| 8.  |         | Are there any particular ways that you would like the county council to listen to your views about social care? | <p>This was an open question. People say the three best ways to find information and advice are:</p> <ul style="list-style-type: none"> <li>• My Life, My Care</li> <li>• Other websites</li> <li>• Leaflets</li> </ul> |                |

<sup>1</sup> Rounded to whole numbers. Please see Appendix 1 for fuller details of responses.

2.8 Our work to join up and improve information and advice will include the appointment of two new welfare benefits advisers. The work will also involve consideration of ways that we can help more people to find good quality financial advice and information.

### 3.0 Fees and Charges for Non-Residential Care

3.1 The review highlighted that the council has not increased the amounts it charges to people for non-residential care services (such as home care), for five years since April 2012. At the beginning of that period charges were held for people because the council often did not increase the rates it paid to contractual providers. Since 2015-16 our commissioning work – which is now guided by the Care Act 2014 - has shown that it is no longer sustainable to expect providers to absorb significant increases in their costs. For example, the biggest single cost for our providers is wages, which have recently increased to reflect the minimum wage and national living wage. Consequently, the council has increased the rates paid to providers since April 2016. The increases have varied according to the nature, location and duration of the service provided, and have been over 12% for some services.

3.2 The consequences for the council of this five year period without increasing charges were reported in an independent ‘Use of Resources’ assessment, that was carried out for the Directorate in October 2016. The report highlighted that in 2014-15 our income from charges was 8% lower than the average income among our comparator group of councils. In the following year 2015-16, our comparative income from charges dropped by a further 7%.

3.3 This review therefore recommends that authority be given to the Cabinet Member for Adult Social Care and the Director for Adult and Community Services to approve and publish a new schedule of charges for 2017-18, reflecting average increases of up to 5%. (A 5% increase would raise the charge for a 30 minute homecare visit from £10.00 to £10.50). The total increase in council income at the 5% level is estimated at £300,000. An increase of more than 5% is not proposed, in recognition of the contribution also being made by the adult social care precept towards the funding gap. The recommendation is principally designed to protect services from further universal cuts that arise from the requirement to set a balanced budget. The increased charges will only be paid by people in accordance with the outcome of an individual means-test to determine whether they can afford to pay them.

- 3.4 As the paragraphs above suggest, the council currently calculates many charges for adult social care on the basis of the average cost of providing services across Dorset. Over the next two years our ‘Making Charges Fairer’ work will ensure that charges for services, such as home care, more closely reflect the actual cost of the services provided to each person. This will help us to make further progress towards personalisation. In all cases it will continue to be the means-test that determines the person’s financial contribution towards those charges.

#### **4.0 The Circumstances in which Charges may be Backdated**

- 4.1 Currently the county council does not in all cases begin to charge people for non-residential care services until after they have had the financial assessment that tells them what the charge will be. An exception to this is where a person does not cooperate with the financial assessment process. Recent guidance from the Department of Health is that a council can levy charges from the date when it starts to incur costs to meet a person’s care and support needs. However, the guidance says that the Department of Health would usually expect the council to work out how much the adult can afford to pay for their care and support before collecting any money from them.

- 4.2 In the light of that guidance, it is proposed that in future the council notifies people that it will levy charges for non-residential care services from the point at which a service is being provided and the council starts to incur costs. In order to minimise the impact on people of this change, additional capacity is being added to the Financial Assessment team so that the financial assessments can be completed as quickly as possible. Although the charge may be backdated, it is not proposed to request money from people until after the financial assessment, except where a person refuses to cooperate with the financial assessment process.

#### **5.0 The Continuing Work of the Executive Advisory Panel for Pathways**

- 5.1 As requested by the Cabinet, the Executive Advisory Panel has accepted responsibility for keeping under review the charging and financial arrangements linked to the Care Act. For example, the Cabinet has previously supported the proposal that in certain circumstances senior managers exercise discretion to enter into Deferred Payment Agreements (loans) with service users, without the security of a first legal charge on their property. When carefully exercised, this discretion would benefit both the council and people who need to move from a park home into residential care, for example. The Panel will consider the details of a proposed policy in this area, including any implications of the Consumer Credit Act.
- 5.2 Another area that the Panel proposes to review is the way that sessional charges for attendance at Day Centres are calculated. The current flat rate charge of £22.41 per session, does not take account of people’s different levels of need for care and support.

