

SUPPLEMENT TO THE AGENDA FOR

Overview and Scrutiny Committee

Friday 12 October 2012

10.30 am

The Council Chamber, Brockington, 35 Hafod Road, Hereford

	Pages
8. ADULT SOCIAL CARE FEES AND CHARGES FAIRER CHARGING POLICY (TO FOLLOW)	5 - 118

MEETING:	OVERVIEW AND SCRUTINY
DATE:	12TH OCTOBER 2012
TITLE OF REPORT:	ADULT SOCIAL CARE FEES AND CHARGES FAIRER CHARGING POLICY
REPORT BY:	INTERIM PROGRAMME DIRECTOR: ADULT SOCIAL CARE

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To inform Scrutiny of the outcome of the consultation on charging for Adult Social Care Services and of the recommendations for changes to the Fairer Charging Policy.

Recommendation(s)

THAT Scrutiny:

- (b) Notes the outcomes of the consultation on charging**
- (c) Notes the content of the Equality Analysis**
- (d) Comments on the recommendations for changes to the Fairer Charging Policy**

Key Points Summary

- The cabinet has adopted a general policy of full cost recovery across all services. The implications of this policy for adult social care services have been consulted upon to update the Fairer Charging Policy, and the results are presented in this report. The decision has been delegated to the Director of People Services, to be informed by the views of cabinet and the lead member and overview and scrutiny
- The Fairer Charging Policy needs to reflect the principles of
 - transparency and equity
 - working with the people of Herefordshire to reduce dependency
 - and to be clear about what people can expect from the Council
- The fairer charging policy also has a role to play in growing and developing the market of services and facilities for users thereby improving choice.

- The proposed changes to charging cover a range of services. These include home care, day care, transport, supported employment meals and carers' services.
- People in receipt of a "chargeable" service are entitled to a financial assessment and only those assessed as being able to pay will pay. 51% of people in Herefordshire who are in receipt of services do not pay following financial assessment.
- A consequence of the current charging policy to charge for services based on a subsidised unit rate, is that self funders do not pay the full cost for the services they receive
- Widespread consultation has taken place and ended on 27th August 2012, although responses received up to and including 4th September 2012 have been included in the results.
- Four main strands of engagement took place: Engagement with Service Users, Engagement with Providers, and with Professionals, Engagement with the Public.
- Over 2000 questionnaires have been issued to those who use services. 564 responses were received and analysed.
- Some 16 public facing meetings have taken place and 344 people had face to face discussions. Senior managers and Elected Members attended these meetings.
- A robust Equality Analysis has been compiled and, alongside analysis of the consultation responses, has been taken into account to inform the decision making process
- Although the principles for transparency and equity are the main driver for the changes, the full year impact of all proposed charges, if implemented in full, was estimated to be £1.2m.
- The changes to charges recommended in this report would amount to at least £755k full year impact, a significant increase compared to the initial £150k estimated prior to the work undertaken by the council with advice from Pricewaterhousecoopers
- Charges, if approved, could be implemented from November 2012 onwards, and will have a part year effect for 2012/13 of circa £250k.
- The introduction of a more equitable and transparent approach to charging will also have the benefit of promoting choice and market development.

Link to Joint Corporate Plan

- The charging proposals are part of the Service Delivery and Transformation Plan for Adults which is the framework for delivering high quality, sustainable services which provide value for money.
- The Council must take account of responses to the consultation and the impact of the proposals in making any decision to change the Fairer Charging Policy.

Communications

- A Task and Finish Group, including members from across the Council and Hoople, has been established to ensure effective and co-ordinated progress on the charging consultation. Press briefings have taken place, a series of consultation forums have taken place and questionnaires have been issued to all users of service and to members of the public. There has been a mandatory 12 week consultation period. Press have attended some of the consultation meetings and the press coverage has been balanced. Further communication

with service users and stakeholders will take place following the decision making process.

Alternative Options

1. Charging for non-residential services is discretionary. The Council is not obliged to charge. There is no statutorily defined procedure for assessing non-residential charges. The power to charge derives from Section 17 Health and Social Services and Social Security Adjudications Act 1983 – (HASSASSAA) which empowers the local authority to recover such charge (if any) for a service as they consider reasonable.
2. Charging under Section 17 HASSASSAA is subject to means testing. Where a person is able to satisfy the local authority that his means are insufficient for it to be reasonably practicable for him to pay the full amount for the service, the local authority shall not require him to pay more than it appears to them that it is reasonably practicable for him to pay. This report sets out the proposed basis for setting a reasonable charge and assessing what is reasonably practicable for a service user to pay.
3. In electing to exercise its discretion to charge for non-residential services, when developing its Charging Policy the local authority is obliged to follow the Department of Health Guidance – Fairer Charging Policies for Home Care and other non-residential Social Services – the current Guidance was issued in 2003.
4. Many Councils choose to apply charges to their services. In applying equity and transparency through charging it also provides the opportunity to promote choice and develop the market.

Reasons for Recommendations

The recommendations reflect the principles of the Cabinet decision on charging in June 2011, the principles of equity and transparency and have been informed by the Equality Analysis and the feedback from the consultation.

Introduction and Background

In June 2011, Cabinet agreed a number of key principles to provide a consistent authority-wide approach to charging, including;

that charges should reflect the full cost of provision, where appropriate,

the need to be clear about any level of subsidy;

and the adoption of automatic inflationary uplift to fees and charges.

It was also recognised that a more fundamental change to the type and scale of fees and charges is required to support the changing approach to care provision that will see personalised budgets being managed by those in receipt of care. Therefore, Cabinet approved delegated authority to the Director of People's Services to finalise the schedule of fees and charges for Adult Social Care within the principles agreed. Any proposed changes to the fees and charging approach being subject to consultation.

5. Adult Social Care Fees and Charges have been reviewed to reflect the principles for income and charging which were approved by Cabinet in June 2011. Approval was given to consult on options to change the way people are charged for Adult Social Care Services and a mandatory 12 week consultation has taken place.
6. Councils have a discretionary power to charge adult service users who receive non residential services. This power must be exercised in accordance with statutory guidance.
7. The proposed changes to charging cover a range of services. These include home care, day

care, transport, supported employment, meals and carers' services.

8. Service users who are assessed for social care services receive a financial assessment in order to determine how much they can afford to contribute towards the cost of the services they receive. Such assessments are undertaken for both residential and non residential services.
9. Fairer Charging Policy covers non residential services (for example home care). Charges for residential care are administered under the national Charging for Residential Accommodation Guidelines (CRAG)
10. This report is solely concerned with charges for non-residential services and any recommendations will comply with the legal framework within which charging operates. Service users will not be required to pay more for their services than they are assessed as being able to afford.

11. Consultation Process

12. Consultation has covered four main strands, namely, engagement with service users, providers, professional groups and the wider public, together with an equality analysis evaluation.
13. Consultation began on 25th May 2012 and ended on 27th August 2012 although responses received up to and including 4th September 2012 were included in the results.
14. By meeting service users and carers who are in receipt of services the consultation sought to :
 - Engage the public in understanding the financial challenge facing Councils.
 - Inform staff, the public and other stakeholders of the proposed options
 - Allow reasonable, flexible time for those being consulted to put their views forward.
 - Gain feedback and assess the likely effect and impact of the proposed changes so that these could inform the decision making process
 - Identify any equality issues not already considered.
15. The following activities have taken place:
 - Engagement with Service Users

The main mechanism for the consultation was a reply-paid questionnaire delivered to the homes of all service users. Additional copies were made available for those who required forms for relatives, helpers, carers etc. Consultation forms were also made available through the carers network. An Easy Read letter was issued to people with a Learning Disability.

Over 2000 questionnaires have been issued and there has been a good response of 564 across the range of service user groups and categories.

922 of those receiving a questionnaire currently do not pay charges and would not be adversely affected by the proposal for increased charges.

Posters were issued to GP surgeries and to Post Offices to promote the consultation and to advise people how to respond. Reminder letters were also sent.

- Engagement with Organisations and Professionals

Attendance at a number of forums/events has taken place with face to face consultation taking place with approximately 350 people. Those who attended the Provider event wished the report to note that they did not believe the low attendance at the meeting was representative of the provider market and questioned the circulation list. The invitation for providers to engage with us went to 192 organisations.

Providers were also in attendance at meetings other than the dedicated provider meeting.

- Engagement with the Wider Public

A web page for written comments was provided on the HPS website, and updated with frequently asked questions.

An article was placed in the summer edition of Hereford Matters that is issued to all households in the county.

A telephone hotline was available for verbal comments and also to direct those with concerns on the implications of the options to the Welfare and Financial Assessment Team. Over 200 calls were received and responded to.

A public meeting also took place, the availability of which was publicised via press and posters.

16. The Options

17. The table below indicates the proposed increases suggested in the consultation. These are the response to the cabinet decision that charges should reflect the full cost of provision.

Service	Current charge (£)	Proposed charge (£)
Extracare	No change	Already charge full cost
Supported/shared living	No change	Already charge full cost
Adult placement	No change	Already charge full cost
Transport (per journey)	1.35	15.25
Carers' services (per hour	FREE	15-20
Supported employment (variable)	FREE	Typical costs £20 per hour or £50 per day
Meals	2.80	4.70
Home care (per hour)		
Rural	14.90	17.13
Urban	14.90	14.90
Day care (typical) per day (range of needs and disabilities)	4.45	16-169*

In addition to the above, it was proposed not to pay transport costs for people who already receive the mobility component of Disability Living Allowance.

Consultation Reponses

	Agree		Don't agree		Don't know		Total answered	Not answered	Total survey respondents
	No.	%	No.	%	No.	%			
Extracare* No change	239	68%	33	9%	78	22%	350	214	564
Supported/shared living* No change	238	69%	33	10%	76	22%	347	217	564
Adult placement* No change	237	69%	31	9%	77	22%	345	219	564
Transport (per journey) £1.35 to £15.25	50	11%	364	77%	58	12%	472	92	564
Carers' services (per hour) Free to £15 - £20	53	11%	358	75%	64	13%	475	89	564
Supported employment Free to variable	114	27%	139	33%	168	40%	421	143	564
Meals £2.80 to £4.70	169	36%	228	49%	67	14%	464	100	564
Home care (per hour) rural** £14.90 to £17.13	80	18%	300	68%	58	13%	438	126	564
Home care (per hour) urban** £14.90 to £14.90	153	34%	228	51%	63	14%	444	120	564
Day care (typical) £4.45 to £16 - £169	35	8%	340	73%	89	19%	464	100	564

In reviewing the Fairer Charging Policy we want to ensure that the policy reflects the principles of equity and transparency and that the policy also reflects the vision for adults in Herefordshire. We want to work with the people of Herefordshire so that they can be supported by their family, friends and local community as far as possible and encourage people to remain as independent and well as they can be.

In developing the recommendations in this report, we have applied the principles from the Cabinet report of June 2011. We have taken into consideration the Equality Analysis and the responses received throughout the consultation period.

Options based on consultation responses

Currently there is inequality between how charges are applied depending on whether service users decide to receive care through managed services or a direct payment. This is not in line with the principles of equity and transparency.

A consequence of the current charging policy to charge for commissioned services based on a subsidised unit rate is that self funders do not pay the full cost for the services they receive

Overall 59% of respondents agreed that people should be charged on the same basis, whether they choose to have their care managed by the council or through a personal budget.

Extracare, Supported/Shared Living, Adult Placement

Charges for these services are currently applied based on the full cost of service.

Option	Impact	Financial (additional income)
Continue to charge based on full cost.	The majority of respondents (69%) agree to this proposal	None This is no change

Meals

Department of Health guidance for Fairer Charging recognises that the cost of meals is ordinary living cost so does not have to be subject to financial assessment.

Currently, Herefordshire charges a flat rate of £2.80 per meal, whether the meal is delivered to the service user's home or provided at a day centre. However the charge is collected by the provider.

The proposal to increase meal charges to full cost was agreed by 36% of respondents, 49% disagreed, 14% didn't know.

As part of the consultation exercise it became apparent that some day centre users had opted not to receive the meals provided through the social care contract which resulted in service users agreeing to pay more for meals provided through other sources, typically £4.50 per meal.

Some day centres also wanted to offer people a range of meal options to provide more choice and reduce cost, for example, to offer sandwiches. However some service users indicated it was the only way to get a nutritional meal.

It is acknowledged that retaining some service costs outside of the financial assessment framework does lead to a more complex charging method, and impacts on the personalised approach to charging for services within a personal budget.

Option		Financial Impact
Increase meal charge to £4.70.	People withdraw from service due to increased cost. Loss of income.	46.9K*

Risk

Currently charges for meals are collected by providers, and any shortfall in cost is made up by social care funding. It should be noted that the financial impact mentioned above, would not be an increase in income, but a reduction in expenditure.

Recommendation

Increase meal charges in line with proposals but continue with review of current service provision and consider options for increased choice of provider.

Loss of income will not impact if the service is no longer subsidised

Home Care

Option	Impact	Financial (additional income)
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Charge based on actual cost (urban £14.90, Rural £17.13)	68% of respondents did not agree with this approach. There was strong opinion that people in rural areas should not be penalised due to where they lived.	£150K
Charge based on Average cost £16 per hour		£150K

Risk

The potential additional income has been based on applying an average charge against current service users who have been financially assessed.

Recommendation

Charge based on average cost. This approach ensures that people living in rural areas are not discriminated against.

Supported Employment

Option		Financial Impact
Charge based on full cost, and where service provided as part of day care provision apply charges based on recommended option for day care.	Analysis of current people receiving this service shows that the majority of service users have already been financially assessed for other services and are being charged at the maximum cap.	(included in day care income projections)

Risk

Some vulnerable service users may discontinue service if charge implemented. Charging full cost for his service would go against national drivers to support people into work but in undertaking a financial assessment any earnings are disregarded.

Recommendation

Charge based on full cost.

Transport

Currently flat rate charges are applied to social care funded transport services that are directly commissioned and no financial assessment is undertaken.

The type of transport provision to day centre activities is wide ranging and includes mini bus, taxi and community wheels.

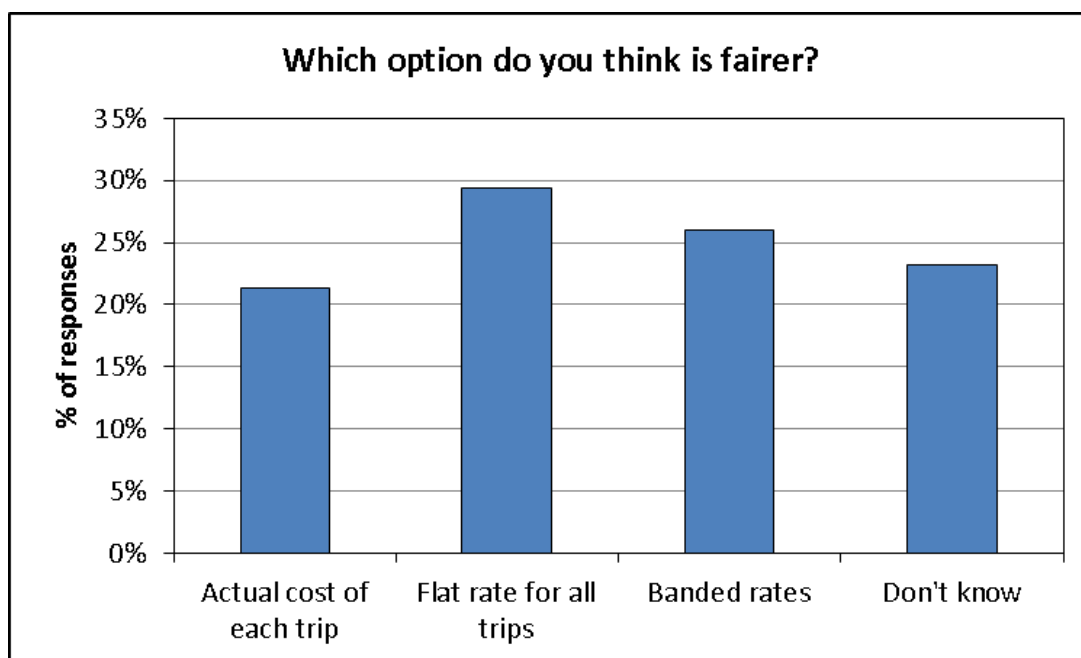
To ensure that service users are treated equitably when charging for transport services to meet an assessed need, it is proposed that the actual cost should apply whether services provided are directly commissioned or purchased through a direct payment. This would mean that everyone currently receiving transport services and paying a flat rate charge of £1.30 per trip would require a financial assessment.

In addition to the above, a proposal not to pay transport costs for people who already receive the mobility component of Disability Living Allowance has been put forward.

The table below shows the current number of people receiving social care funded transport. The majority of these service users' have already been financially assessed for other services provided by social care, such as day or home care, or Adult Placement services.

Total number of service users receiving social care funded transport (excludes direct payments)	Number of service users not financially assessed	Number currently identified as having capital above the funding limit
182	31	11

When we consulted on the proposals to charge full cost for transport services and asked which option was fairer?, 29% of respondents felt that an average charge was fairest, 26% chose banded rates, and 21% felt actual cost was fairest. 23% didn't know.



Option	Impact	Financial (additional income)
a) Charge based on the actual cost per trip (amount charged subject to financial assessment).	Service users will be charged the same whether transport is directly commissioned or funded through a direct payment. However, 'Actual cost' favours those living close to services and facilities and could affect those living in rural areas	None
b) Charge based on average 'Flat rate of £15.25 per return trip (subject to financial assessment	'Flat rate' cost favours those living further away from services and facilities but could significantly affect those who only travel short distances.	None
c) Charge based on banded rates based on distance to nearest day centre	Favours those living closest to services and could affect those living in rural areas. More complex to administer, need to identify applicable rates.	None

Risk

*Current income raised through applying a flat rate charge for commissioned transport services is £30k per annum, however as the majority of assessed clients are currently receiving packages with costs in excess of their assessed income, moving this charge within an assessment framework will result in current income levels not being realised and 135 current transport users will be paying lower charges as a result. Potential income from 11 self funders is £26K per annum, and it is estimated that further £13K may be achieved from the 31 people that have not been financially assessed.

All of the above options will require contract adjustments with those day care providers that currently collect transport charges. They will be required to provide returns on transport users instead so that charges can be raised within specified timescales.

Recommendation

Option a) Charge based on actual cost. This approach is considered to be the most equitable as service users will be charged on the same basis whether transport is directly commissioned or funded through a direct payment. However transport charges for in-house mini bus services to day centres will need to be set before this proposal can be implemented.

A review of the use of transport services is already underway. It is recommended that as part of this review, the eligibility criteria is also considered.

Transport for people getting DLA Mobility Payments.

We consulted on a proposal to not pay transport costs for people who already receive the mobility component of Disability Living Allowance. However, comments received through the consultation process question whether this approach is legal. It has also been pointed out that DLA mobility will be replaced by other disability benefit payments as part of the welfare reforms being implemented by the DWP.

Option	Impact	Financial (additional income)
a) Not pay transport costs for people receiving DLA mobility	Transport costs may exceed DLA payment. Service users receive DLA to support mobility, not just transport provided by social care. Service users getting transport costs as part of direct payment will need to be reviewed. DLA is being phased out as part of welfare reforms so cannot be considered as along term proposal	No additional income but some savings on transport expenditure
b) Look at how DLA mobility payments are being used when considering eligibility for funding transport	Service users getting transport costs as part of direct payment will need to be reviewed	No additional income but some savings on transport expenditure

Recommendation

It is recommended that option a) not paying transport costs for people receiving DLA mobility is **not** taken forward given the potential for legal challenge and the need to review the principle

again when welfare reforms come into place.

However, it should be noted that the use of transport services is currently being reviewed and it is recognised that eligibility criteria needs to consider a persons means for providing their own transport arrangements. Option b) requires a review of eligibility criteria which will ensure equity whether transport is directly commissioned or funded through a direct payment.

Carers Services

Department of Health Fairer Charging guidance states that where services are provided to carers, services delivered under the Carers and Disabled Children Act, 2000 can be charged for in the same way as for service users.

Herefordshire Council currently does not charge carers for services provided as a result of a carers assessment. This decision was taken following a previous consultation on charging in 2006/7.

Many councils do not charge for carer services, recognising the value those carers provide to the community. The nature of carer services is one of small time limited packages

Section 15 of the Care and Support Bill 2012, which is currently being consulted upon, prescribes that if a local authority does decide to charge, then it must carry out a financial assessment to determine whether the carer can afford to pay.

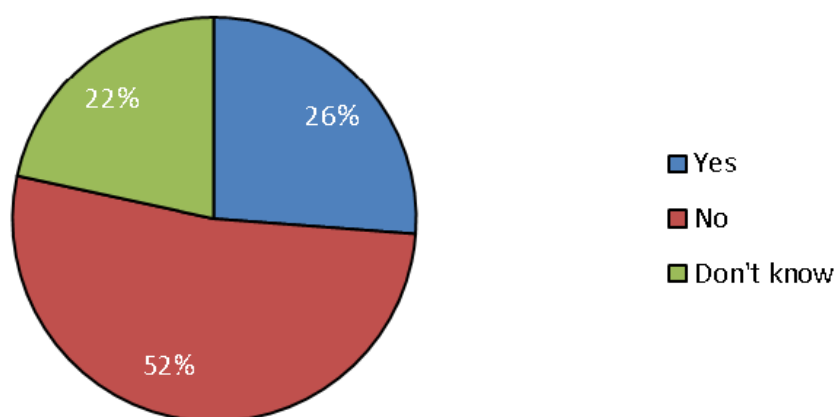
If the type of support provided to the carer is so that they can look after their own health and wellbeing, for example taking a break from caring responsibilities, such as getting help with housework, or becoming a member of a gym, the financial assessment will be carried out based on the carer's financial circumstances. However if supporting a carer involves providing care to the person cared for, and the local authority chooses to charge for that type of care, then the authority must carry out a financial assessment on the person who is cared for. This is because the care would be provided to that adult directly, and not to the carer.

