

Adult and Community Services restructure and review – communications plan

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Background – setting the scene

In May 2015, Dorset County Council undertook public consultation on possible changes to the amount that people contribute to the cost of the adult social care services they receive. From the information collected at that time, it was agreed that the actual cost of services used should be charged and subsidies and discounts would no longer apply.

The increased contributions have been put into place in stages over the last four years. Currently all care apart from attending day centres and transport is now charged at the full cost. The full implementation of the policy will mean that all service users who are assessed as able to make a contribution to the cost of their care are treated equally. This will take effect from 8th September 2019.

Anyone whose financial assessment shows that they could afford to pay all, or a greater amount towards the actual cost would be affected. This means that their weekly contribution will be increasing in line with the financial assessment and based on the actual cost of their care

The actual cost, and therefore the charges in future, will be as follows:

Tricuro day centre sessions (there are 2 sessions in a full day):

If your needs have been assessed as “Low” - £24 per session (£48 per day)

If your needs have been assessed as “Medium” - £27.50 per session (£57 per day)

If your needs have been assessed as “High” - £47.50 per session (£95 per day)

Attendance at **day activity sessions provided by other organisations** will vary and will be charged according to the actual cost of the service.

Transport services are currently either charged as “Standard transport” and billed by Dorset Council on a 4-weekly invoice basis, or as “Concessionary transport” which is paid directly to the (Tricuro) day centre. From 8th September 2019, this will change, and all transport will be charged at one rate of **£10 per single journey**. Service users will be sent a 4-weekly invoice by Dorset Council for this and no transport costs will be paid directly to day centres.

Dorset Council will charge the full cost of putting in place the arrangements for meeting needs, in accordance with a person's ability to pay as determined by their financial assessment in accordance with the Care Act and Charging Regulations for all with effect from the first the four-week billing run after 8th September 2019. This relates to:

1. Day Care
2. Transport/travel charges
3. Withdrawal of concessionary transport based upon mobility benefit

What are our objectives?

Audiences, messages and channels

Audiences

Stakeholder Group	RAG	Requirement	Relevant channels
Service Users and Carers and families (as appropriate)	A	Personalised letter outlining the changes, how they are affected and the timescale for introduction of new charges	Letter and phone call. Home visits where requested.
Cabinet	G	Report outlining changes for approval to go ahead	Report
Elected Members	G	Briefing outlining changes	Email
Social Workers	A	Briefing to outline changes	Email

Finance Team	A	Briefing to outline changes	Email
Providers	A	Letter to outline changes (personalised by service user)	Letter

Detailed communications delivery plan

Audience/stakeholder group	Due Date	Item	Channel	Copy written by	Copy reviewed by	Copy signed off by	Copy sent/acted by	Description	Done?
DC Cabinet	25 June	Cabinet Paper	Cabinet report	Steve Hedges	Paul Beecroft	Simon Robson	Steve Hedges	Report outlining changes for approval to go ahead	
Service Users and carers and families (as appropriate)	25 June	Letter to Service Users and Carers	Letter	Steve Hedges	Paul Beecroft/ Katie Lowe	Simon Robson	All	Personalised letter outlining the changes, how they are affected and the timescale for introduction of new charges	
Elected members	26 June	Briefing for elected members	Email	Steve Hedges	Paul Beecroft		Steve Hedges	Briefing outlining changes	
Providers	26 June	Letter to providers	Email/Letter	Steve Hedges	Paul Beecroft		Steve Hedges	Brief to outline changes (personalised by service user)	
Social Workers	26 June	Briefing for social workers	Email/ASC Essentials	Steve Hedges	Paul Beecroft		Jon Goodwin	Briefing to outline changes	