**Helen Coombes**

Director for Adult and Community Services

March 2017



## Making Charges Fairer for Adult Social Care Survey Results

This report gives the overview summary results of the ‘Making Charges Fairer for Adult Social Care’ consultation. The consultation ran between 1 December 2016 and 13 February 2017 and asked a mixture of open and closed questions. This report shows the results of the closed questions and the comments have been coded to group into areas.

### Question 1

Do you receive any social care services arranged by the council?

| % Yes | % No | % Don't know |
|-------|------|--------------|
| 32    | 67   | 1            |

### Question 2

Do you receive any of these welfare benefits; Attendance Allowance, Disability Living Allowance or Personal Independence Payment (PIP)?

| % Yes | % No | % Don't know |
|-------|------|--------------|
| 40    | 58   | 1            |

### Question 3

If you receive any of these benefits, how important are they to balancing your household budget?

| Answer               | Percentage |
|----------------------|------------|
| Very important       | 79         |
| Important            | 15         |
| Moderately important | 5          |
| A little important   | 0          |
| Not important at all | 1          |

### Question 4

Do you feel confident that you currently receive all of the welfare benefits that you are entitled to claim?

| % Yes | % No | % Don't know |
|-------|------|--------------|
| 66    | 9    | 25           |

**Question 5**

This question is about the disregard of disability-related benefit income. What do you think the county council should do?

| <b>Answer</b>  | <b>Percentage</b> |
|--|-------------------|
| Offer a disregard to everyone who contributes towards the cost of their adult social care  | 17                |
| Keep things as they are, so that only people receiving disability-related benefit income have the disregard                              | 26                |
| Stop disregarding the disability-related benefit income and focus on giving people a personalised means-test and welfare benefits advice | 36                |
| I'm not sure   | 21                |

**Question 6**

This question asked people to explain their answers to the previous question. In total 210 responses were received. These have been split up to correspond to which answer they choose above and then coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 210 as some respondents' answers may cover more than one area:

| <b>What should the county council do?</b>                      | <b>Offer disregard to everyone</b> | <b>Keep it as it is - disregard only for disability benefit claimants</b> | <b>Stop disregard and means test everyone</b> | <b>Not sure</b> | <b>TOTAL</b> |
|--|------------------------------------|---|---|-----------------|--------------|
| Fairest if disregard to everyone                               | 8                                  |   |   |                 | 8            |
| People are reliant on the money received at the moment         | 7                                  | 4   |   | 5               | 16           |
| Other  | 3                                  | 4   | 3   | 22              | 32           |
| Disabled people have additional costs                          | 3                                  | 18  | 7   | 1               | 29           |
| Not fair on those who plan for old age to fund those who don't | 3                                  | 2   | 2   | 2               | 9            |
| Shouldn't discriminate against ill and infirm                  | 3                                  | 1   |   |                 | 4            |
| Those who can contribute should contribute                     | 3                                  | 2   | 12  | 2               | 19           |
| It currently works well with disregard                         | 2                                  |   |   |                 | 2            |
| Personalised not necessarily fair                              | 2                                  | 1   |   |                 | 3            |
| Disability benefit not received consistently                   | 2                                  |   | 2   |                 | 4            |
| National problem of Government funding                         | 2                                  | 2   |   |                 | 4            |
| All people needing support should get it                       | 1                                  |   |   |                 | 1            |
| All people should be treated the same                          | 1                                  |   | 1   |                 | 2            |
| Need help getting national support/grants                      | 1                                  |   |   |                 | 1            |
| Part of DLA should be kept by disabled person                  | 1                                  |   |   |                 | 1            |