We consulted on a proposal that carers should be charged for the full cost of the service provided, although the amount they would pay would be subject to financial assessment.

When asked if they agreed with this proposal 52% did not agree, however it should be noted that when full cost charging rates were provided in the table in the questionnaire 75% did not agree.

Some carers suggested that a cost of £5 to £6 per hour may be a more appropriate charge: another suggestion was to use a voucher scheme.

Paying for carers' services: Do you agree with this proposal?



Option	Impact	Financial Impact (additional income)
a) Continue to provide all carer's services free of charge where the service provided to carer, not cared for : Consider implementing a Cap for the number of carer support hours provided.	Positive impact for carers regardless of their financial status. Recognition of valuable role carers provide	No additional income but some reduction in expenditure
b) Apply charge based on full cost but subject to financial assessment.	The cost to carers may mean they withdraw from using service and may ignore own health. Costs in covering for those who no longer care for individuals	£147
c) Apply charge based on full cost to carer's having capital above the upper limit of £23,250 and continue to provide services free of charge to carers with capital below the limit	The cost to carers with capital may mean they walk away Carers may ignore own health	£116K
d) Apply a charge at a subsidised rate of £6 per hour, this would still have to be subject to financial assessment	Some carers would find a lower contribution acceptable. People with assets above funding limit would get subsidised service	£46K

Risk

There is a risk to the potential additional income as estimates have been based on the same percentage of people making a contribution as those that have been assessed for other services.

It is likely that more carers will be assessed as nil charge payers as their income levels will be lower than those they care for, due to benefit awards or disregarded incomes, such as earnings. Carers may also stop the caring role they provide with potential for increase in service costs to those needing care and more pressure on social care budgets.

Costs for implementing the financial assessment framework may not match income generated if a significant number of carers do not have to contribute following financial assessment.

Recommendation

The recommendation is not to apply charges for carers' services. Carers play a significant role in supporting people to remain in their communities and the council is committed to supporting people in their caring roles.

Day Care

In spite of the current low charge, day services for older people are under-utilised and therefore heavily subsidised. Historically access and referral to a number of these services has not relied on a community care assessment and approximately 25% of current service users have capital assets above funding limits and are benefiting from the subsidised service..

During the consultation process many service users commented that they do not see Day Care as 'Care'. Many go for the social interaction, meal and activities. It has been suggested that perhaps this be rebranded and another separate service be created at a realistic, affordable cost.

Comments received that if the FACS criteria for day care attendance was at a lower threshold potential attendance could increase and make it more financially viable.

Option	Impact	Financial (additional income)
A) charge for day care based on actual cost for each centre and level of support provided.	Most equitable approach and promotes choice through personal budget More complex to administer as there will be a high number of charging rates.	Not identified due to complexities in applying proposed charging rates in current systems but will be less than option b.
b) charge based on average cost of £38 per day across all day care provision	Wide range in charges will result in those receiving low cost services, primarily older people subsidising those in high cost ones, mostly those with learning disabilities. This is likely to lead to a withdrawal	£750K
c) charge based on banded rates, depending on level of support service provides	Many older people attending day services did not refer to the service as a 'care service' but as a social activity which should be kept at a low cost. Applying banded rates based on level of support would reduce the impact on those in low cost services and be fairer to those with high level needs.	Not identified due to complexities in applying proposed charging rates in current systems but will be less than option b

Risk

The projected income is based on applying an average charge across all day services based on current % of people making a contribution after financial assessment. Whilst options a) and c) would be favoured following consultation, more work is required to arrive at the potential impact on income projections from these proposals.

Some day care services will no longer be affordable or considered value for money resulting in service uptake decreasing and projected income not being realised.

Recommendation

Option a) charge based on actual cost is the most equitable approach but will be complex to implement

The re-modelling of day services provision for older people is currently underway and needs to clarify the distinction between Day Opportunities which focuses on people who meet the Council's FACS criteria following a community care assessment and Prevention Services which are universally available to all regardless of level of need.

Key Considerations

18. It is imperative to consider whether the consultation has been effective and meaningful. As evidenced through this report, qualitative and quantitative consultation responses have been considered in developing the recommendations.
19. Consideration must be given to the Equality Analysis in terms of the impact of changes to charging on protected and affected groups.

Community Impact

20. Any increase in charging for services delivered in the community may result in people who currently use services withdrawing from those services, which may make some services unviable.
21. However, work is underway with providers and service users to re-design services to deliver the personalisation agenda for adult social care to give people who use services more choice and control.

The introduction of the proposals will also promote market development and also will prompt some users to consider how best to use the money they receive to best meet their needs.

Equality and Human Rights

Employing Equality, Human Rights & Partnership Team guidelines, we have developed an Equality Analysis demonstrating due regard to the possible impact of proposed changes on defined groups and ensuring the adequacy of the consultation methodology.

Financial Implications

22. The Council is facing significant challenges in financial terms and through the national settlement and reductions in funding. The Council's five year financial strategy includes an estimated 29.7% reduction in government formula grant. Budget decisions have been based on a set of core principles that include Supporting the Vulnerable. The process also includes fundamentally challenging what the council does to ensure appropriate use of public funding and quality of service.

23. The Income projections included in this report are based on assumptions that following financial assessment, the following percentage of service user's will be charged.
- 25% of the services users be charged 100% of the unit cost
 - 25% of the services users be charged 25% of the unit cost
 - 50% of service users are charged 0% of the unit cost

* This is in line with current financial assessment outcomes

Projected Additional Income

	Year 1 Original PwC proposals	Adjusted income per recommendations
Total Gross Projected Income	£1,232,902	£797,000
Day Care	£750,000	£600,000*
Home Care	£150,000	£150,000
Respite (Carers Services)	£179,015	£0
Meals (on wheels, in day care etc)	£46,918	£46,918
Transport	£106,969	£0
Total Investment Costs	£32,000	£32,000
Financial Assessment Officer	£32,000	£32,000
Total Net Projected Income	£1,200,902	£765,000

* income from actual cost not average still to be calculated and validated but anticipate lower but more equitable.

Legal Implications

24. By virtue of Section 22 of the National Assistance Act 1948, Councils must charge for Residential and Nursing care unless the resident is able to satisfy the Council that they are unable to meet the cost. In that case, the resident would then be assessed using the "Charging for Residential Accommodation Guide" (CRAG), issued by the Department of Health, which is used to assess a resident's capital and income and what contribution they should make toward the cost of their accommodation.
25. Non-residential social care services are provided under a plethora of different statutory provisions, although the most common are services provided under Section 29 National Assistance Act 1948 – welfare services and Section 2 of the Chronically Sick and Disabled Persons Act 1970.
26. Charging for non-residential services is discretionary. The Council is not obliged to charge. There is no statutorily defined procedure for assessing non-residential charges. The power to charge derives from Section 17 Health and Social Services and Social Security Adjudications Act 1983 – (HASSASSAA) which empowers the local authority to recover such charge (if any) for a service as they consider reasonable.
27. Charging under Section 17 HASSASSAA is subject to means testing. Where a person is able

to satisfy the local authority that his means are insufficient for it to be reasonably practicable for him to pay the full amount for the service, the local authority shall not require him to pay more than it appears to them that it is reasonably practicable for him to pay. This report sets out the proposed basis for setting a reasonable charge and assessing what is reasonably practicable for a service user to pay.

28. In electing to exercise its discretion to charge for non-residential services, when developing its Charging Policy the local authority is obliged to follow the Department of Health Guidance – Fairer Charging Policies for Home Care and other non-residential Social Services – the current Guidance was issued in 2003.
29. In 2009 and 2010 the Department of Health issued further Guidance – Fairer Contributions Guidance – which specifically deals with calculating an individual's contribution to their personal budget. This Guidance is issued in addition to the 2003 Guidance and is not intended to replace it.
30. When assessing a person's financial charge for non-residential services, local authorities should assess savings no less generously than in CRAG. Considerations outlined in CRAG should apply to charging for non-residential care under Section 17 of HASSASSAA. Herefordshire County Council uses CRAG capital limits and tariff income when assessing an individual's liability to pay for their non-residential services.
31. Care And Support Bill 2012, which is currently being consulted upon, under Sect 14 and 15 gives a power to the Local Authority to impose charges and a requirement to undertake a financial assessment if charges are imposed.
32. The decision will need to comply with public law principles. In particular the decision maker must take into account all relevant factors and must not take into account irrelevant factors. The decision maker must take into account the Equality Assessment and the council's duties under S149 of the Equality Act 2010. The decision maker must take into account the responses to the consultation. Any decision which deviates from the discussion contained in the Report will need careful explanation. As the decision could be subject to Judicial Review the decision maker must be prepared to confirm the matters taken into consideration; the weight attached to all the factors and the reasoning behind each decision.

Risk Management

33. Adverse publicity, in raising charges for vulnerable people. Press briefings and press releases have been made available and a communication plan will be developed to reflect implementation of any agreed options.
34. Welfare reform changes being implemented from 2013 will impact as the amount of benefits being received by service users will reduce therefore reducing the amount of contribution to care. The reforms will be monitored and when indication of changes are released, model potential impact on income.
35. Increased charging may result in service users withdrawing from service in particular day services. In relation to some services, particularly for carers it has been argued that increasing charging will lessen the take up of some services which prevent people requiring higher cost care. There may therefore be some risk, though unquantifiable, that some adults may require higher cost services as a result of these changes. This will need to be monitored.
36. Re-configuring care services in response to the personalisation agenda may result in a reduction in the cost of provision and impact on income projections.

Consultees

As outlined in the report.

Appendices

Equality Analysis

Consultation Report

Proposed new charging policy consultation report September 2012.

Background Papers

Cabinet Report 30th June 2011 Income Proposals and Charging Proposals

Adult Social Care proposed new charging policy consultation report

EQUALITY ANALYSIS (EQUALITY IMPACT ASSESSMENT)

September 2012

SCOPE	
Portfolio	Health and Wellbeing
Service Area	Adult Social Care
Consultation	Adult Social Care Fees and Charges Fairer Charging Policy
Proposed changes being assessed	A range of proposals to increase charges for non-residential Adult Social Care aligned to certain key objectives: 1. To facilitate fair and equitable charging 2. To ensure charges (where appropriate) cover the cost of the service provided.
New or existing policy?	This is a modification to existing policy
EIA review team	P. Evans, S. Binns, C. Trachonitis, R. Gallagher.
Service lead	A. Carswell
Assistant Director for sign off	C. Baird

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1. The Changes Proposed

a) To establish fair charging.

To remove differences in treatment between those managing their own care using personal budgets and those whose care is managed by the council.

b) To charge for the full cost of services provided

To eliminate (where possible and appropriate) varying degrees of subsidy in relation to services currently provided free of charge or at rates significantly below actual cost.

To establish the principle of full cost recovery.

c) To increase the cost per day for day care

Currently this is charged at a subsidised flat rate. It is proposed that this should be increased to cover a range of actual costs.

d) To charge home care based on full cost recovery.

The proposal asked whether people in rural areas should be charged more or whether the cost should be averaged so that everyone pays the same.

Currently this is charged at the same rate for both rural and urban areas. e) To introduce charging for care-related transport

That is to withdraw the subsidised nominal charge for care-related transport and replace this with a charge that will recover the full cost and also to stop paying transport costs for those in receipt of the Disability Living Allowance Mobility Component.

f) To introduce charges for carer's services

Currently these are free of charge. It is proposed to introduce charges for carer's services.

g) To introduce charges for supported employment

Currently this is provided free of charge. It is proposed to introduce variable charges to cover the actual cost of this service.

h) To increase the charge for meals

Currently this is set at a subsidised level. It is proposed to increase this to a cover the actual cost of provision.

Note: With the exception of meals provision where it is proposed that everyone will pay, other services will be means tested. Whether any given individual will pay will depend on a financial assessment. Only those who can afford to pay will pay the increased charges.

2. The Consultation Process

The consultation was widely publicised with advertising in Herefordshire Matters, the local press and radio, and by posters were placed in community centres, GP surgeries and local post offices.

The consultation combined four streams of activity covering:

a) Engagement with Service Users

The main mechanism for the consultation was a questionnaire delivered to the homes of more than two thousand service users. A second tranche of around five hundred was delivered to the homes of service users with learning disabilities under an 'Easy Read' covering letter offering encouragement and advice on obtaining assistance with filling in the form. A reminder letter was sent part way through the consultation period. Additional copies were distributed at various meetings and were available on demand via both hotline and website. The form was reply paid. An online version of the questionnaire was also available on the consultation website.

The questionnaire contained extensive comment fields and opinions were explicitly sought, complementing the formal analysis based on enumerating answers to questions.

An extensive series of meetings were held at Day Centres and other locations and the views of service users collected.

b) Engagement with Organisations and Professionals

- Meetings were held with various provider groups, pressure groups and with professionals from within HPS. Comments were recorded and summarised for the purposes of the report.

c) Engagement with the Wider Public

Three main channels were made available to record the views of members of the wider public:

- A web page for written comments was provided on the HPS website
- A telephone hotline was available to answer queries and to record verbal comments
- A public meeting was held at the Kindle Centre

The availability of these facilities was publicised with a half-page advertisement in 'Herefordshire Matters'.

d) Equality Analysis (Equality Impact Assessment)

This Equality Analysis has been an integral part of the consultation process. Considerable effort has been aimed at collecting and recording of the views of those affected and interested. As well as considering the impact of the proposed charging changes on the 'protected groups' we have also identified other 'affected groups' (those in rural locations and carers) who are particularly affected.

3. The Evidence Gathered

3.1 Questionnaire

A total of 564 responses were received (by post and online) representing approximately one quarter of all service users.

The questionnaire was largely aimed at establishing rates of approval or disapproval in relation to each proposed change however a text field was included with each question and a substantial number of comments have been recorded (over 1,200).

922 of those receiving a questionnaire currently do not pay charges and would not be adversely affected by the proposal for increased charges , other than the meals proposal as charges are applied outside of the financial assessment framework.

3.2 Qualitative evidence

A considerable effort was made to collect personal comments and anecdotal evidence on the impact of the proposed changes from all relevant sources and these have been used to inform the Equality Analysis.

The sources of this evidence are

- Questionnaire text-based open questions (see above)
- Telephone hotline tickets
- Comments collected at meetings with service users
- Comments collected at the public meeting
- Comments collected from meetings with service providers
- Comments collected from the meeting with HPS professionals
- Comments collected from Pressure groups
- Information taken from correspondence received

In total more than 2,000 comments and statements on the proposed changes have been collected from service users and their relatives, providers and professionals, and from concerned members of the public. These have been analysed and used to inform the Equality Analysis.

4. Impact of Proposed changes on Protected Groups

The proposed changes are perceived to be broadly neutral in impact except where indicated in red below:

	PROTECTED GROUP:							
	Age	Disability	Gender	Marriage	Pregnancy / Maternity	Race / Ethnicity	Religion	Sex / Sex Orientation
CHARGE:								
Day Care								
Home Care								
Transport								
Carer's Services								
Supported Employment								
Meals								

By the nature of services being delivered, the people in receipt are those who have an eligible need which would usually arise from disability or age. It is therefore these protected groups who will be affected by these proposals.

5. Impact of Proposed Changes on 'Affected' Groups

The evidence gathered indicates that service users in rural areas and carers will be affected by the proposed changes

	Carers	Rural dwellers
CHARGE:		
Day Care		
Home Care		
Transport		
Carer's Services		
Supported Employment		
Meals		

Together with the older people and those with a disability, the three groups above are affected by the proposed changes.

6. Summary of Impact by Group

Protected Groups:

Age – The proposed increase in charges impact on older people as they are a significant user group of Adult Social Care. With the exception of Supported Employment charges, all of the proposed changes impact this group. Individuals, however, would not pay more than they could afford to pay following financial assessment. The comments from consultation indicate a sense of disappointment that their expectation of support in old age after paying taxes would not be met. The proposed changes have raised anxiety about additional financial stress (despite the fact that many will not be affected because their financial assessment establishes that they cannot afford to pay). There could be an increase in demand for financial assessments and, from the consultation exercise, indications of a fall in demand for services as a result of the changes to cost.

Disabled – The proposed changes impact on people with a disability as, again by the nature of the service, they are key users. Comment from the consultation is that the consequences of the proposed changes will also fall on the families and others providing support. They benefit from the ‘free-time’ provided when the person they care for is occupied with an activity. If service take-up falls as a result of higher charges, it is the view of families and carers that they will need to make additional provision. Charging for supported employment particularly is perceived as reducing economic and social opportunity.

Gender – The consequences of the proposed changes fall equally on both genders.

Marriage – No disproportionate effect intrinsic to the changes as such. However it has been observed that a high proportion of carers are partners. Charging for Carer’s Services may result in partners not accessing respite .

Pregnancy/ Maternity – The proposed changes have no disproportionate effect.

Race/Ethnicity – The impact of the proposed changes is not affected by race or ethnicity.

Religion – The impact of the proposed changes is not affected by religion.

Sexual Orientation – The impact of the proposed changes is not affected by sexual orientation.

Affected Groups:

Carers – This group will be affected by the proposed changes. Charging for Carer’s Services in particular has resulted in a high proportion of feedback that this is deemed an unfair proposal. Many felt that carers save the local authority a large amount of money through their caring role. The change could lead to lower levels of voluntary caring and consequently a greater cost in the longer term. Implementing charging may impact on the recently developed Carers Strategy which has a strong prevention element.

Rural Dwellers – Those living in rural locations already have additional issues in terms of accessing services. Comments from the consultation were that individuals should not be penalised for living in rural areas. Increasing charges for transport and home care will impact on this group.

7. Analysis of Risks identified from the consultation activities of the proposed changes

	Risk	Further Effect
Affected Service:		
Transport	<ul style="list-style-type: none"> 'Actual cost' favours those living close to services and facilities and could affect those living in rural areas 	<ul style="list-style-type: none"> Can be seen as discriminatory to those living in Rural areas or further away from current services Rural service users may face difficulties in attending regular appointments (G.P/ Hospital) Important appointments may be missed. Rural public transport is currently a problem for many and current policy proposals e.g. TPG transport plan may increase this issue Some rural transport routes pick up a number of service users from a wide catchment area making billing for the service potentially unfair due to extra distances travelled
	<ul style="list-style-type: none"> 'Flat rate' cost favours those living further away from services and facilities but could affect those who only travel short distances 	<ul style="list-style-type: none"> Those who live close to a service or facility could potentially be paying a large amount for a short trip People may choose private companies for this, service could then potentially become expensive to run with falling numbers using it
	<ul style="list-style-type: none"> People may stop using transport services, people become isolated, have no social interaction 	<ul style="list-style-type: none"> Detrimental effect on service users, could impact on increased need for health and social care services For some Day Care transport is the one visit during the week to their house. This can be the first alarm for many if something is wrong. Services could be affected with falling numbers due to increased transport costs and rising costs of attendance leading to closure. Again leading to a detrimental effect on the user.
	<ul style="list-style-type: none"> Current DLA contributions 	<ul style="list-style-type: none"> Some service users have identified that even the current DLA money is not enough to cover specially modified vehicles or current journeys Staff identified that DLA may not be here by 2017. This may increase the financial burden on the local authority to provide this
	<ul style="list-style-type: none"> Current service provision/ internal issues 	<ul style="list-style-type: none"> The transport setup is not managed well – there are numerous different taxi firms, bus companies, private cars etc. All seem to be able to charge what they want. Journeys are not shared where there is scope to do so. Transport currently do not work with social care about transport issues to look at solutions

		<ul style="list-style-type: none"> • It is thought that 90% of clients are currently not financially assessed for transport. A Personal Budget for a £16 per week on travel would generate more work • There is a perceived need that more transport contracts should be better negotiated to provide a fairer price
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Suggestions from the consultation

- Partnership work between Transport and Social Care to investigate solutions
- A public house in Colwell has a hire car facility outside of it which can be accessed with a PIN number; could this be trailed elsewhere?
- Personal Budgets could be used by groups to pay for transport - short journeys would be cheaper by taxi (especially if shared). The Council would be left to fund only long journeys

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	Risk	Further Effect
Affected service		
Carers services	<ul style="list-style-type: none"> • The cost to the Carer may mean they cannot afford valuable time away 	<ul style="list-style-type: none"> • Carers may ignore their own health if these charges are implemented having a detrimental affect on the health of carer and cared for – increased costs to services • Carers may become socially isolated, again given the rural demographics of Herefordshire • Carer may lose employment and valuable income to take up full time caring role • Family relationships may get strained without respite breaks which could be detrimental to both the carer and the cared for
	<ul style="list-style-type: none"> • Carers may stop the caring role they provide 	<ul style="list-style-type: none"> • Potentially large increase in service and numbers of assessments which would put more pressure on finances
	<ul style="list-style-type: none"> • Concern about costs to implement proposal 	<ul style="list-style-type: none"> • Cost for assessment with many carers being nil charge payers may not match forecasts for recovery

Suggestions from the consultation

- Some carers suggested that a cost of £5- £6 per hour may be a more appropriate charge
- Suggestion that perhaps instead of payments a voucher scheme may be able to be adopted
- Suggestion that both the carer and the person being cared for need to be looked at together as a package, not individually. There is currently a potential in the system for double payments.