| What should the county council do?                | Offer disregard to everyone | Keep it as it is - disregard only for disability benefit claimants | Stop disregard and means test everyone | Not sure | TOTAL |
|---|-----------------------------|--|--|----------|-------|
| Even with a medium pension people need help       | 1                           |  |  |          | 1     |
| Personal assessments may cost more than they save | 1                           | 3  | 2                                      |          | 6     |
| Keep things as they are as it works               |                             | 9  |  |          | 9     |
| Seems fair to leave as is                         |                             | 5  |  |          | 5     |
| Savings should be made elsewhere                  |                             | 5  | 2                                      | 1        | 8     |
| Also affects carers                               |                             | 1  |  |          | 1     |
| Care Manager not best to means test               |                             |  | 1                                      |          | 1     |
| Needs means testing on all income to be fair      |                             |  | 48                                     | 2        | 50    |
| Trial basis of means test                         |                             |  | 1                                      |          | 1     |
| Personalised advice needed                        |                             |  | 1                                      |          | 1     |
| Needs to be sensitive                             |                             |  | 1                                      |          | 1     |
| Savings need to be made                           |                             |  | 1                                      |          | 1     |
| Does not affect me                                |                             |  |  | 1        | 1     |
| Total   | 44                          | 57   | 84                                     | 36       | 221   |

### Question 7

At the moment the county council sends out bills for social care several weeks after the end of the time period the bill is for. We are proposing in future to send out bills whilst people are still receiving the care and to ask for those bills to be paid by the end of the care period. This will usually be at the same time that people receive their welfare benefits. Do you agree with this proposed change?

| % Yes | % No | % Don't know |
|-------|------|--------------|
| 81    | 8    | 11           |

### Question 8

This question asked people to explain their answers to the previous question. In total 212 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 212 as some respondents' answers may cover more than one area:

| Bills sent out during care and suggest paid by the end of care period | Yes | No | Don't know | Total |
|---|-----|----|------------|-------|
| Makes sense to bill during care for financial reasons                 | 45  | 1  |            | 46    |
| Normal to pay during services/support being provided                  | 34  |    |            | 34    |
| Regular billing better for old people budgeting                       | 24  |    | 1          | 25    |
| People should pay what is due   | 11  |    |            | 11    |
| New way is fairer   | 11  |    |            | 11    |

| <b>Bills sent out during care and suggest paid by the end of care period</b> | <b>Yes</b> | <b>No</b> | <b>Don't know</b> | <b>Total</b> |
|--|------------|-----------|-------------------|--------------|
| Paying upfront means it is in people's minds more                            | 6          |           |                   | 6            |
| Need more time to understand the bills                                       | 6          |           | 1                 | 7            |
| Should pay <u>before</u> getting care  | 5          |           |                   | 5            |
| Invoices need to be easier to understand                                     | 5          |           |                   | 5            |
| Easier to chase up/ poor payment   | 5          |           |                   | 5            |
| Problem still of those who can't/won't pay                                   | 4          |           | 1                 | 5            |
| Other  | 4          | 6         | 10                | 20           |
| Should be done by direct debit   | 4          |           |                   | 4            |
| Billing should match benefit receipt   | 3          |           |                   | 3            |
| System needs reviewing and simplifying                                       | 2          |           |                   | 2            |
| Should pay <u>afterwards</u> as do that with other services                  | 2          | 3         | 1                 | 6            |
| Works ok as it is now  | 2          | 2         |                   | 4            |
| Saves admin  | 2          |           |                   | 2            |
| Take at source   | 2          |           |                   | 2            |
| Get tough on debt collection   | 2          |           |                   | 2            |
| Caused by bad council management   | 2          | 1         | 2                 | 5            |
| Do not like to be in debt  | 1          |           |                   | 1            |
| Costs need to be clear from the beginning                                    | 1          |           |                   | 1            |
| Costs council tax payers more  | 1          |           |                   | 1            |
| May cause stress/distress  | 1          | 7         |                   | 8            |
| Might pay for care not received ( e.g. due to illness)                       |            | 3         |                   | 3            |
| Government problem   |            | 1         | 1                 | 2            |
| People rely on income coming in to pay                                       |            | 1         |                   | 1            |
| One size doesn't fit all   |            | 1         |                   | 1            |
| Quarterly bills better   |            | 1         |                   | 1            |
| Money paid direct so no effect   |            |           | 5                 | 5            |
| Need transition period if changing   |            |           | 1                 | 1            |
| Individual billing dates would be best                                       |            |           | 1                 | 1            |
|  | 185        | 27        | 24                | 236          |