	Risk	Further Effect
Affected Service		
Day Care	<ul style="list-style-type: none"> • People can no longer afford Day Care 	<ul style="list-style-type: none"> • Social interaction will be lost. For many attending this is an important service. People will become isolated. Potential increase in ill health and services required • For a carer or cared for valuable respite time will be lost. Family relationships could be strained affecting the carer and cared for • For rural service users the day centre may well be the only service available in local area • More pressure on services that provide care at home without attendance at a Day Centre
	<ul style="list-style-type: none"> • Service uptake decreases due to increased costs 	<ul style="list-style-type: none"> • Currently the private market is not mature enough to provide a variety of services lost • Possible closure Day Care would mean a loss of what is seen as a valuable service to some • Increased travel costs and subsidies to attendee's if Day Care centres close locally and service users are forced to go elsewhere for service provision

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Suggestions from the consultation

- Many commented that they do not see Day Care as 'Care'. Many go for the social interaction, meal and activities. It has been suggested that perhaps this be rebranded and another separate service be created at a realistic, affordable cost.
- Comments received that if the FACS criteria for day care attendance was at a lower threshold potential attendance could increase and make it more financially viable. This suggestion could be considered with the previous suggestion above

	Risk	Further Effect
Affected Service		
Meals	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase 	<ul style="list-style-type: none"> For some this service may be their only access to a healthy, nutritious and balanced meal. This may lead to an increased risk of ill health leading to further pressures on health and social care services
	<ul style="list-style-type: none"> Increased risk of ill health and injury to service users currently unable to manage food preparation themselves 	<ul style="list-style-type: none"> Risk of ill health and / or injury posed to those who currently cannot prepare food safely

Suggestions from the consultation

- There is a perception that there is a high price is due to the monopoly over the service. It was feedback that there needs to be more choice and a competitive market

	Risk	Further Effect
Affected Service		
Homecare	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase 	<ul style="list-style-type: none"> This is a nominal risk across the county as there is no increase in urban areas Can be seen as discriminatory to those living in Rural areas or further away from current services
	<ul style="list-style-type: none"> Many currently feel Homecare provision in the county varies in quality 	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase (see above)

- **N.B It was suggested that charging a higher rate in rural areas will not make a difference as the majority of people are not full payers anyway.**

Suggestions from the consultation

- Commissioners need to look at other agencies and the market place to pay directly to get better rates and service

Affected service	Risk	Further effect
Supported employment	<ul style="list-style-type: none"> • Vulnerable service users may discontinue service if charge is implemented 	<ul style="list-style-type: none"> • This is a nominal risk, currently the service user base using these services meet the higher end of the FACS criteria and by there very nature would have little or no financial savings to make them chargeable. • There is a significant duty of care for this service user base. Any charges imposed could be seen as discriminatory

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Suggestions from the consultation

- It was suggested that options such as looking at the empty shops within the city centre and seeing if these could be used by various groups of people to fill them with purpose? These spaces could be used creatively to provide new businesses and enterprises.
- Currently there are only two sponsored initiatives for this kind of service. But there are some very successful ones around the county, perhaps more partnership working could identify additional opportunities.

8. Recommendations

8.1 Changes

In the survey three proposals in particular received a particularly negative response with 70% plus stating opposition. These were:

- The proposal to increase transport costs from £1.35 to £15.25
- The proposal to introduce charges for carer' services
- The proposal to increase day care costs

8.2 Monitoring

The implementation of any or all of the proposals to charge will require monitoring through:

- Individual Reviews
- Financial Assessments
- Complaints
- Significant decrease in service provision

Adult Social Care proposed new charging policy consultation report

Qualitative
review

Herefordshire Council Citizen
Engagement Team September 2012

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Introduction

This report details the results of the qualitative feedback component of the Adult Social Care charging consultation. This document provides a summary of 'Free text' data received from the survey questionnaire with the full results being communicated separately to this report by the Research Team.

In addition to the survey questionnaire, service users, local groups/ organisations and stakeholders were contacted and officers from the Citizen Engagement Team and Welfare and Financial Assessment Team were made available to discuss the proposals and gain feedback in a comfortable, group environment.

Apart from two public events, the consultation activities focused on utilizing existing events and meetings to engage with as many interested parties as possible. The survey documentation asked groups and organisations to contact us and also offered a dedicated phone line number for people to discuss how the changes may affect them personally, and to provide feedback over the phone if they had difficulty with any aspects of the survey.

The meetings covered service users and organisations that would potentially be affected by the proposals, and took into consideration the rural demographics of Herefordshire as part of the consultation process.

In addition to the above feedback was also offered and collated via the following methods:

- Requesting a council officer to complete the form face-to-face in their home,
- Providing feedback over the phone
- Writing a letter or email feedback to the consultation address
- People could also write to their MP, councillor or council staff to raise their concerns

Table 1 Number of local meetings and number of attendee's

Method of completion	Number of meetings held	Number of attendee's
Council consultation events	2	21
Day Centres	7	126
Local groups/ organisations	6	180
Staff and professionals	1	17
Total	16	344*

**Please note some people attended more than one meeting, and are counted more than once*

Overarching/ key themes

The purpose of the consultation activities was to gain feedback on the proposals, an opportunity to ask questions and, importantly, ask how the proposals may affect them. These comments are to be fed into the EA (Equality Assessment) so that decision makers are aware of the full impact of the changes on various, protected groups.

There was a small acceptance that in this current financial climate, proposals like these are inevitable, but most disagreed with increases and it is important for these to be considered and applied fairly. It also needs to be acknowledged that there was a large amount of confusion around the proposals, with many unaware of if they are currently full charge payers, have been recently assessed (means tested) or aware of their current circumstances. But the figures shown in the documentation as an example of full cost for the service made most feel they would be unable to afford these even though the majority, upon further discussion, were assessed to pay nothing currently and this would continue to be the case even if proposals were implemented.

'It would lower my standard of living, put extra burden on my family and erode all my savings. Increasing cost is not sustainable when incomes are fixed, low and/or limited.'

There was a general consensus that the current 'Panel' process isn't facilitating services user's payments and currently people and professionals are finding it a difficult and frustrating process. This is causing concern to those affected.

'Far too much bureaucracy, getting a personal budget, assessments or additional care all seem to take far too long - panel judgements seem impossible to obtain.'

The proposed charges and impact on family carers around paying for carers' services was a key concern. Many felt that charging carers for a respite was unfair due to the amount of savings they provide to social care services and the NHS with the care they provide free of charge.

'The Council needs to see Carers as being in 'Partnership' with the Council and Social Care. They are not recipients of services. Carers, by providing the support they give, enable the county to work. By continuing this they won't cost the county any more, yet the proposals will probably increase the cost to the county.'

A number of organisations raised the importance of undertaking an Equality Assessment (EA) to ensure people are not disproportionately affected by the proposal changes.

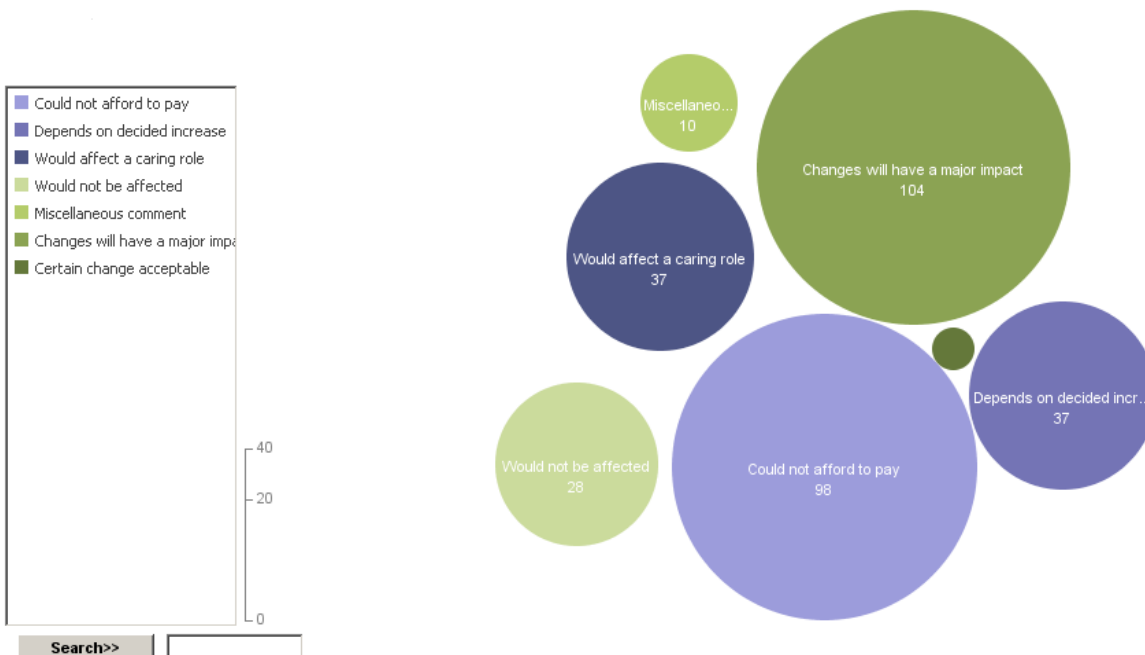
Proposal 1 – Working out a fair charge for services

Two different ways for the local authority to work out how to set the charges for council managed services under the new system were given.

- Option 1- The actual cost would be charged. For example if someone needed less care at a day centre they would pay less and if they required more care at the centre they would pay more. For homecare provision this would mean that those in rural areas would pay more as the cost is more to the council higher than those in urban areas.
- Option 2- The average cost would be charged. For example this would mean that everyone would pay a flat rate for day centre services and be charged the same. In the case of homecare everyone would pay the same regardless of where they lived.

The first part of the question showed proposals for charges for each of the services and asked how the changes would affect them.

Key themes



To highlight or find totals click or ctrl-click.

Significantly, many felt that any increased contribution towards social care costs would impact greatly on service users' quality of life. In particular, people felt that they could not afford to pay the proposed charges.

'Increasing the cost on a person on fixed income simply means the council is putting me in a position where if I can't afford the care and day care services I have to look at cutting my own spend.'

Some identified the risk that with the inclusion of extra charges and the associated anxiety and stress this may cause, that residential care may be a better option for themselves or relatives.

'My mother is self funding so extra costs may mean the difference to living at home and having to go into residential care.'

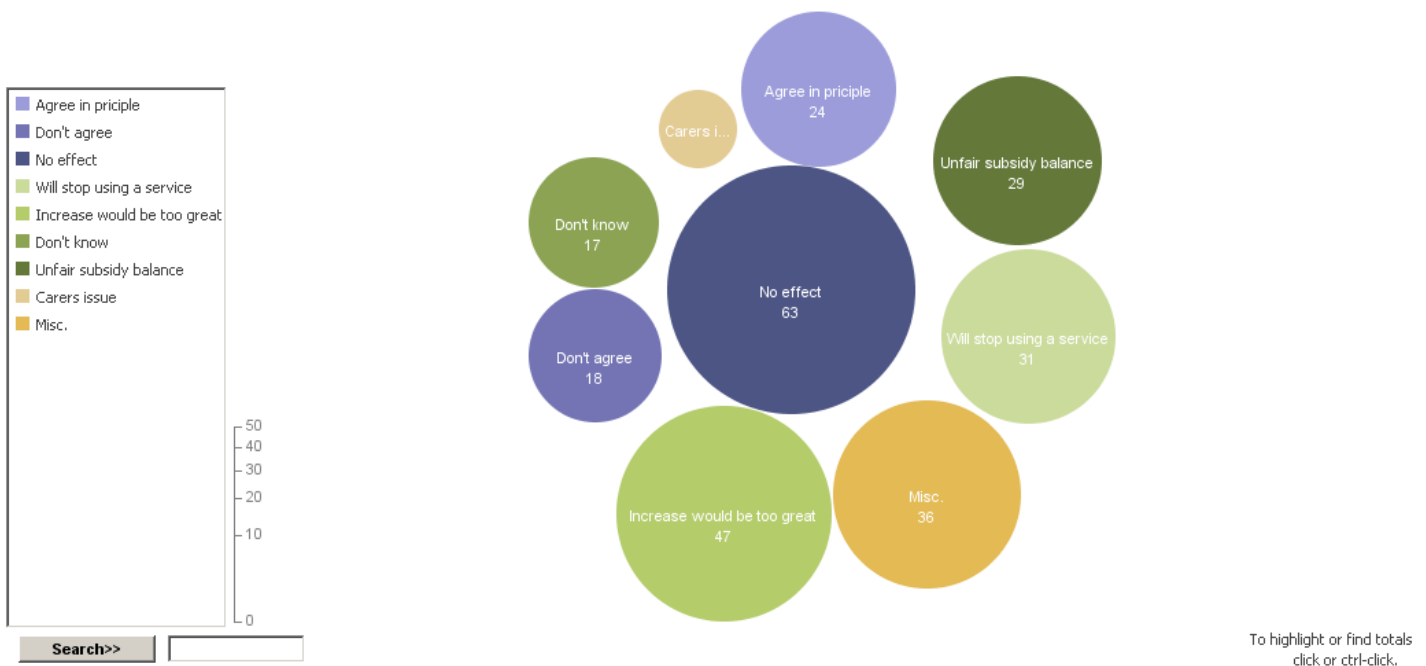
The feedback also identified that those living in rural areas felt that proposed increases to their costs were unfair.

'Such increases do not take into account the ever spiralling cost of day to day living. Rural areas face pressures of poor public transport; therefore subsidies should remain the same or more.'

The proposed increase in meal cost was touched upon in the consultation but in the case of Day Centre's most provide these on site. Whilst some the increase could be to great others felt the service was worth increase.

The second part of the question asked how the Actual cost / Average cost option would affect them.

Key themes



A large number of respondents said that these proposals would make no change to them. Again it is important to note that while the proposals would not currently affect them, some people

commented that they have family who currently help them. This makes it difficult to quantify how these people would be affected in future should their current extra support diminish.

Again people believed that the proposed cost increase would be too much and would impact severely on their outgoings.

"I would have less care and my illness would be compromised"

"We will use up most of our life savings within 18 months"

Some specifically indicated that the proposed cost increase would prevent them from attending services. There were concerns about the affect of these people being isolated and having less social contact. This in turn has an impact on their carers.

"I wouldn't go to day care and it was part of my rehabilitation plan"

"£38 a day is just not on. I would just stay at home..."

Concerns were raised regarding the fairness of these changes. This centred around the scenario of both flat rate payments and actual cost payments. Flat rate proposals gave rise to concerns where one client group would be subsidising another (urban / rural service users and different client groups relating their level of care). Actual payment proposals had comments of unfairness due to differing costs between these client groups.

"A person with one carer should not pay the same as a person with two carers"

"I live in a rural area and don't wish to be penalised for this"

"I live in a rural area but my income is the same as anyone living in town or city so don't see why I should pay more"

"I need less care than some and live in the city. I can't afford to subsidise others"

"I don't think people who need more help should pay more it isn't their fault they are ill"

"I live in the country and pay the same taxes so why should I be penalised?"

"It would be unfair to penalise service users by postcode and disability"

"My sister does not need 1-to-1 care so why should I have to pay more if some one else does?"

"Payment should be the same whether urban or rural - as a rural person charging more seems unfair"

"Some people need 1-1 care others need 1-4 care. Everyone is different. Assessment should be made on individual merit"

Some responses indicated issues related to carers. Carers were concerned to the impact on their lives if the cared for person has a higher dependency on them. This increased dependency would be brought on from higher charges preventing the use of services. Also the cost of providing caring services being too much.

"If the charges went up to minimum £16 per day, then on principle I would probably stop going to Day Centre. Thus giving my carer a bigger burden"

"I would have to help my husband and not go out to work as I have carers get him up"

“...Perhaps you'd like to pay full time carers up to £20 per hour 24/7 365 days a year”

It was also noted that in order to meet these rising costs, that personal budgets would have to be increased.

“I would need additional; costs reflected in my personal budget”

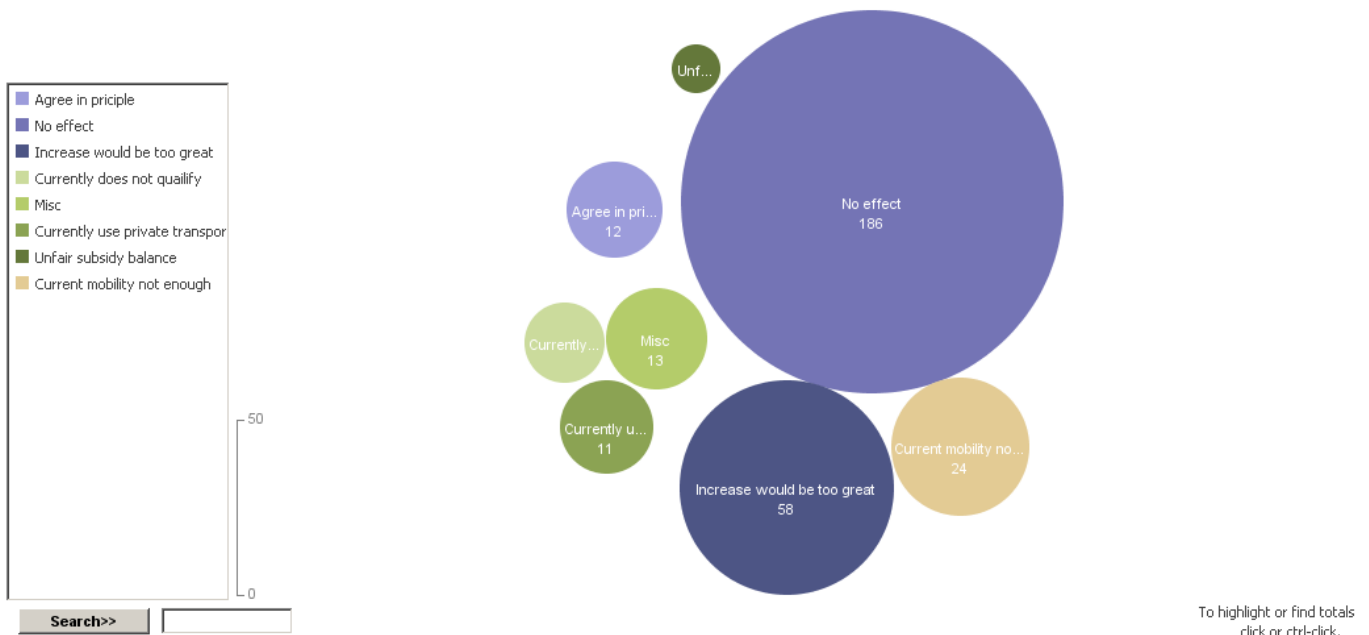
Some of people agreed with the proposals but stated that they must be fair

“Should only be allowed in line with inflation and benefits increase - not extortionate increase”

Proposal 2 – Paying for transport

It was proposed not to pay transport costs for people how already receive the mobility component of the Disability Living Allowance.

Key themes



The highest response to the free text to this question was that this proposal would have no effect on the respondent currently. This is because currently they do not receive mobility or that at present they have transport provided by a family member.

It is important though to take into account that a change in someone’s circumstances could easily see them suddenly being affected by this proposal if a carer or member of the family was suddenly unable to provide transport.

‘(Name removed) gets lower rate mobility component. He is reliant in me to get him to Houghton Project pick up/drop off point.’

A large number commented that any increase in transport charges would be too great. There were a number of examples how this would affect individuals circumstances.

'With all the other proposals I would be severely limited in using these services. I would have to engage with them less and this would affect my mental health.'

'What about the rest of us in poor health and not mobile? Hundreds of old people do not get Disability Living Allowance but that doesn't mean we can go on trips unaided and certainly not get on many trains where the platform does not meet the step. Waiting and getting on buses is not easy for the elderly even if they are not classed as disabled. Many are disabled but not to the extent that they can get a disability car badge. You are stopping free things for the elderly already which did help them to be more active and get about a bit. There are no free swimming passes now either.'

People also commented on not being able to attend doctor's appointments or hospital visits due to the increased cost.

'This would affect me greatly as I have GP appointments at least x3 a week, monthly hospital appointment. I will be left with no service and no health care.'

It should also be noted from the events held at the Day Centres that transport and cost of transport greatly affect people's ability to attend. It was an overriding concern that if cost of transport would increase they would no longer be able to go.

'Transport is a hurdle for people coming here. If more people could get here and were eligible to come then it would increase numbers. We really have to pick and choose who can come – also cannot find any volunteers for transport'

There were a number of people already receiving DLA that commented that the current allowance they receive is not or will not be adequate to cover the cost.

'What about other journeys that are needed if Mobility is used for Day Centres? There would be none left for weekends and evenings'

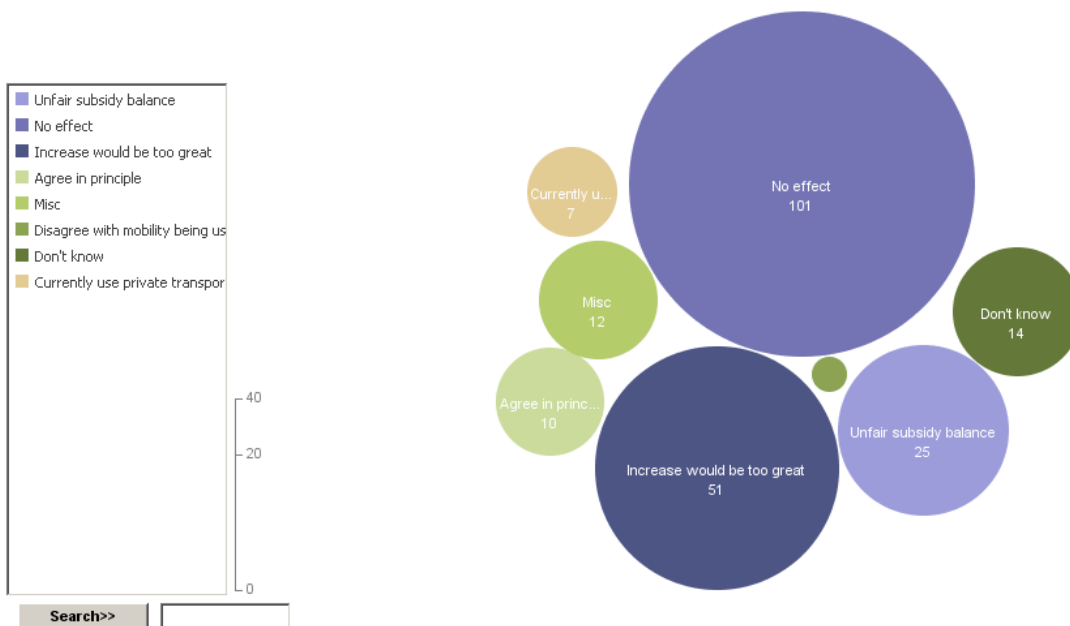
'DLA mobility should not be considered as they may use it to run/rent a disability scooter/wheelchair & need transport as well. there are two rates £54.05 & £20.55 which mean inequality - the government is in the process of carving up DLA & benefits in any case.'

A small number commented that currently certain conditions, for example dementia, do not currently receive DLA. This was seen as discriminatory and unfair.

'This is discrimination. Dementia patients don't receive these benefits.'

Proposal 3 – Paying for transport

Transport costs vary depending on the length of the journey and where you live. To make sure charges are fair, we could either charge the actual cost of each trip, work out an average charge or flat rate for everyone, or set banded rates based on the distance to the nearest service to where you live.



Again a large number felt these proposals were not going to affect them in their current circumstances. But as previously stated this could change and caution should be taken when considering that as a response.

A large number mentioned that the increase in cost would be too great. This was also fed back consistently at the talks with various groups and day centres.

'Reluctant to tick any. We are in "Catch-22", need the care, cannot move house, can't afford costs as it is. Like the previous question, home imprisonment is the result of all the proposed charges.'

'The fairest option would be one that is affordable. £1.35 is affordable and a lot lower than £15.25 which isn't and would probably mean that I would not be able to go to day care.'

'I for one, and I know of many others, will not use transport if the cost goes up.'

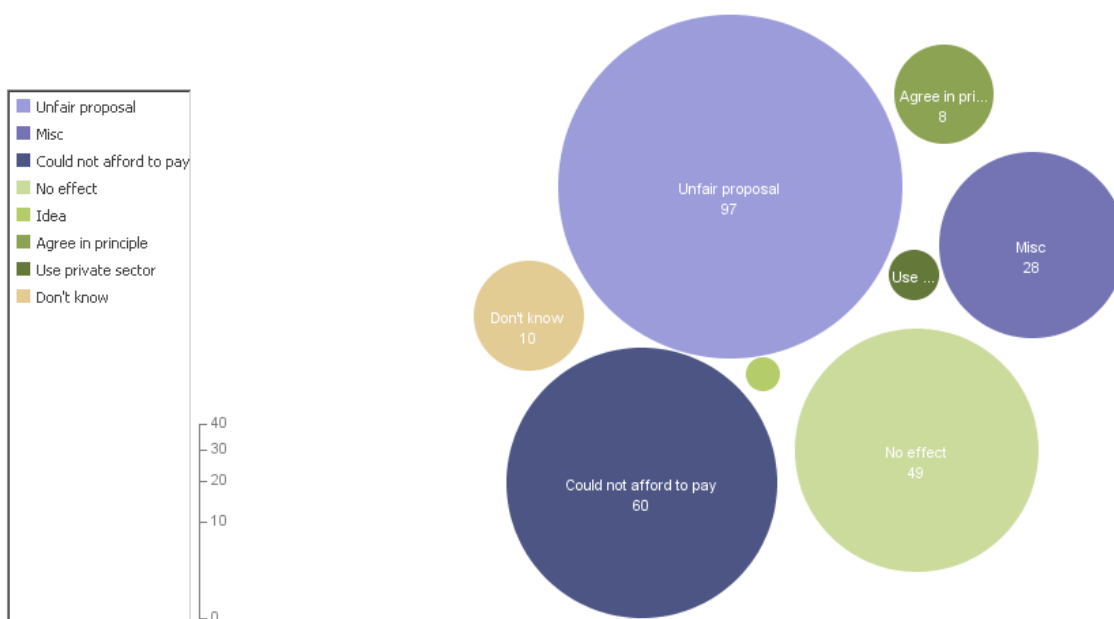
Again a large amount of feedback received felt that the proposed changes could result in an unfair balance of payment between rural and urban areas. Many commented on the lack of services in their local area which would increase costs.

'It terrifies me, we live 50+ minutes from Hereford. we have NO local facility, so would not be able to pay to attend essential appointments.'

'This feels unfair as only day care appropriate is outside of town.'

Proposal 4 - Paying for carers services

It is proposed that carers will be charged for the full cost of the service, although anyone needing financial support will be given a financial assessment to work out how much they can afford to pay.



The highest proportion of feedback received was that this was deemed as an unfair proposal. Many felt that carers save the local authority a large amount of money by providing a caring role in the home. Without this, it was stressed on a number of occasions, the health of both the carer and the cared for could suffer significantly.

'I am main carer for my husband with severe mental illness. I get 3hrs a week respite, a real life saver. Without this, as I am disabled myself, I would not be able to cope. Will you pay me for the 165hrs a week I care for him. My husband will end up in Stonebow Unit and me in long term care, saving you how much money?'

'I am in my 80's and receive 4hrs break a week from looking after my disabled son. HC are now begrudging me this break. I support my son for the remaining 164 hours a week. It will cause me a breakdown and my son will have to be cared for which will cost HC much more money in the long term. Will HC pay me for caring for the 164hr job?'

'This is absolutely preposterous. Carers are there ALL THE TIME. We have not even had a weekend away in the last 11 years, never mind a holiday'

There was a large amount of cross over with the second highest proportion of comments. Again people stated that this cost would be too much, care would suffer and for some the health of both the carer and the cared for could suffer significantly.

'Lifestyles come 4hrs once a fortnight to relieve my wife who cares for me 24/7 - we could not afford top pay for it and my wife's health would suffer as a result.'

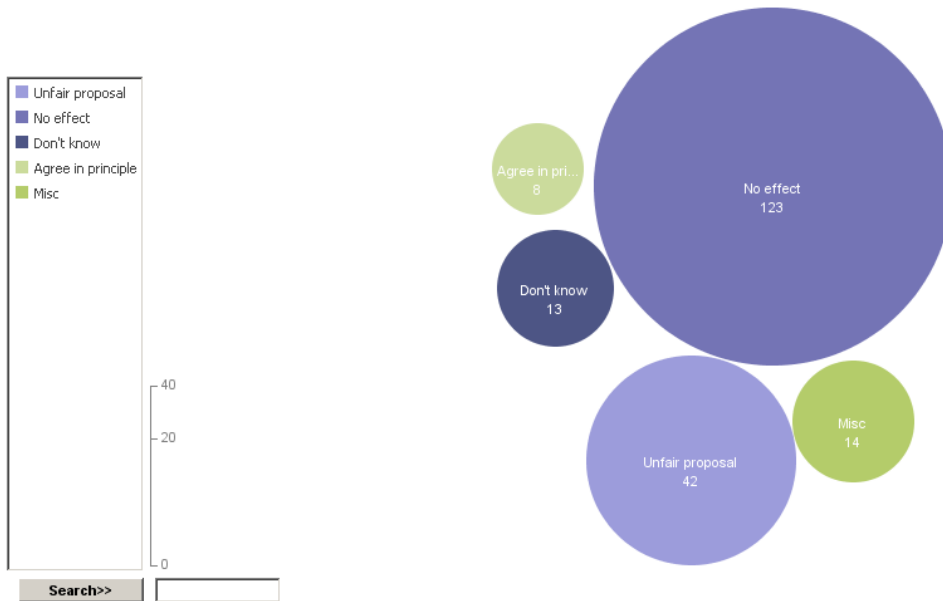
'My husband has Alzheimer's and very limited mobility. Currently receive 4hrs per month sitting service to allow me to go to ladies lunch club. I could not do this if charges applied. I was about to ask to be assessed as his needs are greater now and depends totally on me for everything.'

'I would not pay. I would rather suffer loss of break.'

One suggestion was received about the use of a voucher system for respite breaks instead of a monetary system.

Proposal 5 – Paying for supporting people into employment

It is proposed that the council charges for services that support people into employment. However, we will ignore any earnings and working tax credit payments that people get in the financial assessment.



It is important to note that the uptake of this service in Herefordshire is very low and this can therefore explain the high proportion of 'No effect' responses to the question.

A large proportion of people did feel that these charges were unfair. In particular people thought that the inclusion of a charge would be a deterrent to service users to take up or continue this service.

During the group discussion with those in receipt of supported employment both service users and their families saw this not only as a positive experience for the service user but also a valuable break and respite.

'In my opinion, to ask someone to pay to access supported employment opportunities is to ask them to pay to be in work. This demeans their contribution to the workplace and subtly suggests that their work is economically redundant, or less valued than that of their co-workers. Fair access to paid employment and employment opportunities, supported or otherwise, should not be assessed on the ability to finance the workplace from personal income or capital.'

'People with disabilities and special needs are being cut so much. There is a lack of support employment for them now and just because a person has a disability why should they be charged. You are implying that being disabled is a "privilege" and we should be punished for it.'

Communicated risks and effects of the charging proposals on service users

Below are risks identified from the consultation activities to service users and carers on the proposed changes

Affected service	Risk	Further effect
Transport	<ul style="list-style-type: none"> • ‘Actual cost’ favours those living close to services and facilities and could affect those living in rural areas 	<ul style="list-style-type: none"> • Can be seen as discriminatory to those living in Rural areas or further away from current services • Rural service users may face difficulties in attending regular appointments (G.P/ Hospital) Important appointments may be missed. • Rural public transport is currently a problem for many and current policy proposals e.g TPG transport plan may increase this issue • Some rural transport routes pick up a number of service users from a wide catchment area making billing for the service potentially unfair due to extras distance travelled
	<ul style="list-style-type: none"> • ‘Flat rate’ cost favours those living further away from services and facilities but could affect those who only travel short distances 	<ul style="list-style-type: none"> • Those who live close to a service or facility could potentially be paying a large amount for a short trip • People may choose private companies for this, service could then potentially become expensive to run with falling numbers using it
	<ul style="list-style-type: none"> • People may stop using transport services, people become isolated, have no social interaction 	<ul style="list-style-type: none"> • Detrimental effect on service users, could impact on increased need for health and social care services • For some Day Care transport is the one visit during the week to their house. This can be the first alarm for many if something is wrong. • Services such could be affected with falling numbers due to increased transport costs and rising costs of attendance leading to closure. Again leading to a detrimental effect on the user.
	<ul style="list-style-type: none"> • Current DLA contributions 	<ul style="list-style-type: none"> • Some service users have identified that even the current DLA money is not enough to cover specially modified vehicles or current journeys • Staff identified that DLA may not be here by 2017. This may increase the financial burden on the local authority to provide this
	<ul style="list-style-type: none"> • Current service provision/ internal issues 	<ul style="list-style-type: none"> • The transport setup is not managed well – there are numerous different taxi firms, bus companies, private cars etc. All seem to be able to charge

		<p>what they want. Journeys are not shared where there is scope to do so.</p> <ul style="list-style-type: none"> • Transport currently do not work with social care about transport issues to look at solutions • It is thought that 90% of clients are currently not financially assessed for transport. A personal Budget for a £16/ week trip would generate more work • There is a perceived need that more transport contracts should be better negotiated to provide a fairer price
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Suggestions

- Partnership work between Transport and Social Care to investigate solutions
- A public house in Colwell has a hire car facility outside of it which can be accessed with a PIN number could this be trailed elsewhere?
- Personal Budgets could be used by groups to pay for transport - short journeys would be cheaper by taxi (esp if shared). Council would be left with funding only long journeys

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Affected service	Risk	Further effect
Carers services	<ul style="list-style-type: none"> • The cost to the Carer may mean they cannot afford valuable time away 	<ul style="list-style-type: none"> • Carers may ignore their own health if these charges are implemented having a detrimental affect on the health of carer and cared for – increased costs to services • Carers may become socially isolated, again given the rural demographics of Herefordshire • Carer may lose employment and valuable income to take up full time caring role • Family relationships may get strained without respite breaks which could be detrimental to both the carer and the cared for
	<ul style="list-style-type: none"> • Carers may stop the caring role they provide 	<ul style="list-style-type: none"> • Potentially large increase in service and numbers of assessments which would put more pressure on finances
	<ul style="list-style-type: none"> • Concern about costs to implement proposal 	<ul style="list-style-type: none"> • Cost for assessment with many carers being nil charge payers may not match forecasts for recovery

Suggestions

- Some carers suggested that a cost of £5- £6 per hour may be a more appropriate charge
- Suggestion that perhaps instead of payments a voucher scheme may be able to be adopted
- Suggestion that both the carer and the person being cared for need to be looked at together as a package, not individually. There is currently a potential in the system for double payments.

Affected service	Risk	Further effect
Day Care	<ul style="list-style-type: none"> • People can no longer afford Day Care 	<ul style="list-style-type: none"> • Social interaction will be lost. For many attending this is an important service. People will become isolated. Potential increase in ill health and services required • For a carer or cared for valuable respite time will be lost. Family relationships could be strained affecting the carer and cared for • For rural service users the day centre may well be the only service available in local area • More pressure on services that provide care at home without attendance at a Day Centre
	<ul style="list-style-type: none"> • Service uptake decreases due to increased costs 	<ul style="list-style-type: none"> • Currently the private market is not mature enough to provide a variety of services lost • Possible closure Day Care would mean a loss of what is seen as a valuable service to some • Increased travel costs and subsidies to attendee's if Day Care centres close locally and service users are forced to go elsewhere for service provision

Suggestions

- Many commented that they do not see Day Care as 'Care'. Many go for the social interaction, meal and activities. It has been suggested that perhaps this be rebranded and another separate service be created at a realistic, affordable cost.
- Comments received that if the FACS criteria for day care attendance was at a lower threshold potential attendance could increase and make it more financially viable. This suggestion could be considered with the previous suggestion above

Affected service	Risk	Further effect
Meals	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase 	<ul style="list-style-type: none"> For some this service may be there only access to a healthy, nutritious and balanced meal. This may lead to an increased risk of ill health leading to further pressures on health and social care services
	<ul style="list-style-type: none"> Increased risk of ill health and injury to service users currently unable to manage food preparation themselves 	<ul style="list-style-type: none"> Risk of ill health and/ or injury posed to those who currently cannot prepare food safely

Suggestions

- There is a perception that there is a high price is due to the monopoly over the service. It was feedback that there needs to be more choice and a competitive market

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Affected service	Risk	Further effect
Homecare	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase 	<ul style="list-style-type: none"> This is a nominal risk across the county as there is no increase in urban areas Can be seen as discriminatory to those living in Rural areas or further away from current services
	<ul style="list-style-type: none"> Many currently feel Homecare provision in the county varies in quality 	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if costs increase (see above)

- N.B It was suggested that charging a higher rate in rural areas will not make a difference as the majority of people are not full payers anyway.**

Suggestions

- Commissioners need to look at other agencies and the market place to pay directly to get better rates and service

Affected service	Risk	Further effect
Supported employment	<ul style="list-style-type: none"> Vulnerable service users may discontinue service if charge is implemented 	<ul style="list-style-type: none"> This is a nominal risk, currently the service user base who use these services meet the higher end of the FACS criteria and by there very nature would have little or no financial savings to make them chargeable. There is a significant duty of care for this service user base. Any charges imposed could be seen as discriminatory

Suggestions:

- It was suggested that options such as looking at the empty shops within the city centre and seeing if these could be used by various groups of people to fill them with purpose? These spaces could be used creatively to provide new businesses and enterprises.
- Currently there are only two sponsored initiatives for this kind of service. But there some very successful ones around the county, perhaps more partnership working could identify more opportunities.

Questions and answers

During the events and discussions a number of questions were raised about the proposals. These were answered at the events or fed back once an answer had been obtained.

The Council also provided a frequently asked questions and answers document which was available online and on request. These are detailed further below.

N.B Similar questions have been consolidated.

Q. What are the projected cost savings to the Local Authority in these proposals?

A. Projected additional income based on these proposals is £1.2m per annum, however a number of risks have been identified that could impact on these projections. These include;

The changing financial climate impacting on client's ability to pay, reducing anticipated income.

The high cost services are lower volumes than the low cost services', modelling assumes that the average figure overall will equate to the overall income achievable.

The figures are based on current provision, however services may be re-configured in response to the personalisation agenda, any reduction in the cost of provision will result in less income being generated.

Q. What are the current statistics on attendance and costings in terms of loss and subsidy from the Local Authority in the provision of Day Centres in Herefordshire?

A. The proposed costs for full cost recovery are based on the number of contracted places for day care provision, not attendance rates.

Q. Herefordshire LINK requests a breakdown of Day Care Charges per day. The survey states, 'The charges would vary between £16 per day to £169 per day.' How are these charges justified? What do they comprise?

A. The proposed charges are based on the cost of current contracts for day care provision and the number of contracted places. Some day care providers have banded rates depending on the level of support required. The amount individual service users would pay for day care provision at full cost recovery would depend on whether the proposed charges are based on actual cost for each day centre, or average cost. . Costs associated with the provision of the service include, for example staff costs – for all staff involved with the delivery of the service, eg operational staff, care assistants, Building costs, such as repairs, equipment, insurance, utilities, and administration including overheads.

The cost of providing a community care and financial assessment is not included, neither is the cost for collecting contributions towards charges.

Q. What is the relevance of the question, 'Do you have capital savings (other than your own home) worth more than £23,250?'

A. As the proposal to apply charges based on full cost recovery will have a significant impact on those with capital above the social care funding limit of £23,250, we need to measure the impact on those people affected that have not been financially assessed because they currently receive a free service. We have asked this question so that we can understand the impact on those people that currently receive a service but have not been financially assessed.

Q. Presumably the new costs of any service will have to be written into an individual's support plan. Will this be the only intervention by a social worker or will an individual have to have a new supported assessment questionnaire completed?

A. At present not all service users have a personal budget. Some people are still receiving traditional services, and these people will move on to a personal budget when their care

assessment is due for review. For those service users who already have a personal budget, the actual cost of the directly commissioned care should have been included in their allocated budget already, however the amount they have had to contribute towards the commissioned service has been based on the subsidised charge.

Q. I have concerns about social worker resources as having worked closely with them I recognise the demands they are under. We are working with individuals who, two months after referral are still waiting for a social worker to be allocated to carry out an assessment, when an assessment should be carried out within 28 days. This has a knock on effect with low attendances at day centres and the risk of individuals falling into crisis (which is ultimately more costly). Can these concerns be fed back?

A. Wye Valley Trust are currently reviewing the capacity and demand for Community Care Assessments, additional Reviewing officers will be joining the service during September and it is anticipated that waiting times for assessments will reduce.

These concerns will be fed back to senior management

Q. Are 49% that have savings be subsidising the other 51% that are currently not charge?

A. A full cost recovery is never going to be achieved because of the assessment process and the numbers deemed to be full charge payers. Is it the Council tax payer that ultimately picks up the bill and is subsidising?

Q. My daughter cannot afford £20/ day for day services

A. If your daughter is assessed as being able to pay £20/ day then this charge will remain the same. But if meals are provided then this cost will go up. People will always be told of any increases and assessed as to what they can afford to pay.

Q. What happens if feedback is 'All' negative to these proposals?

A. The decision makers will have to look at this if this is the case. An Equality Assessment (EA) will be provided to members to support their decision. National guidelines for EA's do not include Carers as a protected group, but our EA will include Carers as a protected group to fully represent their issues around these proposals.

Q. Are Carers going to be financially assessed for our care respite? –

A. No, Carers will only be assessed if the respite is for the Carer, not for respite for the person being cared for.

Q. Are there enough staff for all financial assessments to be done if the proposals are passed?

A. There is an identified need to increase staff levels to meet the increased need for assessments if the proposals are passed.

Q. What is being done to help support carers back into employment?

A. These issues are part of the Carers Charter

Q. It seems that rationing and cuts are already coming in Panel are refusing cases, being picky about small errors and social workers are getting frustrated and are under pressure.

A. This is acknowledged as a problem and Panel and the way it works is currently under going a review.

Q. Herefordshire is remarkable in the way it currently looks after Carers. The proposed changes will impact on Herefordshire Carers Support. Will HCS get additional funding to meet the increased demands on its services?

A. The Council is under financial pressure which is why the proposals have been formulated and the Root and Branch reviews are taking place. But it was stressed that these are only proposals and no decision has been made.

Q. A number of other Local Authorities (Worcester) have not introduced charges for Carers Services; therefore is it possible to exempt carers from these proposals?

A. Again the point was raised that these are just proposals and no decisions have been made. It is only through feedback from events and surveys that the decision makers can make this decision. The Councillors are willing to discuss the proposals with Hereford Carers Support to get the key messages and report back to Cabinet.

Q. Is the Equalities Impact Assessment in the public domain and has the Council looked at other sources of funding?

A: The Equalities Impact Assessment will not be ready until the autumn.

Frequently asked questions and answers

Q. How much do people currently pay for non-residential care services?

A. Currently 51% of the people that receive services who have been financially assessed don't pay anything, and nearly 26% pay up to £25 per week. Just over 2% of people pay more than £100 per week.

Q. Do you have to charge by law?

A. Charging for non-residential services is discretionary. The power to charge comes from Section 17 Health and Social Services and Social Security Adjudications Act 1983 – HASSASSAA, which empowers Councils to recover such charge (if any) for a service as they consider reasonable.