### Question 9

This question was an open question that asked people what effect being asked to pay by direct debit would have on them. In total 294 responses were received. The responses have been coded into different areas. The number of responses answering in that area are shown in the box below. This table also includes the percentages of the total responses. Please note that the total number may add up to more than 294 as some respondents' answers may cover more than one area:

| <b>Effect of being asked to pay by direct debit</b> | <b>number</b> | <b>%</b> |
|---|---------------|----------|
| Little or no effect                                 | 102           | 34.7     |
| Good idea/welcome it                                | 76            | 25.9     |
| Already do Direct Debits so no problem              | 35            | 11.9     |
| Won't/ doesn't want to do Direct debits             | 20            | 6.8      |
| Need to match direct debit to incoming funds        | 15            | 5.1      |

| <b>Effect of being asked to pay by direct debit</b>           | <b>number</b> | <b>%</b> |
|---|---------------|----------|
| Everyone needs to have a bank account                         | 10            | 3.4      |
| Other   | 13            | 4.4      |
| Against Direct Debits as people lose control/prefer cheque/SO | 11            | 3.7      |
| OK but complicated to set up/may need help                    | 6             | 2.0      |
| Keeps costs down  | 2             | 0.7      |
| Don't make obligatory   | 2             | 0.7      |
| Strugglers will get further into debt                         | 1             | 0.3      |
| Difficult to rectify errors                                   | 1             | 0.3      |
|   | 294           | 100      |

### Question 10

The county council could save a lot of money if it issued regular 4 weekly bills for ‘planned care’, and only made adjustments for variations in your service every three months. Do you agree with this proposed change?

| <b>% Yes</b> | <b>% No</b> | <b>% Don't know</b> |
|--------------|-------------|---------------------|
| 73           | 13          | 14                  |

### Question 11

This question asked people to explain their answers to the previous question. In total 202 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 202 as some respondents' answers may cover more than one area:

| <b>4 week bills with adjustments every 3 months</b>                     | <b>Yes</b> | <b>No</b> | <b>Don't know</b> |
|---|------------|-----------|-------------------|
| Seems fair/reasonable   | 47         |           |                   |
| As financially sensible should do                                       | 23         |           |                   |
| Helps budgeting   | 15         |           | 1                 |
| Reasonable if council adjusts fairly and in a timely way                | 10         | 1         |                   |
| Most household bills are monthly  | 7          |           |                   |
| Ok if the council are flexible over significant changes to requirements | 5          | 1         | 1                 |
| Makes no difference   | 3          |           |                   |
| Already do 4 week bills   | 3          |           |                   |
| Need clear simple billing for older people                              | 3          | 1         |                   |
| Other   | 3          | 5         | 11                |
| Ok for current costs but not for debts                                  | 2          |           |                   |

| <b>4 week bills with adjustments every 3 months</b>                           | <b>Yes</b> | <b>No</b> | <b>Don't know</b> |
|---|------------|-----------|-------------------|
| Need advance notice of adjustments  | 2          |           |                   |
| Should be based on dwellings not persons                                      | 2          |           |                   |
| Have a trial period   | 1          |           |                   |
| Might need to match benefit receipts  | 1          |           |                   |
| Base the payment on lowest level not average                                  | 1          |           |                   |
| Care is long term bills should be too   | 1          |           |                   |
| 3 monthly adjustments are too long - monthly better to avoid unexpected bills |            | 18        | 3                 |
| Sometime service not used due to illness etc.                                 |            | 3         | 1                 |
| Do not trust council admin  |            | 2         |                   |
| Not everyone can afford to overpay  |            | 7         | 2                 |
| Confusing and will cause worry  |            | 4         |                   |
| Not flexible enough   |            | 1         | 1                 |
| Keep as is  |            |           | 2                 |
| Not sure it would save money  |            |           | 1                 |
| Harder to budget  |            |           | 2                 |