Q. Why has it been decided to review the charges?

A. Cuts in public funding mean we cannot afford to carry on providing services at the same price as we have been doing, so we are having to review our spending plans. Also, the Government has given Councils new guidance called "Fairer Contributions Guidance" to follow when considering charging service users for services. As we move to personal budgets, we have to ensure our policies are fair to all.

Q I have recently been asked for my comments on Adult Social Care so why are you spending money on sending out more questionnaires if you can't afford to carry on subsidising services?

A. We are aware that some people who have been getting services from Adult Social care may have been asked to comment on services recently. As part of the annual survey we have to ask particular questions about services each year. We also have a duty to consult on any proposed changes to the charging policy in accordance with the Fairer Charging guidance. It is important that we seek your views on these proposals and we understand how the proposals would affect you before any decision is made.

Q. Why have you sent me more than one questionnaire?

A. This may be because you receive a service from Adult Social Care as a carer, but you also receive correspondence on behalf of someone you care for because you are their financial representative. It is important that you tell us how the proposed changes will affect you as a carer, but also how the person you care for will be affected, so please complete a questionnaire for yourself, and for each person you care for.

Q. What are personal budgets and direct payments?

A. A Personal Budget is the amount of money that is agreed is required to meet the needs someone has for community based social care support. A person can choose to take the Personal Budget as a Direct Payment (money in the bank) and arrange care themselves or can choose to have a social worker arrange the care and support, sometimes called commissioned or managed services.

Q Will I have to pay more if the proposals are approved after the consultation?

A. This will depend on your individual circumstances, what services you are currently getting, and whether you are currently paying for services based on your “maximum assessed charge”. If you have already had a financial assessment and you are paying your maximum assessed charge, you will not be affected by these changes; unless there has been a change in your financial circumstances.

Q Will I have enough money left to live on if the proposals are approved after the consultation?

A. The Council will ensure that everyone will be left with, as a minimum, the basic level of income support or the guaranteed amount of pension credit, plus a 25% 'buffer, after payment of charges for community care services. This is in line with guidance issued by central government.

Q I have agreed to pay the current charge for day care without having a financial assessment. If the charges go up, how do I get a financial assessment?

A. The council will be writing to everyone who has agreed to pay the current charge inviting them to have a financial assessment, but you can ask for a review of your financial assessment at any time if you feel your circumstances have changed or you cannot afford to pay the charge.

Q I am a carer and I have never had to give the council information about my finances before to get services. How do I find out how much I may have to pay?

A. If the proposals are approved after the consultation, the council will be writing to everyone who receives a carers service inviting them to have a financial assessment.

Q What will happen if I decide I am not going to have care services anymore because of the increase in charges?

A. A social worker would arrange to meet with you to ensure you understand the risks you would be taking if you make this choice.

Q What if I don't agree with the amount I have been asked to pay?

A. You have the right to Appeal against the decision, but this must be made in writing, you will be offered support with making an appeal.

Q I currently get help from social services with my residential care, how will I be affected by these proposals?

A. These proposals only affect people who receive non-residential or community based services. Charges for people who receive residential care services are decided under the “Charging for Residential Accommodation Guide (CRAG)” “rules set by the government.

Q I have savings and investments over £23,250 how will I be affected by these proposals?

A. Under these proposals you would need to fund the full cost of your care yourself, however you will still be entitled to have an assessment of your care needs. People who are eligible for social care services who as a result of a financial assessment will meet the full cost of their care are still entitled to help in making appropriate care arrangements.

Q I have been told that the home care service costs more in rural areas. How do I know if I live in a rural area?

A. For the purposes of charging for home care services, higher costs apply for homes in the postcode areas defined by DEFRA as “village-sparce” or “Hamlet and isolated dwelling-sparce”. You can find a list of these postcodes on our consultation page

Q You are proposing to charge based on the full cost of service, but what does full cost mean?

A. If the service is provided through a contract with an external agency, the full cost is the contracted price for the provision of the service.

Costs associated with the provision of the service include, for example staff costs – for all staff involved with the delivery of the service, eg operational staff, care assistants, Building costs, such as repairs, equipment, insurance, utilities, and administration including overheads.

The cost of providing a community care and financial assessment is not included, neither is the cost for collecting contributions towards charges.

Q Can you explain the difference between how somebody who has a personal budget is charged for a direct payment or a commissioned service under the current and proposed policy.

A. We have included some examples on the consultation web page to help you understand how this might affect you.

Q You are proposing “ not to pay towards transport costs for people who get DLA mobility” but the law says you cannot take the mobility component of DLA into account when charging for services?.

A. The mobility component of DLA is disregarded when assessing a person’s income for charging purposes. So if a person receives social care funded transport in order to meet an assessed need, their DLA mobility will be ignored when working out how much they should pay towards the service. This proposal affects a persons eligibility for being provided with social care funded transport.

Adult Social Care proposed new charging policy consultation report

Issue 1.0

Herefordshire Council Research Team
September 2012

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If you need help to understand this document, or would like it in another format or language, please call Saku Chandrasekara on 01432 261807 or e-mail researchteam@herefordshire.gov.uk

Introduction

This report details the results of the survey questionnaire component of the Adult Social Care charging consultation. The questionnaire was made available in paper and online formats. The survey period ran from 24th May 2012 until 27th August 2012, however all responses received up to and including 4th September 2012 were included in the results.

The questionnaire, together with a leaflet explaining the proposals, was posted to all current recipients of care in the home from a list of addresses provided by Adult Social Care services and a reminder letter issued part way through the survey period. In addition the survey was widely publicised to the general public through the Council website, local press and radio, Herefordshire Matters, and by posters placed in community centres, GP surgeries and village notice boards.

Alongside the survey questionnaire, the Citizen Involvement team facilitated a series of public and stakeholder engagement events around the county to gather qualitative data – the results of these events are being communicated separately to this report.

In the tables and charts in this report, all the percentages are calculated as a proportion of the total number of responses to each question unless otherwise stated.

It is important to note that in the case of some questions large numbers of respondents did not answer the question and this should be taken into consideration when interpreting the results.

Results

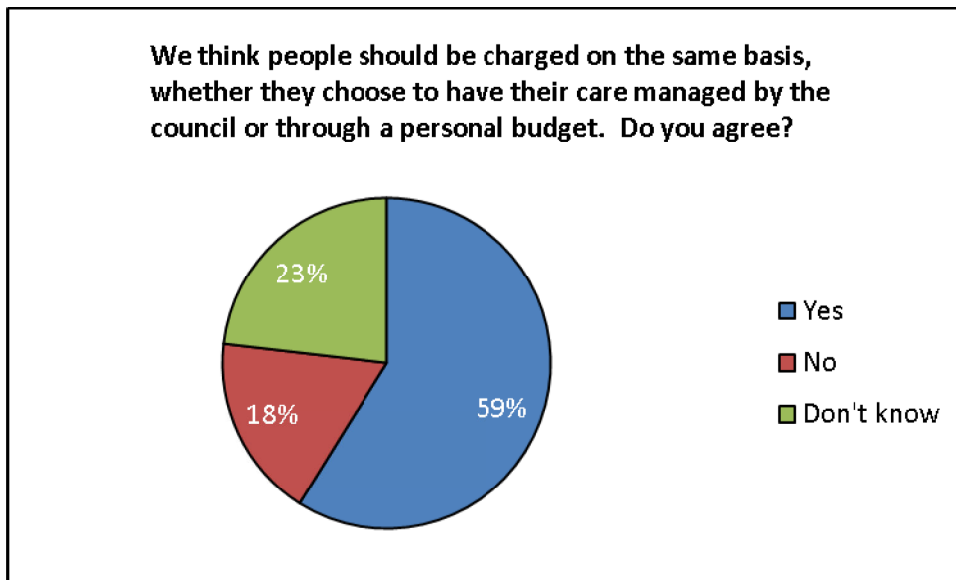
564 responses were received for the survey, of which 509 were the standard paper questionnaires and 55 were online responses.

Please note that in the tables and charts in this report, all the percentages are calculated as a proportion of the total number of responses to each question unless otherwise stated.

1. Fair charging for traditional and personal budget service users

We think people should be charged on the same basis, whether they choose to have their care managed by the council or through a personal budget. Do you agree?

	No.	%
Yes	303	59%
No	92	18%
Don't know	119	23%
Total	514	
Not answered	50	
Total survey respondents	564	



2. Paying the full cost of the services you use

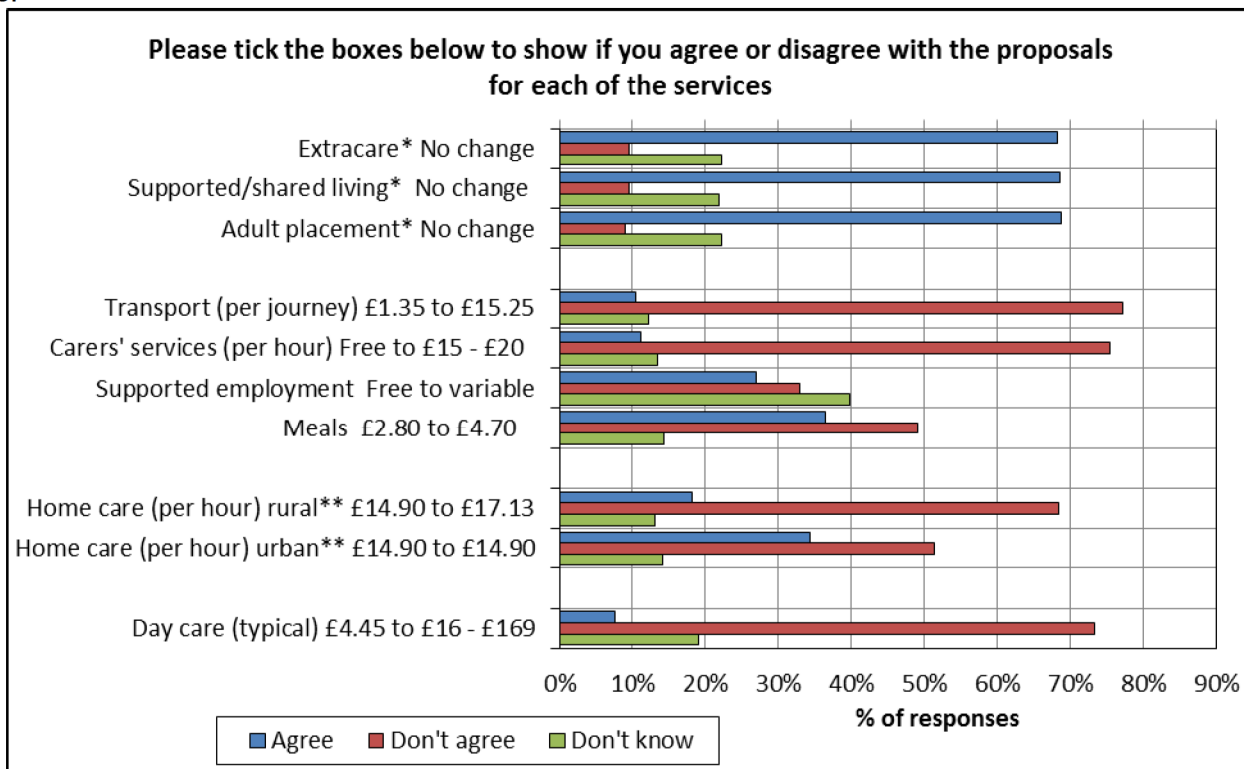
Please tick the boxes below to show if you agree or disagree with the proposals for each of the services.

	Agree		Don't agree		Don't know		Total ans.	Not ans.	Total survey resp.
	No.	%	No.	%	No.	%			
Extracare* No change	239	68%	33	9%	78	22%	350	214	564
Supported/shared living* No change	238	69%	33	10%	76	22%	347	217	564
Adult placement* No change	237	69%	31	9%	77	22%	345	219	564
Transport (per journey) £1.35 to £15.25	50	11%	364	77%	58	12%	472	92	564
Carers' services (per hour) Free to £15 - £20	53	11%	358	75%	64	13%	475	89	564
Supported employment Free to variable	114	27%	139	33%	168	40%	421	143	564
Meals £2.80 to £4.70	169	36%	228	49%	67	14%	464	100	564
Home care (per hour) rural** £14.90 to £17.13	80	18%	300	68%	58	13%	438	126	564
Home care (per hour) urban** £14.90 to £14.90	153	34%	228	51%	63	14%	444	120	564
Day care (typical) £4.45 to £16 - £169	35	8%	340	73%	89	19%	464	100	564

* Paper questionnaire only allowed one response for the three parts combined which I couldn't replicate in the online version and therefore created three separate parts.

** Paper questionnaire only allowed one response for the two parts combined which I couldn't replicate in the online version and therefore created two separate parts.

In addition some respondents who completed a paper questionnaire answered the component parts of these questions differently. By analysing the results in this way it is possible to take account of these cases.



Tell us how these changes would affect you.

There were 330 comments made. Please see appendix A for full list.

Working out a fair charge for services

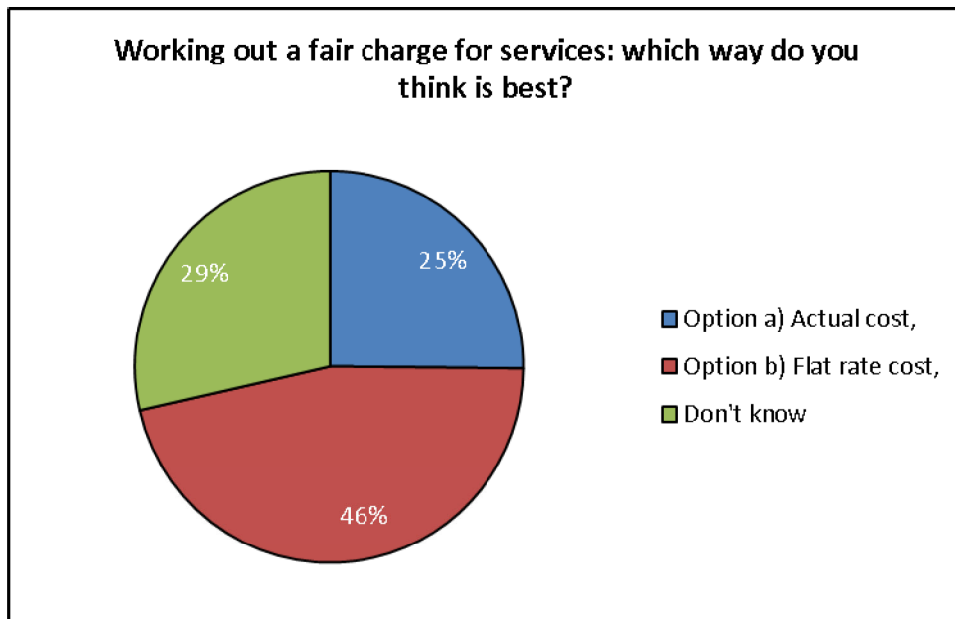
There are different ways for us to work out how to set the changes for council managed services under the new system.

Option a) The actual cost would be charged.

Option b) We could set an average charge. This means that there would be a flat rate and everyone would pay the same for a service.

Which way do you think is best?

	No	%
Option a) Actual cost,	117	25%
Option b) Flat rate cost,	215	46%
Don't know	133	29%
Total	465	
Not answered	99	
Total survey respondents	564	



Tell us how this would affect you.

There were 274 comments made. Please see appendix A for full list.

3. Paying for transport

- a) It is proposed not to pay transport costs for people who already receive the mobility component of the Disability Living Allowance.

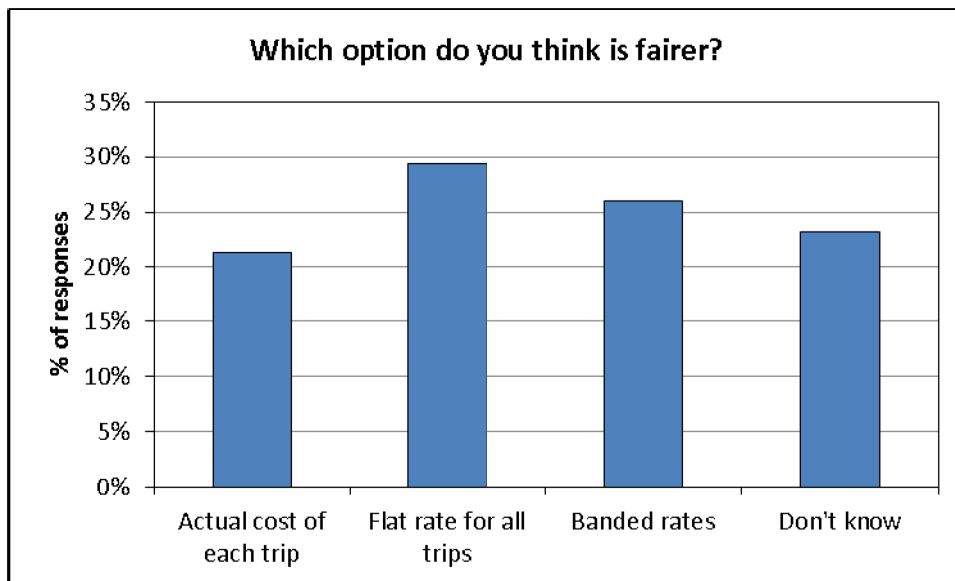
Tell us how this would affect you.

There were 328 comments made. Please see appendix A for full list.

- b) Transport costs vary depending on the length of the journey and where you live. To make sure charges are fair, we could either charge the actual cost of each trip, work out an average charge or flat rate for everyone, or set banded rates based on the distance to the nearest service to where you live.

Which option do you think is fairer?

	No.	%
Actual cost of each trip	101	21%
Flat rate for all trips	139	29%
Banded rates	123	26%
Don't know	110	23%
Total	473	
Not answered	91	
Total survey respondents	564	



Tell us how this would affect you.

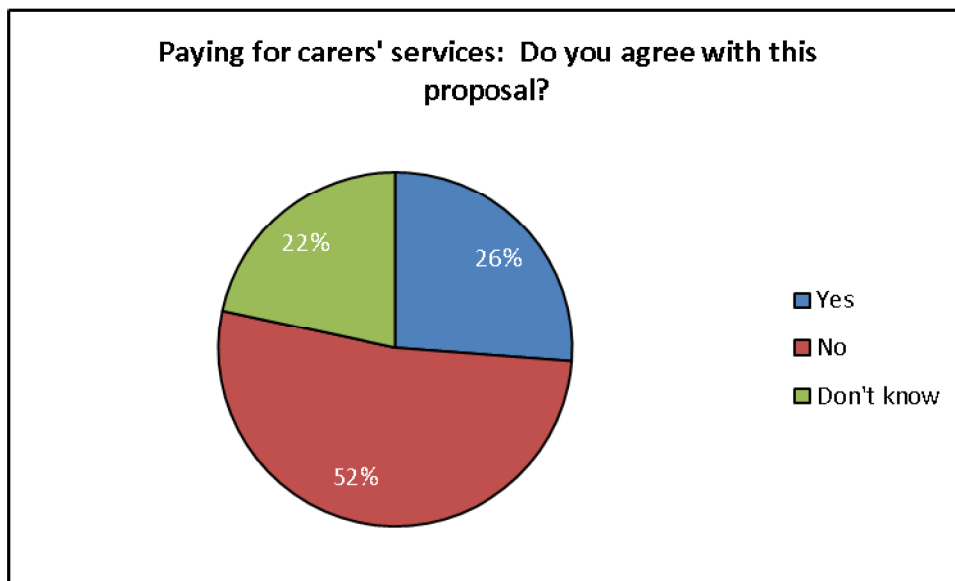
There were 236 comments made. Please see appendix A for full list.

4. Paying for carers' services

It is proposed that carers will be charged for the full cost of the service, although anyone needing financial support will be given a financial assessment to work out how much they can afford to pay.

Do you agree with this proposal?

	No.	%
Yes	137	26%
No	273	52%
Don't know	113	22%
Total	523	
Not answered	41	
Total survey respondents	564	



Tell us how this would affect you.

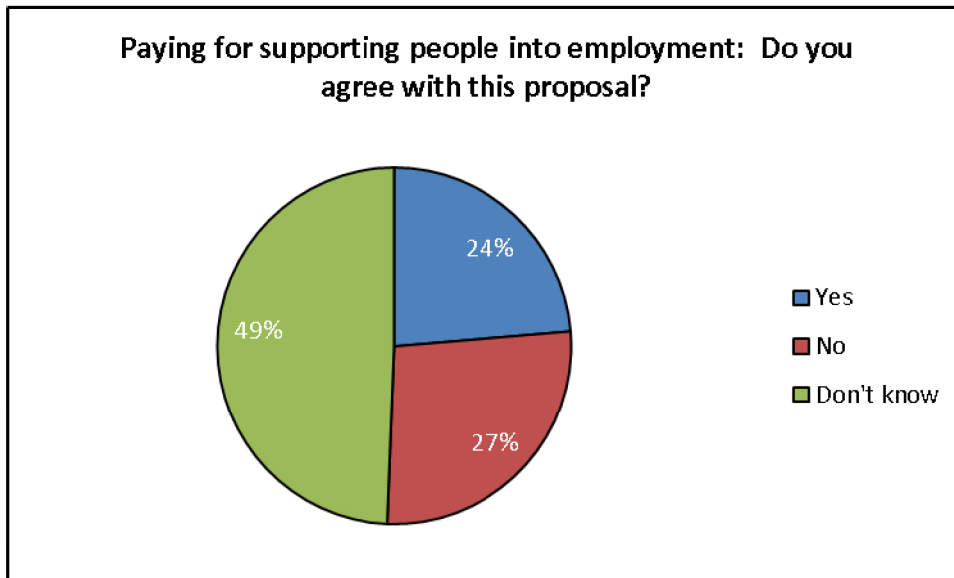
There were 275 comments made. Please see appendix A for full list.

5. Paying for supporting people into employment

It is proposed that the council charges for services that support people into employment. However, we will ignore any earnings and working tax payments that people get in the financial assessment.

Do you agree with this proposal?

	No.	%
Yes	115	24%
No	131	27%
Don't know	240	49%
Total	486	
Not answered	78	
Total survey respondents	564	



Tell us how this would affect you.

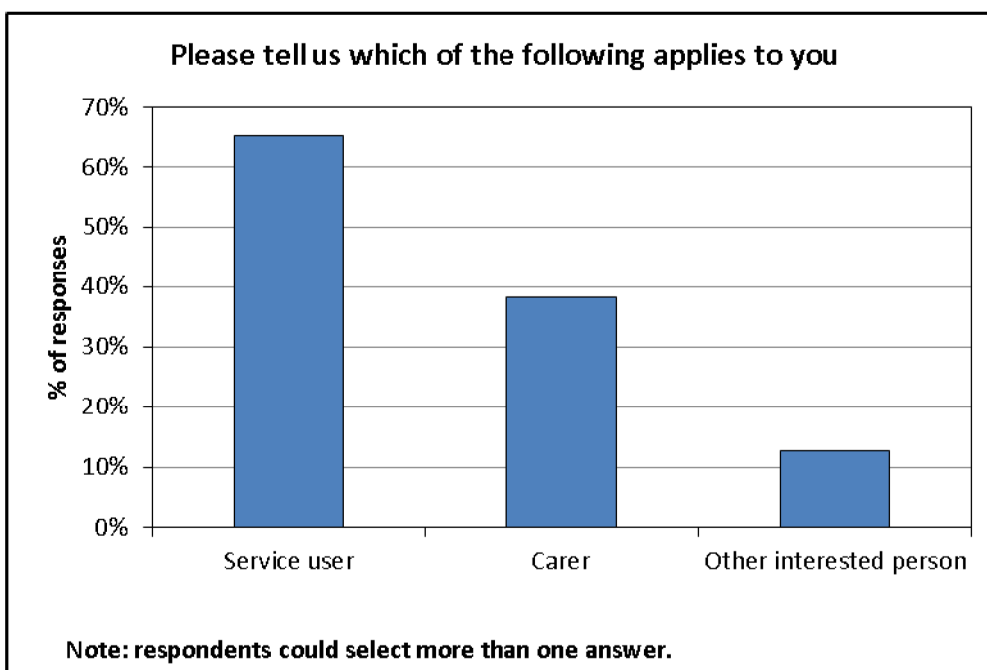
There were 206 comments made. Please see appendix A for full list.

About you

Please tell us which of the following applies to you (tick as many as apply).

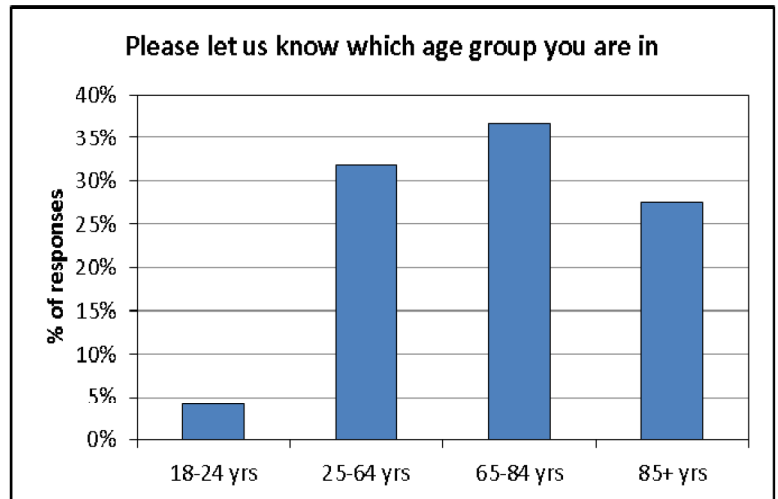
	No.	%
Service user	342	65%
Carer	200	38%
Other interested person	66	13%
Total respondents*	523	
Not answered	41	
Total survey respondents	564	

*Note: respondents could select more than one answer.



Please let us know which age group you are in.

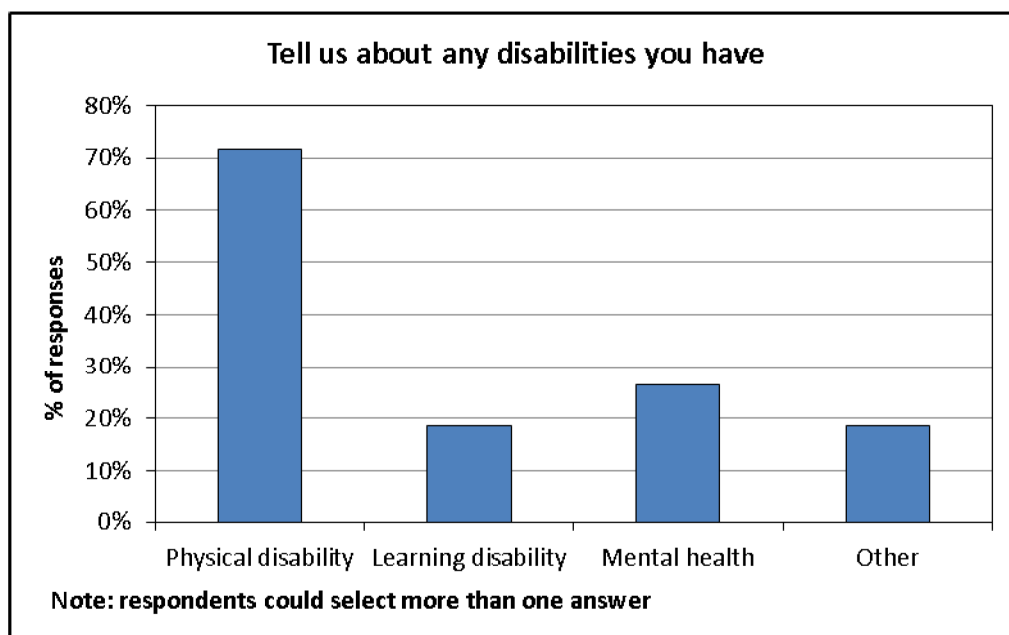
Age band	No.	%
18-24	19	4%
25-64	146	32%
65-84	168	37%
85+	126	27%
Total	459	
Not answered	105	
Total survey respondents	564	



Tell us about any disabilities you have.

	No.	%
Physical disability	309	72%
Learning disability	80	19%
Mental health	114	26%
Other	80	19%
Total respondents*	431	
Not answered	133	
Total survey respondents	564	

*Note: respondents could select more than one answer.



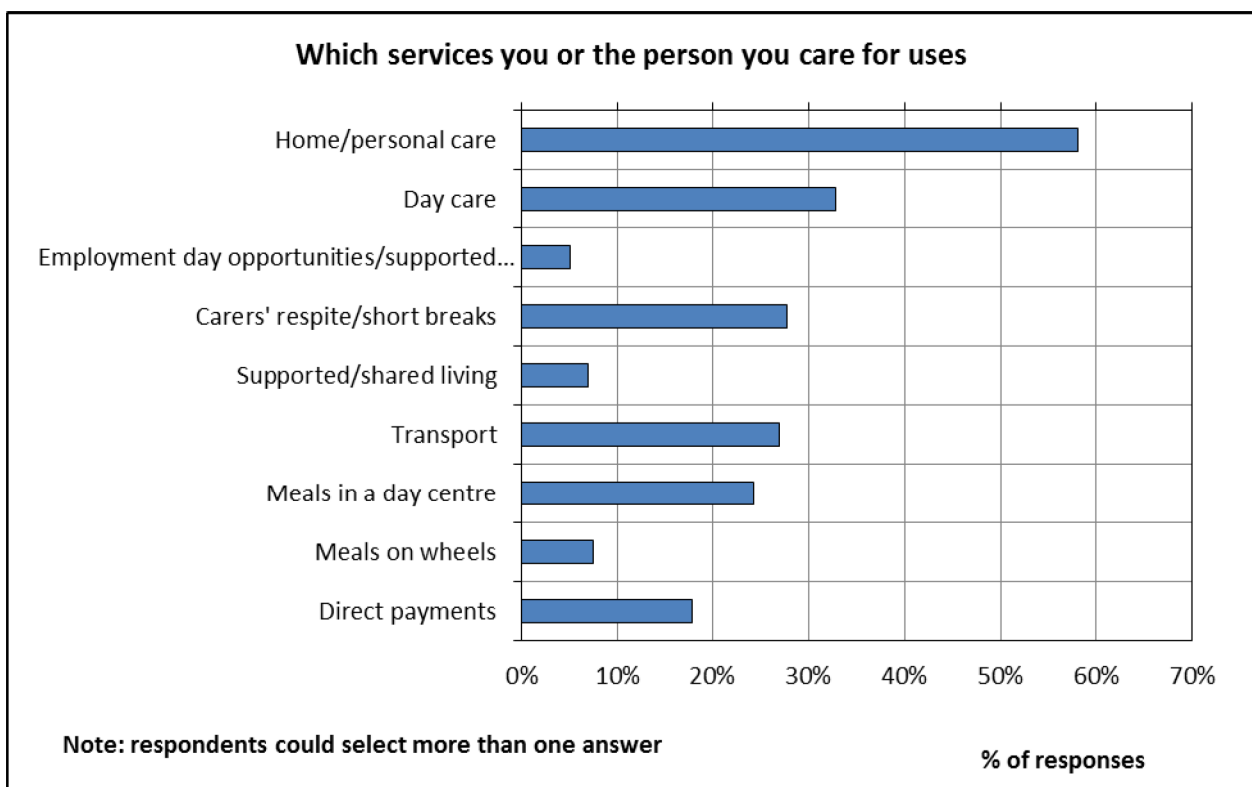
Other, please specify:

There were 72 comments made to specify other disabilities. Please see appendix A for full list.

Which services you or the person you care for uses (tick as many as apply)

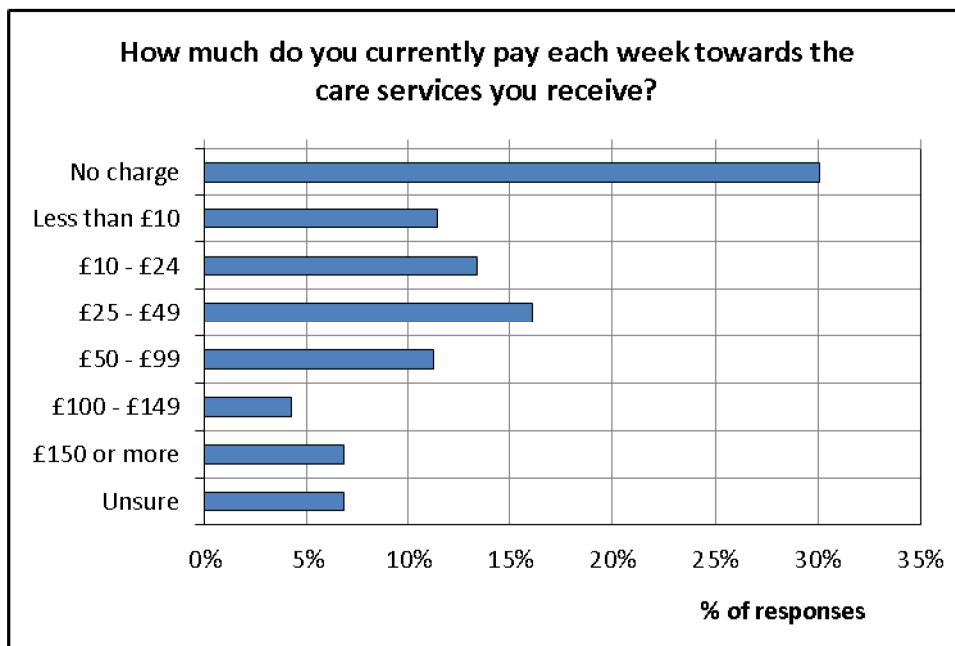
	No.	%
Home/personal care	286	58%
Day care	162	33%
Employment day opportunities/supported employment	25	5%
Carers' respite/short breaks	137	28%
Supported/shared living	34	7%
Transport	133	27%
Meals in a day centre	120	24%
Meals on wheels	37	8%
Direct payments	88	18%
Total respondents*	493	
Not answered	71	
Total survey respondents	564	

* Note: respondents could select more than one answer.



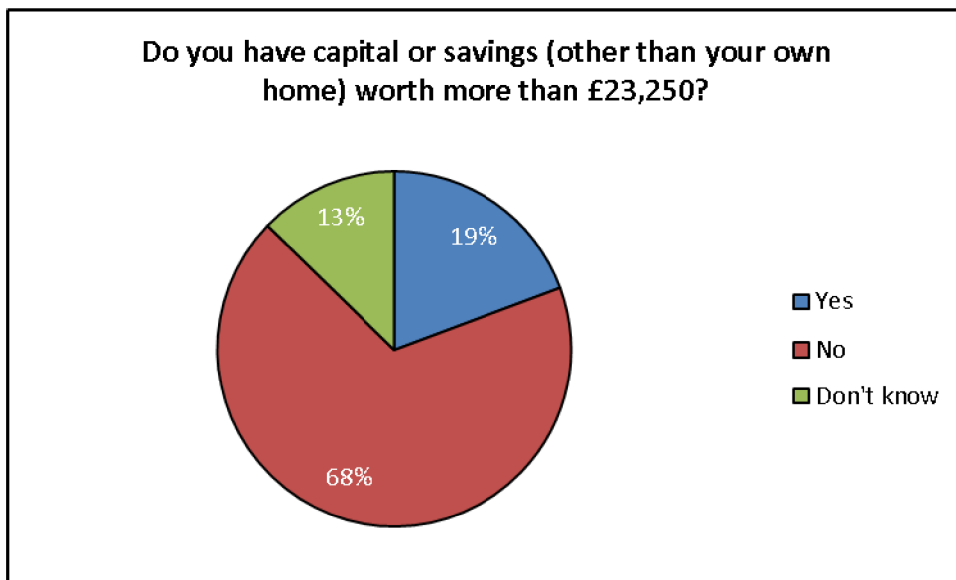
How much do you currently pay each week towards the care services you receive?

	No.	%
No charge	142	30%
Less than £10	54	11%
£10 - £24	63	13%
£25 - £49	76	16%
£50 - £99	53	11%
£100 - £149	20	4%
£150 or more	32	7%
Unsure	32	7%
Total	472	
Not answered	92	
Total survey respondents	564	



Do you have capital or savings (other than your own home) worth more than £23,250?

	No.	%
Yes	94	19%
No	330	68%
Don't know	62	13%
Total	486	
Not answered	78	
Total survey respondents	564	



Additional comments elsewhere in the questionnaire:

There were 33 comments made with regard to various questions. Please see appendix A for full list.

212 respondents provided contact details which will be provided separately to ensure confidentiality.

Appendix A: List of comments

Note: Where names have been provided these have been removed to preserve anonymity, however it is important to ensure that no individual can be identified from the comments provided before publication.

1. Fair charging for traditional and personal budget service users.

We think people should be charged on the same basis, whether they choose to have their care managed by the council or through a personal budget.

Tell us how these changes would affect you.

Comments:
3hrs respite care at £20 per hour and £16 transport totals £75 per week. How much do you pay carers?
A charge for care would make impossible to use the care services on a regular basis.
Adverse effect on my personal finances and budget (as a carer). I currently benefit from the free carer services.
Alarm call? Home Care.
Already have a personal budget so no change.
Already means tested.
Am concern at the ten-fold increase proposed for transport - it appears to be cheaper to hire a public taxi, surely would decrease the numbers using "council bus".
Any charge would reduce the payer's disposable income. Most recipients are on a fixed income.
Any extra charges are not affordable on a fixed income. Inflation meant to be 2% or 3% in line with benefit increases!!
Any extra charges for day services, would be financially difficult to pay.
Any increase in charges will impact on my mother's quality of life. The more you charge the less she will have for day to day expenses, for example heating.
As a 24/7 carer for my husband I need respite care for shopping, hospital, dentist, bank and the 101 extra things I need to do. The proposed charges are exorbitant. There is little time for leisure activities. This time allows me to function on a daily basis.
As a carer I would be charged up to £140p/w for 7hrs p/w to have a little life of my own and escape from 24/7 support for someone in final stages of Parkinson's Disease. Without that I couldn't manage and my husband's care would fall entirely on public services.
As a carer my health will suffer with money worries etc. These huge increases will restrict my already limited life as a 24/7 carer locked in my home with my stranger husband who has dementia.
As a carer with a Direct Payment for the service use I'm not sure that I will be affected. I don't really understand the different "services" as I don't use them.
As we would expect to be self funding my husband's twice monthly Day Centre attendances would cost an extra £118.20 per month. If we have to pay for all this ourselves it would cost £20 per hour. I currently receive 4hrs per week therefore cost will increase to £80 per week / £320 per month.
At 100yrs old my savings are being depleted rapidly enough now.
At present Carer's Services are provided free paying for them would be a strain on my budget.
At present I am able to look after myself but need someone to drive me to appointments.
At present I do not have day care as I'm still being assessed but if I had to pay for the daily 0.5hr care I currently receive it would make a big difference to my quality of life and what I can afford.
At the moment I am paying for all my care, which is taking all my savings, what am I able to leave my family ?
At the moment I don't have any of them.
Because I already pay for a lot of my care now.
Because the wife and I have not had a holiday for over 30 years. We have never been out of work. We have paid all our taxes. So, why can't we keep what we have saved?
Carers' service provides me with a little respite to do my own thing. Charging me would mean the money I earn cancels itself out.
Carers services my mum has had a stroke and is disabled and can barely write her name.

Comments:
Carers will be cancelling a very important service where they need a break when caring for someone with dementia. Many carers are retired and over the age of 70+
Carers will not use services and subsequently go into crisis which in turn will cost the LA more.
Charging for carers breaks would affect me, and the other costs (apart from transport) would affect the person I care for.
Cost not in my budget.
Cost of day care centre will increase. Cost of transport to day centre will increase. Happy to pay increase in cost of lunch, but other increases too much for me to pay.
Cost of homecare and paying for carer break will increase our expenditure. Cost are already more than my wife receives in Benefits so with higher costs capital will be eroded more quickly ending up council funded sooner. I struggle to maintain my job as it is, any less career hours or increased charges make holding down my job more awkward.
Cost too much. Would then be more stressed and worried about money which will ????? on both carer and service user.
Could not afford any of these charges.
Could not afford carer break so I do not know how I will manage.
Could not afford proposed charges.
Could not afford them but so far I would not have to pay.
Could not use them. A ludicrous increase, our Benefits would have to triple.
Could these increases be a little less ?
Couldn't afford to have any care - insufficient money.
Council is encouraging senior citizens to live in their own homes instead of a residential home, then decide to put up prices.
Currently I am disabled and unemployed I would not be able to afford paying for these services. Some of my benefits (ESA) have also been stopped.
Currently I receive £173 p/w and have care costs of £32 so am left with £142 for everything else I require.
Currently pay for 2hrs p/w and have 6hrs p/w respite/companion care as recommended by Social Services free. Without this system our health would deteriorate.
Currently paying approx.. £1000 per month towards carers coming into home several times a day - cannot afford to pay any more.
Currently we will not be affected because we are not using any of your services.
Day care charges would increase by at least 25%
Day Care cost at present are Ok and within budget. At £169 there is no way I would go. Increase by a small amount is OK e.g. to £10 I can manage but add a charge on Extra Care. Supported/shared living and Adult Placement.
Discontinue use of effected services.
Do not think I [name removed] would be affected directly.
Do not use.
Does not affect me.
Don't know how these changes will affect me.
Don't know if I would be able to carry on with them.
Don't know (4)
Don't know. Extra Care has their own system.
Don't know. How do you expect us vulnerable and needy adults to be able to afford these services?
Don't know. Perhaps financial assessment? ? ? ?
Don't think I should pay.

Comments:
Far too much bureaucracy, getting a personal budget, assessments or additional care all seem to take far too long - panel judgements seem impossible to obtain. Is this in the hope that people will be deterred from asking for help when they need it the most or that they will just pop off this planet before it is provided? What about the millions of people who provide care day and night without claiming any allowance/benefit - don't they deserve the support and have a right to a life too? It is totally unfair that you should be penalised for living in rural areas and have to pay higher care costs.
Having to pay for the 4hrs p/w care I now get free would affect me. I think the proposed charge too much. I already pay privately for home care 4 days a week.
Home Care - probably no effect.
Home care would be more expensive especially as agency carers are not allowed time between visits for travel. ? We haven't had to use Carers' services as there are 2 of us caring, but for sole carers it would be a prohibitive cost for a visit to their doctor or hospital outpatient treatment. We have been caring for ten years and I now only go out from home on average about once every 8 weeks.
I agree charges have to increase but should be phased in. Transport and day care costs with these large increases will deter clients from using the facilities.
I already pay toward my care which is not very efficient. My daughter pays for it as it would leave me short of money some weeks.
I am 24/7 carer for my husband. One day each week I receive 4hrs free of charge carer break. This is the only time I have to do extra chores etc. If we have to pay we will not be able to afford this service. My husband is severely disabled and we receive no other help.
I am 91 and care for my 91 year old wife 24/7 with absolutely minimal help. I get no other financial help, you are going to penalise me further. I have worked hard all my life, paid taxes for others and your proposals are a fundamental departure from the Social Services we have worked for. My views will make no difference to your disgraceful policy charges proposed.
I am a carer for my mother who now lives with me. She has saved all her life for "a rainy day" thinking it wise. Why should she now be expected to pay now she needs support?
I am a male carer who has severe illness and mobility issues for my wife who has dementia - diagnosed in her 50's. My carers break is a total lifeline as it give s me a break and allows me to do things I'm otherwise unable to do during the week, e.g. shop for food.
I am a pensioner. I received the lower rate DLA and a small private pension on which I pay tax. I have no family and therefore am totally on my own. If anything breaks down or needs fixing in my home I have to pay for it to be put right or repaired. Tradesmen are very expensive nowadays and if I had to pay their prices.....well, I just couldn't. I don't drink, smoke, go out socially or have holidays. All my income is spent on food and utilities and paying off past debts.
I am doing everything myself at the moment, but at 80 looking after a £90 year old is very taxing physically and I cannot see it getting any easier as I am disabled to a certain extent myself as far as being able to use only one arm and both knees have 'gone'. Taking time off for necessary surgery is out of the question.
I am full time carer for my husband, the only social care received is 3hr/week Carer Break. If I am not able to care for my husband he would need full time residential care and very soon be a much greater claim on Social Care funds. I am 70 and have to think of my future too.
I am in my early 40's & live rurally - at present I am not directly affected. I do not think that it is fair that, with the exception of two minimum periods of maternity leave, I will be means tested to support care in my old age, while my taxes are supporting those who are receiving care now. My partner & I struggle to own our home, bring up children, and forego what others see as essential - e.g. holidays, to support those who will not work. We are trying to save for our own old age, & yet will be expected to fund costs out of savings we struggle to make. In addition, you propose to charge us more because we live in a village, where services are already low, and Council Tax is high!
I am not sure if they affect us - transport possibly may be more expensive so we can't afford to go out so much/so far.
I am paying everything so increased transport and meal would affect me.
I am self-funding for day care and already find it a struggle managing my budget. Increased charges would bring hardship.
I am worried that when my wife needs extra care that I will have a lot to pay !