### Question 12

The care planning process decides what accommodation people need and the cost of meeting that need is calculated in a personal budget. People can choose to “top up” to get better facilities but they need to be willing and able to pay or have a third party pay. The question asked if people agreed with the third party being means tested to ensure they could afford the upgrade. Do you agree with this proposed change?

| % Yes | % No | % Don't know |
|-------|------|--------------|
| 57    | 27   | 16           |

### Question 13

This question asked people to explain their answers to the previous question. In total 216 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 216 as some respondents' answers may cover more than one area:

| <b>Means testing people's ability to pay top ups</b>  | <b>Yes</b> | <b>No</b> | <b>Don't know</b> |
|---|------------|-----------|-------------------|
| Makes sense as fair and reasonable  | 63         |           | 2                 |
| Council need to know the money won't run out  | 10         |           |                   |
| Reduces risk of people being forced to move/downgrade   | 6          |           |                   |
| Other   | 5          | 10        | 12                |
| Happy to pay top up   | 2          | 1         |                   |
| Isn't this existing policy?   | 2          |           |                   |
| Leaves places for those who can't afford to top up  | 2          |           |                   |
| Needs safeguards  | 2          |           |                   |
| People not always honest about ability to pay   | 2          |           |                   |
| Not all upgrades are luxuries   | 1          |           |                   |
| Should not means test third party   | 1          |           |                   |
| Chase the non-payers  | 1          |           |                   |
| Normal business technique with mortgage etc.  | 1          |           |                   |
| Needs to be done sensitively  | 1          | 1         |                   |
| Not everyone should need to upgrade   | 1          |           |                   |
| Smacks of a two tier system   |            | 6         | 1                 |
| Other ways possible so full assessment not necessary (contract/negotiation, credit check etc. |            | 7         | 2                 |
| Unfair as don't know how the circumstances of the person or the third party may change        |            | 15        | 5                 |
| Means test unnecessary  |            | 7         |                   |
| Doubt third party would agree and may result in less third party contributions                |            | 4         | 1                 |
| Unethical and intrusive   |            | 26        | 1                 |
| Status quo fine   |            | 2         |                   |
| If payment stops upgrade should stop  |            | 7         | 1                 |
| Is means testing cost effective?  |            | 3         |                   |

#### Question 14

How easy do you find it to get information and advice that you trust about adult social care and your general well-being?

| <b>Answer</b>             | <b>Percentage</b> |
|---------------------------|-------------------|
| Very Easy                 | 6                 |
| Easy                      | 12                |
| Neither easy or difficult | 26                |
| Difficult                 | 23                |
| Very Difficult            | 13                |
| Don't know                | 20                |

**Question 15**

This question asked people if there was any type of information and advice which is particularly easy to find. In total 128 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 128 as some respondents’ answers may cover more than one area:

| <b>Is there any type of information and advice that is particularly EASY to find?</b> |    |
|---|----|
| None specifically   | 38 |
| Other   | 26 |
| Online information  | 9  |
| All info through Social workers and Social Service offices/Day Centres                | 9  |
| Everything we needed  | 6  |
| Info through GP, dentists, libraries, TICs  | 6  |
| Citizen Advice information  | 5  |
| Don't know as you don't know what you don't know                                      | 5  |
| Age UK info   | 4  |
| Most if you have support to find it   | 3  |
| Dorset Advocacy   | 2  |
| General health and wellbeing info   | 2  |
| Government benefits info  | 1  |
| Everything if you don't have the internet   | 1  |
| Things sent directly to you   | 1  |
| General advice  | 1  |
| My Life My Care info  | 1  |
| inspection reports  | 1  |
| Easy Read information   | 1  |
| Details of Care Act   | 1  |
| Things for older people via POPPs/Wayfinders  | 1  |
| Financial advice on care  | 1  |