Comments:
I attend Age concern Orcop once a fortnight purely for the social aspect, I am charged for day care so the charge would be greatly increased and if it should indeed be as much as £16 I would not be prepared to pay it.
I believe people should pay a reasonable amount for their services but the "full" cost as outlined here is above market price and therefore not good value for either the council or s[ervice] users, should be looked into. Carers MUST CONTINUE to receive free services . they save the LA & therefore all of us many hundreds of thousands of pounds in unpaid care & it is immoral to charge them for the privilege of having a few hours off. Many older people will not agree to a financial ass. & therefore no longer have a service as it will eat into their savings. A tax on their goodwill is not even equitable and will be challenged legally. Very short sighted as crises will develop earlier requiring s[ervice] intervention when carer no longer able to cope. I live in a rural area and will object to paying for street lighting etc. if I have to pay more for my care. Agencies do not charge more so why the council???
I can't afford to have hot meals.
I care for my elderly mother who has dementia and currently have six hours per week of carer's breaks free of charge. I could not afford to pay £100 plus per week for this.
I could afford it if I was given my own budget and it was adequate. Waiting for I.B. for 4 years.
I could not afford it.
I could not afford the charges and would have to give up carer breaks.
I disagree as I'm on a limited income and having increased hospital visits (travel expenses) since being diagnosed with acroangio dermatitis in 2009.
I do not know as I cannot understand if it will affect me as I'm receiving a Personal budget.
I do not know.
I do not require home care.
I do not think it is good to this at all it will put us all out with many to pay. Stay as we are now.
I do not understand the format of the above questionnaire. It is badly planned and confusing, and I am not stupid.
I do not use any of the services listed except the carer's support service to the extent of 7hrs per week and I believe this service should continue - free.
I don't pay everything.
I don't use care help only hospital transport because of my operations.
I gave up full time employment to care 24/7 for my mother. I do not feel it fair that I should have to pay yet more. It would be more than my carer's allowance. I have paid into this system since I was 16 and I am now 55.
I get free Carers support which helps keep me sane. Because my husband has had to take retirement due to ill health he now receives what is in effect half pay, he is 52 years of age and we still have 3 young people who are not yet settled into permanent employment. I think the jump for transport from £1.35 to £15.25 is enormous and would understand and accept a small increase but certainly not such a jump as is proposed.
I go to Caldwell Court on Thursday and pay £5 for my meal, taxi £11; the charges would make this much more expensive; it is a day out, but few activities, e.g. bingo, and we pay for that too.
I have been assessed. I pay £65.53 and I feel it fair. I have personal budget which pays towards my support hours 1-to-1 plus other 1-to-1. Also have shared [?hours/houses] to meet my needs.
I have learning disabilities and attend Echo 2 days a week. I live off benefits and need support in order to live, not for leisure - it is a vital part of me being able to live and be accepted in the community. Why should country people be made to pay more - we have no services on our doorstep. It costs more to live in the country, it's not my choice, I was moved by social workers.
I have lost my social worker and now due to lose my support worker, how do you expect me to cope? Since April 2011 I have been awaiting Personal Budget. Leominster s/s and mental health team have not even started the process. I do not have the money to pay for services so am being left isolated, not valued and very scared of the outcome. The worry and stress is immense.
I have no income so any changes must come out of my Individual Budget.
I have ticked 'don't know' as <name removed> doesn't use these services - he is at home wheelchair bound and we cannot afford any changes.
I live in a rural area and don't wish to be penalised for this.

Comments:
I live in a rural area therefore will cost more. DP needs to reflect changes. Are you saying that my assessed care via Direct Payments will no longer be free ?
I only have £96.00 a week so could not pay.
I pay £125 p/w to Extra Care and £40 p/w to Elgar for rent.
I pay 4hrs care, own transport and meals. We raise our own money for activities. What does the council provide?
I pay for my mother-in-law to go to day centre one day a week. She refused a financial assessment although I know she does not have over the qualifying limit of savings. She refused because she doesn't feel she wants people knowing her business!
I pay for my own care but know from attending Day Centre how increased charges would affect people in need.
I refused a financial assessment, that's my business. I've saved all my life, not frittered it away, I'm expected to pay the full cost. This is very unfair. people who have not saved will be charged the minimum; I will be subsidising these people.
I should be paying less now as I have less money in the bank now.
I think it would destroy any life he could have - why don't you just kill off the old, ill and disabled? Then you'd really save money.
I think there should be an increase but not such a big one - or it should be phased. A lot of people won't take up day care if there is such a big increase all at once and this will lead to other problems of social isolation and illness which will put family carers under increased pressure and lead to more people needing services like respite care (because carer's can't cope) and hospital admissions (e.g. falls will increase). Those who have a lot of money or no money will be fine, those people in the middle who have worked all their lives will be penalised and will wonder why they didn't spend their money.
I will continue to use the meals service because I believe the increase is fair as the hot meal is delivered to the person.
I will just have to die earlier. If I'd known about this 40 years ago, I'd have enjoyed life.
I will stay at home.
I won't be able to keep her at home and why should single mothers pay I am a widow on pension you get a government budget you take it out of there like you have been doing.
I would go without meals and pay care as I can't afford new transport charge if I had to pay that amount.
I would have difficulty in affording £15.25 per journey from my DLA but would be happy to contribute £4.70 for meals.
I would have to pay whatever you decide to do. Tighten my belt.
I would have to reconsider whether or not to attend Day Care Centre.
I would no longer be able to go to Age Concern Club each Thursday. I am in wheelchair and need transport to get anywhere. My daily care would become prohibitive - I have carers twice a day. What would happen to me then?
I would not attend as many days per week. It would cost too much for little benefit.
I would not be able to afford it.
I would not be able to afford the charges and assets would need to be sold that would reduce my income which in turn means I could not stay in my present home.
I would not be able to afford these increased charges unless my Personal Budget was increased in line with them.
I would not be able to go to the Age Concern Club I attend, so would not see anyone week to week.
I would not be able to have breaks or go out to work.
I would not be able to have carers in at night - the cost would mean cancelling "Kemble Care". The support I receive means my husband and I can have some quality time together.
I would not be able to pay for extra care should I need it in the future.
I would not be able to sustain an increase in charges, therefore my condition would deteriorate without daily support.
I would not pay for my carers break. I would manage without it.
I would stop going to the age Concern Club once a fortnight.
I would stop going to the day Centre I attend fortnightly because I refuse to pay all the new charges.
I wouldn't be able to attend day centres as I could not afford to pay the full price.

Comments:
I wouldn't go to day centre (2)
If charges become too high I will not be able to afford to attend & will stay at home.
If cost of day care is too expensive fewer people will attend and then more services will be required in the home. It is easier to care for 10 people in day care than ten people at home. More voluntary groups need to be involved to help disperse the costs.
If Home Care costs £14.90 per hour, why do you pay Direct Payments at only £9.70 per hour ?
If I had to pay more Home Care I would have nothing left for insurances, equipment servicing, upkeep of home, food, gas, electric, water, phone, computer etc.
If I had to pay more I would not be able to go to day care so often.
If I was charges more for day care services, I may have to drop a day.
If meals were increased to £4.70 then its more of a burden on my carer to make me something for lunch time on their "day off" when I'm at Day Care. It would be cheaper to phone for a take-away and get it delivered to the Day Centre !
If the charges rise I won't be able to attend Day Centre which enhances my life.
If the costs are increased for my parents in all probability they will not be able to have carers visit them. They are 92 and 89 years old and cannot manage without help.
If these charges were implemented I would stop using the service as I could no longer afford to go.
If these services are a greater charge I feel many people will cease having the help of the services as financially they can't pay more. I am not in this group but speaking to others this will cause hardship to some people.
If we had to pay a lot more for day care I would have to consider cutting my sisters days at her day centre.
If we have to pay these over 10 fold increases we simply will not cope. We have 2 children to look after as well as an adult. My health has been severely affected by caring over the last 12 months and I am seriously concerned that this additional stress will leave the children without either parent.
If we were charged for having someone to take our son out for four hours a week we would stop the service
I'm on a fixed income.
I'm on a low income but dependent on day or half day courses at Haffernan [?] House. I feel I contribute to my well being and keep s me out of hospital.
Increased cost of carer's services.
Increased costs on a low income. I am moving on to Direct Payment and believe I can achieve significant savings for the authority through my own efforts.
Increases in cost of living and social services charges are more than my income increases. I no longer have any capital other than my home and I worked for that foregoing many social opportunities in order to do so.
Increasing the cost on a person on fixed income simply means the council is putting me in a position where if I can't afford the care and day care services I have to look at cutting my own spend.
It all depends on how much it goes up.
It could be difficult to meet increased charges for urban home care.
It is only the transport changes which would apply to our circumstances.
It means I would have to give up work to care for my father as he would not be able to pay for it.
It will impact on my financial management.
It would be cheaper to buy a ready meal from M&S or supermarket. I think anyone who has paid into the system all their working life should receive free treatment.
It would be difficult with my current income to afford this.
It would cause me more upset, stress and depression.
It would lower my standard of living, put extra burden on my family and erode all my savings. Increasing cost is not sustainable when incomes are fixed, low and/or limited.
It would make life more difficult for me.
It would mean we could no longer afford the care we need. Unaffordable for most users. The social interaction gained from attendance may be greater than the physical needs.
It would not matter as I am charged where letter to me state £0.

Comments:
It would prevent me attending Widemarsh Workshop where I see my friends. I am visually impaired and would be isolated.
Just started care.
Large increase in Day Centre charges will resort in my parent not attending thus removing her one day a week of social interaction with like minded people. Probably leading to depression and extra cost to the NHS.
Less personal money to spend.
Look how the service is delivered i.e. Leadon Bank Day Care - some days 3 or 4 carers only 3 service users. Who is paying?
Looking at this it would seem, the charges would be the same. We are lucky in both my husband and myself support my mother-in-law outside the care she has 3 times a day. I feel very sorry for those not so fortunate.
May be unable to attend day centre twice a week.
May have to have less time in future and my wife would not be able to go to work.
Meals = £4.70 ridiculous cost, can be obtained commercially cheaper at £2.80 is high. Can't afford any more.
Meals are expensive at £4.70, will buy cheap "ready meals".
Meals increase of 1.90 (per meal) = 67.85% At present I have 7 meals each week at a cost of 19.60. This will increase by 13.30 to 32.90 per week The WRVS presently provides 100,000(approx.) meals per annum to its 500 customers. The proposed increase will therefore save the council 190,000.00 at the expense of those 500 customers. This unfair to those 500. When the Government is boasting about not increasing council tax for the many, it appears to be forcing the local council into making changes of this nature. Are we really ALL in it together? There must be many ways in which the council could make this sort of saving without targeting the very few unfairly.
Meals is the only relevant item.
Meals would be more expensive, currently I use the service 7 days a week.
Mobility allowance is £20.55 p/w Proposed charges would be £152.50 p/w not possible to pay this or the day care proposed £80.00 p/w out of benefits received.
[name removed] is 97 years old and needs support.
Mum would not be able to attend the Day Centre the 3 days a week she goes.
Mum has mental and physical disabilities and needs a lot of care which is provided by myself, sister, sure care and day care. Transport by Dial-a-Ride. Mum is self-funding and these new increases will bring the total average cost of her care to £396 per week. For Mum residential care is now a more viable option.
My carer could not afford to pay the proposed new carer services charges. This will mean she will not get the respite time she needs.
My daughter is about to transfer to Personal Budget. Not sure what's available to her but see people struggling to have support to do activities if costs are raised.
My elderly mother is physically disabled and has dementia. I've not been employed for the 18 months she has been living with us because she cannot be left alone. 24hr live-in care is not financially viable so I rely on day care at a reasonable price to allow myself any sort of personal time/leisure.
My father is disabled physically and unable to converse, so if we could not afford the care that he has, he would be greatly affected.
My father needs 24/7 care and worked and paid taxes all his life - why should he now be penalised by having to pay more towards his care now? I have given up my career to care for him in his own home saving the council an enormous amount of money and yet you want even more. THIS IS NOT fair.
My husband only has the Home care service and the new charges if I had to pay them would put me in the red within the year and it would seem yet again that the rural areas are carrying the urban areas yet again!!
My husband would refuse to go to day care if he had to pay more than the 3 - 5 that he does at present. I would then lose my free time which I use for voluntary work and visiting.
My husband would refuse to pay much higher charges and I would get no break. I have been caring for him for the past eleven years.
My mother is self funding so extra costs may mean the difference to living at home and having to go into residential care.

Comments:
My mother would become housebound, her savings would be used up totally (at present they are used for occasional treats). Life would become intolerable for my family who already suffer with me supporting her full time as she has dementia and a stoma. Ultimately she would have to go into a home. I have fought for six years to keep her in her own home.
My mother would not be affected as she pays a restricted amount for Home care as a result of financial assessment
My mother wouldn't be able to afford any big rises in cost.
My mum will not be able to go to day care.
My mum's care charges will increase. The carers do very little as it is, it is unfair to pay for what they currently do. Needs of the person should be considered that is what the carers actually do while visiting. Sitting and drinking coffee should not be charged !!!
My only outing each week is to the Age Concern day centre and this would have to go if the cost increased by such a vast amount. I do not need much care there as I mercifully can look after myself at 91!
My wife & I are both pensioners and wouldn't be able to afford some of the proposed charges. My wife's mother is 89 and only gets charged £15 per hour for home care visits each day (she has dementia) in London !!! We certainly couldn't pay up to £169 a day for day care.
n/a (11)
Negotiation for PB began in May 2011, it is still not in place. There have been 8 meetings with different social Workers (when they bother to turn up). They do not arrive when they say, no explanation, no phone call, no apology. Mental Health Team in Leominster have not even begun their PB. I and my partner will end up in long term care.
No effect (2)
No change.
No comment !!!!!!! Disgrace.
No idea !
No longer would be able to use them. This will result in a degradation of the carer's health. It is essential that people can interact with others with the same disabilities i.e. learning difficulties, or they will be isolated as they find it difficult to associate.
Non of these changes will affect [name removed] at this time.
Not affected.
Not affected.
Not at all
Not at all as I do not use any of these services as I am on a personal budget through Direct Payments.
Not at all at the moment
Not at all. Pay our own care and do not use day care.
Not at the moment but I am retired and my partner has a disability so who knows when we will be affected.
Not enough money each week to go to work/college, I would have to do less.
Not much of a change but would now possibly have to pay for supported employment.
Not sure as currently wife is Sectioned and in Stonebow Unit so don't pay care charges currently.
Not sure my husbands care is funded by NHS so should not be affected, but I am allowed 16hours a month respite care, which is only equivalent of 4hrs per week, which is not a lot, and by looking after my husband the NHS are saving as if he was in full time care it would cost a lot more. If I had to pay for my respite care I would not be able to go out very often.
Not sure (3)
Not too much yet although maybe the travel costs.
Obviously paying for care would impact on us but we would have no choice if all carers are charged.
On DP so I don't know.
Only affected by transport costs possibly.
Only home care would affect me.
Option A.

Comments:
Option B would suit us best.
People will not be able to afford to go to day centres (?and/or?) have care.
Personal budgets are being squeezed every application, in time you get less and less service available.
Prevent access to the care needed. Heighten potential danger by health deterioration and welfare at home to self, spouse and family. Unaffordable, therefore quality of life determined by ability to pay.
Probably not at all as I can pay, but many will not qualify for financial support but will not be able to afford the services or will have to cut back.
Probably not much as my mother is means tested. I can agree with the tabulated changes as long as they are means tested on a scale similar to the current one.
Process to get PB for my son began in April 2011 and he still does not have it. We have had over a dozen meetings many of which have been arranged by agency social workers who just do not turn up. no explanation/phone call given. I am now loosing MY support worker. I do not know where to turn as Leominster S/S are in total disarray and never respond to calls, letters.
Proposed changes for meals is well in excess of commercial costs and must include a hefty element for administration.
Reduce my standard of living.
Reduction in our standard of living.
Respite care would be less accessible than at present and therefore the effect on the customer, carer and family will be detrimental.
[Responded answered on attached A4 sheet]
So if charges go ahead and my Benefits stay the same as they are now I will not be able to afford transport/care/days out.
So much for "Social Care" - "Abuse of the elderly and their carers (70+)" would be more appropriate.
Social isolation - no respite from caring 24/7 for husband with Alzheimer's and mobility problems. Breakdown of my own health. Charges prohibitive and outrageous.
Some don't affect me. Others, I fear I will not be able to afford them.
Some increase would be acceptable but it is diabolical to charge full cost immediately. What has happened to the Council's commitment NOT to inc. charges for Adult Care.
Stressed out because we will be subsidising others.
Such increases do not take into account the ever spiralling cost of day to day living. Rural areas face pressures of poor public transport, therefore subsidies should remain the same or more.
The hourly rate for rural areas means that many fewer hours could be afforded. Has it been considered that the "good" workers will be directly employed by one or more clients at a cost between the rate you plan and what the carers are currently paid? Therefore only the "worse" employers will be working for the agencies.
The increased Day Care charges would considerably increase our payments which in time we would have to consider reducing our use of this service to save money.
The only support as a carer I receive is 2 hours a week I may as well pay for extra home care at £16 per hour.
The person I care for has 9hrs per week free homecare. Under the new proposals she would be asked to find £8016.84p per year. the only Benefit she receives is Attendance Allowance which is all taken up by additional private care.
The transport and day care figures are too high.
There would be more money going out to provide the services needed - although by living in the community the cost is substantially reduced. Charges between rural and urban - no difference - otherwise discriminatory.
These changes only affect me as meals but I know other people who would be greatly affected.
These changes won't really affect me.
These charges will not affect my daughter.
These charges would mean: I give up caring and get my life back. He goes into residential care. He is left alone to fend for himself, a danger to himself and other people.
These charges would put me off using services. I think it is very unfair to charge higher rates to those living in rural areas.
They don't at the moment, we use Direct Payment.

Comments:
They only take me to the toilet, that is extortionate. I could not afford to go and personal allowance is only £23 a week.
They will increase my payment significantly.
They would be devastating and would hit people who are struggling with life to their limits.
They wouldn't.
They wouldn't. I don't think it is right to punish those living in rural areas - they already get less for their council tax than urban residents. I think you should increase charges but do it more gradually over a number of years.
This is Granny slave labour in UK. In 2012 we would not go anywhere. A carer on basic pension gets 0.0059p per hour for 24/7 care given.
This questionnaire is deliberately misleading. It makes the presumption social services have to be brutally cut rather than looking elsewhere when the government tells us social services need not be affected by these cuts if councils are efficient & don't waste money on unnecessary projects. It is apparent the interests of the most vulnerable in society is the last consideration of Hereford councillors. ALL services should be means tested on service users including carers' services & MEALS with the worst off paying nothing & better off balancing the books. Vulnerable people will not eat if they have to pay £4.70 for meals & end up costing the NHS.
This would affect me severely financially.
This would leave me with very little of my income to pay for everything else i.e. leisure/social activities.
This would result in a large increase - once again penalising people who have managed to save as well paying their way throughout their lives.
Those I care for are already assessed to pay towards the services. As mother of child with mental illness who accesses "Care Farm" on minimum support and 2hrs care a week, I'll be worried about changes.
Transport and day care will be prohibitive to the people who use them. I am not well enough to do so but am hoping to do so in the future.
Transport would be too expensive and I live in an area with no public transport. I would bring my own meals. I would be unable to go to Day Centre if it was too expensive for me.
Usual scenario - the more you put into the system, the less you get out of it !
We have 2 carers 1hr am and the other 30mins pm. We would not be able to afford these charges for my 93yr old mother.
We live in a rural area and already have extra costs - petrol, taxi to nearest town round trip is £24, village shop food is more expensive. Grossly unfair to charge us more than urban dwellers.
We live in a rural area and it is difficult enough to find care agencies covering rural locations without the additional pressure and expense of paying even more towards costs. Our home is adapted and moving to town is out of the question. I feel subsidising rural care is very important given that Herefordshire is a rural County with many elderly people already isolated from easy access of regular services. It is a struggle to cover additional living costs related to rural living before any extra cost of care and support is factored in. I believe because of Herefordshire's rural communities that it's URBAN areas that should subsidise RURAL areas for a change and support small rural communities look after their elderly.
We pay £14.90 for father and that would increase to £17.13.
We provide day care activities and opportunities for people with a range of needs and disabilities. We support people into employment using a range of services. Typical costs are £20 per hour or £50 per day.
We struggle to survive financially as it is. My support has already been cut - which means I have all the responsibility of caring for my disabled wife. We have had 10 meetings since May 2011 regarding personal budget still no personal budget in place. What a shambles?
We want to care for our son but if council make the charges beyond our means we would have to seriously consider allowing council to take care of him full time in residential care. We are both pensioners on fixed incomes.
We will be no longer able to use them which will cause isolation, leading to depression and other long term illness and problems.
We will use up most of our life savings within 18 months.
We would "run" out of money. Perhaps we should just "die" ?
We would be unable to attend day centre or homecare.
We would have to pay the full amount for carer break.