**Question 16**

This question asked people if there was any type of information and advice which is particularly difficult to find. In total 133 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 133 as some respondents’ answers may cover more than one area;

| <b>Is there any type of information and advice that is particularly DIFFICULT to find?</b> |    |
|--|----|
| Financial advice on costs and entitlements   | 16 |
| Most things about care services  | 15 |
| Other  | 15 |
| Nothing  | 14 |



| <b>Is there any type of information and advice that is particularly DIFFICULT to find?</b> |   |
|--|---|
| Info on benefits and taxation  | 6 |
| Nursing home/care costs comparisons  | 6 |
| Anything online particularly on D4U  | 5 |
| Any useful phone advice  | 4 |
| Don't know what you don't know   | 3 |
| Most things without help and support from another person                                   | 2 |
| Disabled person entitlements   | 2 |
| Info before crisis time  | 2 |
| Anything in plain English  | 1 |
| Advice on dementia and care  | 1 |
| Info on changes in regulations   | 1 |
| Simple info on the internet  | 1 |
| Clear info on what the council will provide  | 1 |
| Info from the health centre  | 1 |
| Info on council Tax discounts  | 1 |
| Info on friendship groups for autistic   | 1 |
| Info about council processes   | 1 |
| My Life, My Care   | 1 |
| Dorset Care Record   | 1 |
| Info on how different agencies interact  | 1 |
| Social life info for disabled  | 1 |
| Special learning disability care providers   | 1 |
| Getting info in libraries without specialist staff   | 1 |
| Info about care after operation  | 1 |
| info on shopping/walking aids and transport  | 1 |
| GP's responsibilities  | 1 |
| Info for younger people  | 1 |
| Info about older people in own homes   | 1 |

### Question 17

What are the best 3 ways for you to find information and advice about adult social care and your general well-being?

Please note that as respondents could choose up to 3 options the percentages add up to over 100.

| <b>Answer</b>                     | <b>Percentage</b> |
|-----------------------------------|-------------------|
| On the 'My life, My care' website | 40                |
| Other Website                     | 37                |
| Telephone                         | 30                |
| Leaflets                          | 39                |
| Your Dorset Publication           | 21                |
| Social Media                      | 10                |
| Email                             | 17                |
| Post                              | 20                |
| Posters                           | 4                 |

| Answer        | Percentage |
|---------------|------------|
| e-newsletters | 10         |
| Other         | 19         |

**Question 18**

This question asked respondent for further information if they selected other to the previous question, the answers were coded and are shown grouped below:

| Other ways to find information and advice about adult social care and your general well being |    |
|---|----|
| Family/friends  | 13 |
| Direct from social worker   | 9  |
| CAB   | 8  |
| By post   | 7  |
| GP surgery/Health Centre  | 6  |
| Newspaper etc.  | 3  |
| Your Dorset   | 3  |
| Other   | 3  |
| Age UK  | 2  |
| Age Concern   | 2  |
| Carers  | 2  |
| POPPs   | 2  |
| Dorset Advocacy   | 2  |
| Advisor in Library  | 1  |
| Through a volunteer   | 1  |
| Careers Support Group   | 1  |
| Carers UK   | 1  |
| Alzheimer's Society   | 1  |
| Independent Advisors  | 1  |
| Libraries   | 1  |
| email   | 1  |
| Posters   | 1  |

**Question 19**

This question asked people if they could think of any ways that the different providers of information and advice could join up better. In total 138 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 138 as some respondents' answers may cover more than one area. Respondents had already considered ways that information and advice was provided to them and understandably didn't find it that easy to define how joined up information and advice could be achieved. Quite a number felt using existing facilities like GP surgeries giving one message could improve things.

| <b>Ways that the different providers of information and advice could join up better</b>      |    |
|--|----|
| Miscellaneous comments   | 50 |
| No can't think of any  | 22 |
| Use GP surgeries, libraries, CAB, day centres etc. to provide clear info on entitlement etc. | 16 |
| Better communication (pool info)   | 9  |
| One <u>shared</u> website  | 7  |
| Use CAB, Age UK, POPPS Wayfinders  | 6  |
| One Stop shop  | 5  |
| Improve and advertise My Life, My Care website   | 5  |
| Advice line  | 4  |
| Joint newsletter/leaflets  | 3  |
| Combine health and social care sectors   | 3  |
| One joint booklet  | 3  |
| Advice desk manned by volunteers   | 2  |
| Joint meetings   | 2  |
| Spend more money and pool resources  | 2  |

### Question 20

How likely are you to ask the county council to help you find financial advice?

| <b>Answer</b>              | <b>Percentage</b> |
|----------------------------|-------------------|
| Very likely                | 8                 |
| Likely                     | 11                |
| Neither likely or unlikely | 24                |
| Unlikely                   | 29                |
| Very unlikely              | 28                |

### Question 21

This question asked respondents whether there were any particular ways that you would like the county council to listen to your views about adult social care. In total 140 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 140 as some respondents' answers may cover more than one area:

| <b>Are there any particular ways you like the county council to listen to your views...</b> |    |
|---|----|
| Other   | 32 |
| Through personal contact  | 32 |
| Using consultations and acting on the results   | 31 |
| No other ways   | 22 |
| Community Forum/Focus Groups/public meetings  | 13 |
| Email   | 5  |
| By phone  | 5  |
| social media/blog   | 3  |
| Through family/friends  | 2  |
| Through councillors   | 2  |

| <b>Are there any particular ways you like the county council to listen to your views...</b> |   |
|---|---|
| Through newspapers  | 1 |
| Using volunteers  | 1 |
| Using radio   | 1 |
| Newsletter  | 1 |
| Feedback through workers  | 1 |

## Question 22

This questions asked if respondents had any further comments. In total 94 responses were received. The responses have been coded into different areas. The number of responses that answered in that area are shown in the box below. Please note that the total number may add up to more than 94 as some respondents' answers may cover more than one area. Understandably, this question elicited a wide range of responses with little few themes emerging from the analysis. Clearly charging was a big issue together with frustration over the level of help and information that was available.

| <b>Further comments</b>                             |    |
|---|----|
| Other   | 23 |
| Unfair/over charging                                | 14 |
| Frustrating as little help                          | 9  |
| Money wasted (due to poor management/communication) | 5  |
| It's a government problem - they should solve it    | 5  |
| System punishes those who save rather than spend    | 5  |
| Major overhaul of social care needed                | 4  |
| Personal situation                                  | 4  |
| Online consultation might exclude people            | 4  |
| Council admin poor (meaning care delayed)           | 3  |
| Disjointed care                                     | 1  |
| Should get external support for financial advice    | 1  |
| CAB needs funding                                   | 1  |
| Integrate social care and NHS                       | 1  |
| How will people get feedback from the survey?       | 1  |
| Happy to respond further                            | 1  |
| Save money elsewhere                                | 1  |
| Little support for carers                           | 1  |
| Self funders are treated with contempt              | 1  |
| Help people to help themselves                      | 1  |
| More respite beds needed                            | 1  |
| Promote carers groups more                          | 1  |
| Focus on debt recovery                              | 1  |
| Put up council tax                                  | 1  |

### **Question 23**

This question asked respondents if there were any positive or negative impacts that they thought the county council should take into account regarding protected characteristics. In total 88 responses were received. These individual responses need to be considered together with the responses to the equalities questions.

### **Conclusion**

The conclusion of this Appendix 1 is presented at paragraphs 2.2 – 2.7 of the report.

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**Dorset County Council. February 2017**