Comments:
We would struggle financially to pay the increase in carers support - we are struggling now !
What would I give up? Where would I get the money from? Struggle to manage anyway. Carers will choose not to have services if they cost, result will be carer burn out and cost more support for the carer. This is counter to a policy of proactive support and preventative measures to reduce care expenses.
Why do the government and councils display such patent discrimination towards the elderly ? If old people were treated in exactly the same way as others they would be better off financially and spiritually. The group in society in most need of care get the least. I now from my own mother that the so called "home care" was hard won to start with after months of trying to get home help, promised for several times as week and then faded to once a week. The so called carers/helpers changed from week to week giving no sense of permanence and stability. Some stole from her others were dirty in their habits and attire. Complaints were ignored. The general feeling towards older people seems to be one of sufferance and council workers, carers and those engaged in social services forget that many disabled and elderly people did important respected jobs in society and many worked for over sixty years. They also paid into the NHS by taxes and National Insurance on the presumption that they would be looked after when they could no longer work and pay taxes. We seem to be going backwards into history where the only place for an old person was the dreadful work house unless councils hold out against savage cuts and make society aware that one day they will be old as well and will then either applaud or castigate councils and their officers for what they are doing now. The costs you set out here are ridiculous ! How many could possibly afford the hourly rates you are proposing? Even those on a bit more than the basic state pension could not even consider such costs. You are being instrumental in making it impossible for old people who have to spend most of their lives indoors, many away from shops and facilities and some without any family nearby. Your proposed policies are cruel and I think you should reconsider from start to finish taking a more humane and caring attitude to the older generation who cannot often speak for themselves and who have no champion to fight their cause.
Why should someone who did not smoke, drink, bet, go on holiday and work have to pay. Why should they pay?
Will all affect me soon especially carers and transport. I think the increases are too high. I'm 95 years old.
Will discontinue carer's break. Will look to purchase care elsewhere.
Will have to think twice asking for these services. Budget will be stretched if these new charges are implemented.
Will impinge in four areas incorporated within the opposite matrix, therefore a direct impact.
Will not affect me as there will be no change to my Care Package.
Will not be able to afford the increases.
With increased charges - will be unable to afford to go to Age Concern nor will a lot of my friends.
With so many cuts and proposed price increases, needed care would be beyond many person's resources including mine.
Would be a great hardship as on minimum benefits.
Would consider moving nearer to relatives in Wales where charges are less.
Would cost me a lot more money per week
Would effect well being and not to have a social independence that I have now as I could not afford the costs.
Would have to cut down on something in order to go to the things I like.
Would leave me with less for food and council tax, heating etc.
Would not be able to afford so many services and days at day centre.
Would not be able to afford the services.
Would not be able to afford them which would lead to on going problems and illness.
Would not be able to attend day care centre if charges are increased especially transport.
Would not be able to attend day care if had to pay more.
Would not be able to use day centre activities every day, I could not afford to.
Would not have the money for it.
Would probably have to cut down on current help. It is wrong that people who fought in WW2 and always paid their taxes and saved have to pay so much for care in their old age.
Would probably mean we could not afford to pay.
Wouldn't afford to live, money is tight now.

Working out a fair charge for services

There are different ways for us to work out how to set the changes for council managed services under the new system.

Option a) The actual cost would be charged.

Option b) We could set an average charge. This means that there would be a flat rate and everyone would pay the same for a service.

Tell us how this would affect you.

Comments
£38 a day is just not on. I would just stay at home. Have fund-raised for Age Concern since starting 10 years ago and that would stop to.
£38 flat rate is too much per day. I only attend for 4hrs at day centre and manage to walk with frame unattended. I attend twice weekly and £90.00 would be a big chunk out of my income.
A burden very hard on those (many I suspect) with savings only a modest amount above the means tested limit. Could be cheaper to go to residential care home. Is that what HC wants?
A flat rate cost would be best as it would reduce the cost of administration.
A lot of care depends on the type of disability you have.
A person with one carer should not pay the same as a person with two carers.
Actual cost would be more affordable than flat rate despite flat rate being more fairer.
Again, dependent upon my financial assessment.
Already pay for my own transport.
Although I regard 'B' as fairer it will have a huge impact on my finances. I'm not sure if I could continue attending the Day Centre.
Any additional cost would cause more financial burden.
As an AP carer the SU should have income according to needs therefore fair to pay according to needs. As a mother I would say flat rate as income low.
As before if costs rise, I won't be able to attend Day Centre.
As before increased costs would affect my quality of life and what I can afford.
At present does not affect us.
At the charges you are anticipating people could not afford to pay.
At the moment I try and make my own way here (?home?).
At the moment it would not affect us.
Attend Age Concern but don't need care.
Benefits are mostly at a flat rate for similar problems/needs.
Big impact on finances and what I will be able to afford.
Bruce would not be affected at this time.
Can't afford either.
Costs for elderly such be subsidised.
Could not afford option B
Could not have any.
Daughter lives in supported living placement so not really applicable.
Day care would not be used which would suit you as you save money. The only ones attending will be those entitled to full support. Your only success will be killing of a very successful Day Centre run by great leader and dedicated volunteer helpers.
Day centre £31 inc. transport paid by [name removed].
Difficult to know. Many depend on assessment for personal budget.
Do not pay now.
Do not use the Day Centre.

Comments
Does not affect me but it would be a great deal of work just trying to identify what to charge if different rates were used.
Doesn't at the moment but maybe in the future.
Don't go to a Day Centre or have home care.
Don't know (4)
Don't really know as I could not afford anything.
Don't think I should pay.
Don't think it does.
Don't use it.
Either of these "options" would exceed my total allowances.
Even though my income would mean paying a contribution this cost would be too high to meet.
Everyone should pay the same.
Fair.
Flat rate is fairer for everyone (2)
Flat rate of £38 per day would not be acceptable. As already stated I would not be prepared to pay such a sum for social day out.
Flat rate would prevent a lot of elderly people going especially if they are just out of the assessment level.
For those who can afford it - means testing.
FREE. How about stop subsidising Hereford Futures and Stanhope and leave the vulnerable alone !
Having contributed taxes all my working life, at the end of my life when for the first time I need help, you will take away the facilities I have helped provide for others all my life. Disgraceful.
He would have to stop going.
He would not attend his one day. Then we would have no food as I could not go shopping we would become prisoners in our home.
Home care element
Home Care would be dearer.
Hope that this would work out fairly and I would not pay any more money.
How can you expect anyone to pay such high charges. It will make us totally isolated, receive no support and suicidal. Why should rural people pay more especially when it is an amount higher than Hereford council is paying the agency. We need support not penalizing.
How do you expect people to pay such high prices on a basic pension? Why should we be penalised even more for living in a rural area? We get no other services unlike people in towns who have options. We would starve without Meals on Wheels.
How do you expect people to pay the costs you are proposing? The worry and stress it is causing is immense. How can you propose to charge £17.13 just because I live in a rural area. This is more than the care agency is receiving. It is discriminatory that those in rural areas have to subsidise "town people".
How would you evaluate the COST of someone's illness/disability - what levels of costings !
I already pay for my day care which I enjoy my visit but I do not want to have to pay £169 per visit. Seems some people are to be penalised if they are not as able physically or mentally as others.
I am based in an urban environment where seemingly the costs seem less than rural areas.
I am confused.
I am the carer my mother pays in full for her care.
I am totally dependant on friends or relatives to be taken out but I contribute towards the costs.
I could not possibly afford to pay any more. I certainly could not afford £38 per day.
I do not agree with this.
I do not go to a day centre.
I do not know.
I do not need help at present.
I don't get to a day centre.

Comments
I don't know.
I don't need help so presume I wouldn't be charged ?
I don't quite know, but I am on very low benefits.
I don't think people who are needing more help should pay more it isn't their fault they are ill.
I don't use Day Care services so they won't affect me.
I find the cost unfair as the home care people do not earn this amount per hour so how is it justified?
I go to Orcop Sunshine Club, it is NOT a Day Centre.
I have no idea but feel I have already paid enough in other ways. Perhaps you'd like to pay full time carers up to £20 per hour 24/7 365 days a year !!
I have now re-arranged my hours from 1hr per day to 1hr Mon; 2hr Tue; 1hr Wed; 3hr Thur.
I live in a rural area and don't wish to be penalised for this.
I live in a rural area but my income is the same as anyone living in town or city so don't see why I should pay more.
I live in the country and pay the same taxes so why should I be penalised?
I live VERY rural and am fed up being discriminated against.
I may be priced out of day care services. The council will then say day centres are under used and give these centres over to other agencies.
I need less care than some and live in the city. I can't afford to subsidise others.
I support a lady with learning disabilities in adult Placement Scheme, so she is already assessed on what she can afford, so I assume the proposed changes would only mean a small increase in her support.
I think £38 per day for Day Centre is excessive and a deterrent.
I will die first.
I will get my own meals at home.
I would be a tad over the limit for additional state help but certainly not able to pay the very high costs you propose. Without a family nearby and without transport I would be hard pressed to afford even the bus fares or a taxi to the doctor. How could I pay these huge sums of money for someone to help me in my home or to attend a day centre ? This is a harsh and thoughtless policy to use the elderly to reduce council costs when there are other options. Means testing is imperative so that those with genuine need and low income could get reduced pricing whilst other richer people with excellent private pensions and savings could pay more.
I would be unable to afford Home care
I would be unable to attend the day centre. I would loose contact with people and be isolated staying at home.
I would have less care and my illness would be compromised.
I would have to help my husband and not go out to work as I have carers get him up.
I would have to use the services less as I am on a fixed budget.
I would need additional; costs reflected in my personal budget.
I would need to know how many hours constitutes a "day" in care. I would have to cease using Council services & opt to support Vol. schemes.
I would no longer be able to go to the Day Centre, which is my only day out of the week.
I would not be able to afford to pay all these charges - I contribute £8 a month at the moment and increase would cause me hardship.
I would not earn to pay extra toward the care of others.
I would not pay this much and would not go.
I would pay more.
I wouldn't go to day care and it was part of my rehabilitation plan.
I wouldn't go to day care and it was part of my rehabilitation plan.
If day care is not going to be subsidised it should be at cost but this will lead to centres closing with users not attending which will be detrimental to their health & end up costing the NHS.
If [name removed] has to pay more she might not be able to do everything she does now.

Comments
If I had to pay more Home Care I would have nothing left for insurances, equipment servicing, upkeep of home, food, gas, electric, water, phone, computer etc.
If I have to pay for my husband's Day Centre, he will only be able to go half as many times as he goes now.
If I have to pay I could afford to attend day centre once a fortnight.
If I knew how much I would be charged each day, and it would be more than £38, I would chose Option B. If not, then I would chose Option A.
If it cost £16.00 a visit at the Day Centre plus lunch. I would stop going.
If maximum of £16 a day.
If money has to be raised I would prefer a flat rate for everyone because of the reasons above.
If more care is needed at a day centre e.g. 2 carers required more should be paid. I would not be able to attend if the cost was shared out on a flat rate
If the charges went up to minimum £16 per day, then on principle I would probably stop going to Day Centre. Thus giving my carer a bigger burden.
If too expensive I would have to stop going.
If you are taking these services away from the most needy who use them as a life-line to independent living what have the majority to look forward to? you will then take that away from them if they can't afford it.
I'm sure it would leave many people having less care.
Increases should be phased in. £38 a day would deter me from using the facility.
It appears we are being penalised for living in a rural area and working hard not using the services until now. Please see answer opposite. The vast rise will have a devastating effect on our family and especially the children. Please tell me who will pick up the pieces.
It is not fair to penalise people because they live further away or have higher care needs, this would be discrimination.
It restricts my ability to go out as I have to budget.
It won't.
It would allow everyone to have a clear understanding of what each service would cost. If you froze out the higher cost individuals it is likely the service would not be viable and would close - better to spread the cost and keep the service.
It would be a burden on me when my wife needed full time care. It would help probably to opt out for £38 for one Day Centre visit per week.
It would be difficult to meet increased charges for urban home care.
It would be less of an increase in cost to us than option A.
It would be unfair to charge people more just because they live more rurally or have higher support needs. This would be discrimination.
it would be unfair to penalise service users by postcode and disability
It would make the service affordable and allow me to carry on having a break for a day (six hours).
It would mean I cannot go to Echo which is a vital lifeline. I will become isolated, depressed and suicidal.
It would not matter as I am charged where letter to me state £0.
It would put the cost of having carers to assist me too high.
Its unfortunate council has to consider off loading more costs on the long suffering general public. Greater efforts must be made to restructure internally public employees must assume more responsibility and become cost effective.
Large increase in Day Centre charges will resort in my parent not attending thus removing her one day a week of social interaction with like minded people. Probably leading to depression and extra cost to the NHS. As a county all charges should be across the board. Please don not discriminate against people in more rural locations.
Less care would mean more medical assistance from doctors and paramedics.
Less impact that option A
Less money to live on.
Live in urban countryside so hope will be better off.
Make it more equal.

Comments
More money going out than coming in; will soon need to replace washing machine and cooker.
More of my mother's savings would be used up and so eventually there would be less available to pay for nursing/residential care if this became necessary.
Mum pays privately an average of between £25.40 to £21 per hour so this will not affect her in any way.
My daughter gets only the Lower Mobility Component of DLA. So all her DLA mobility goes on transport for the week plus doctor visits, hairdresser etc.
My daughter in on a personal budget and you don't mention these.
My father has limited care, so should only pay for the care that he has per hour.
My mother would not be affected as she pays a restricted amount for Home care as a result of financial assessment
My mum will not go to day care.
My mum wouldn't want to pay.
My sister does not need 1-to-1 care so why should I have to pay more if some one else does?
N wants to do the things she wants to, does not understand costings.
n/a (15)
Neither option is attractive. Assessing and managing actual cost would introduce a huge and costly admin burden and lead to endless appeals. Flat rate is probably better but penalises those with minimal needs.
Neither options would be suitable as mummy could not manage to pay this amount.
Neither proposal is fair, What is Hereford Council doing with money collected from council tax ?
Neither.
New charges will have to take income into account. We are pensioners supporting our daughter from our own finances. If charges are brought in we might no longer be able to look after our daughter.
No affect (3)
No change (2)
No effect as I employ my carer direct out of my Direct Payment money.
None of these - there will be a higher charge either way.
None of these is acceptable. Is the confusing nature of this form and accompanying booklet deliberate? Is this another of Herefordshire Council's so-called "consultations" which will anyway be ignored as usual?
None of these. No-one realistically will pay £38 for a day care place - it cannot be justified. The day centres will close creating more issues.
Not.
Not a fair choice. What about "Option C - a means tested option" ? You should not have to pay more i.e. be penalised because of the amount of care needed.
Not able to understand and am confused.
Not affected immediately.
Not affected.
Not Applicable
Not at all (2)
Not at the moment
Not for me.
Not much.
Not sure (3)
On a personal budget.
Option B of an average charge could be just as bad as Option A especially if the council are setting the average.
Payment should be the same whether urban or rural - as a rural person charging more seems unfair.
People should pay what they can afford. I am on DP so don't know.
Probable increase. Numbers would fall.
Probably no longer use services.
Probably none.

Comments
Reduce hourly charge. Do not use Day Centre.
[Respondent answered on attached A4 sheet.]
Rural communities would be penalised and are already lacking services or difficult to reach e.g. Golden Valley. Option a seems to blame people for having learning difficulties or high care needs.
See above.
See letter.
Seems to be a fairer way of doing it , but not sure as don't pas at moment but may have to have less time.
Self-financing. I pay for my own care but know from attending Day Centre how increased charges would affect people in need.
Shameful
Should not effect me
Should only be allowed in line with inflation and benefits increase - not extortionate increase, totally illegal.
Social isolation - no respite from caring 24/7 for husband with Alzheimer's and mobility problems. Breakdown of my own health. Charges prohibitive and outrageous.
Some days I need more care than others as I have a remitting/relapsing disorder. If I had to pay more some days it would make it difficult for me to manage and stay within my budget.
Some people need 1-1 care others need 1-4 care. Everyone is different. Assessment should be made on individual merit.
Spend their budget on care.
Stay as it is.
Stays the same.
Substantial rise, but "parity" would exist across the board - easy, cost effective administration.
The costs must be uniform and equitable and above all be affordable as again if a carer can't pay the cost for having their relative in day care they will have to put them into residential care when they can no longer cope and that is not in accord with government policy. Keep people at home by supporting carers to care without exhausting themselves and endangering their own health, only sensible.
The increase would certainly make it impossible for us or others to afford to go to day centre.
The increased cost at 38 would use up savings. My husband would not go to day care and would become socially isolated.
The options are targeted at drawing maximum council revenue, not consideration for need and health. Criteria will be biased towards highest income attainment. Neither option considers the person.
The reality is that either option 'a' or 'b' is not a good one.
There are less facilities in rural areas. Urban dwellers can often gain access more easily through neighbours/friends. I live where there are no people to help.
These are not the only options. The authority is abrogating its responsibilities.
These charges are too high especially for attending a day centre. I expect most people will stop using the service resulting in a poorer quality of life and the centres probably closing.
This could be the better option because in the future we could require much more care both in the home and day care centre.
This does not effect us.
This is fair.
This is helpful if care is one hour or more, not for 15 minutes.
This is not something I am doing at present.
This would not affect us. But I think the cost should not depend on where one lives, surely it is only the transport costs that differ??
This would not affect us.
This would still cost me a lot more money to find from somewhere but it would be fairer.
Those who need extra help should be subsidised from bank manager's bonuses.
Though it wouldn't affect me, I do live in a rural area and this option would seem the fairest.
To put these charges up this much will put me and many of my friends off going. Then we will have no company.

Comments
To travel anywhere in county rural residents already pay more for fuel and inadequate buses. To charge them more for home care would add to their burden. people want and need to live in their own homes.
Too ill to go.
Unsure.
Urban residents should not have to contribute towards rural costs. However, central Government should provide additional finance to subsidise rural resident's costs so that they pay the same.
Very little at the moment.
We are going to have to pay something whatever the situation and the Flat rate cost seems a fair way in which the fitter subsidise the less able until eventually the fitter may eventually need more care. We don't want to be put into a situation where we are victimised because we are paying one rate and can be picked out. Free school meals and the victimisation of children who receive them spring to mind!
We are not told what we would pay, these are just ????????
We do not attend day care centre.
We do not use this service.
We only live a couple of miles out of town but are still classed as "rural" we already pay the full cost of care, putting more on the monthly bill will add one more thing to the stress of caring.
We will use up most of our life savings within 18 months.
We would probably find a cheaper alternative.
Whatever happens, I am sure I will have to pay more.
Whatever the charge if I have to pay in full then I would be in debt within the year. would seriously have to consider giving up part job which would mean claiming rent & community charge rebate
Whichever choice is made should be a means test to ascertain capacity to pay and set contribution limit.
Whichever method is used, charges are still going to skyrocket.
Whichever way it goes, it will be too expensive for us to benefit from it.
Whose fault is it if one needs more help? You cannot help needing more help.
Why am I being penalised for living in a rural location? All the appointments are for Hereford which is 50mins plus from my home and I receive no other help and am terrified as a tenant I do not have the finances to afford the proposed charges, leaving us isolated, vulnerable and alone.
Why are people who live rurally financially penalised? If it is because of transport costs, then charge the same as urban, but add on the transport cost. Not everyone can afford to live in town.
Why should I living in the country, be expected to pay more? £17.13 is higher than you are paying for the care service. Why is HC penalising people in rural areas who have no other services to access (unlike towns). I rely on my carers without them I cannot live independently.
Why should we pay these costs when year on year we have been paying income tax and council tax. Councils need to control their operating costs.
Will not affect me I have my own vehicle.
With one exception staff at the day centre are volunteers. They are not paid and are not trained carers. I use it like a social club and do not require care.
Would be the only affordable and fair option for me.
Would enable me to pay an enhanced rate to my PA's to cover the additional cost of getting to work as I live in a rural area.
Would increase my costs but probably make admin cost for HC simpler/cheaper. My carer's company private costs are cheaper than council charges so I might just "go private" until capital limit met for council funding.
Would no longer be able to use it.
Would not affect me but the charges are excessive for the vulnerable.
Would not be able to pay these charges.
Would not use if rate was increased as proposed.
Would only use there services after every other possibility had been exhausted.
You are missing an option "no change"

3. Paying for transport

a) It is proposed not to pay transport costs for people who already receive the mobility component of the Disability Living Allowance.

Tell us how this would affect you.

Comments:
10+ fold increase will mean we won't be able to use the service as much or will have to go without other things to pay e.g. food/heating.
Agency carers do other people close by so I don't think we should be charged full transport.
Agreed.
Any extra costs are a strain on the pension.
As a carer it applies to my husband who has MS - transport is paid from DP to day centre once a week at £8.
As above.
As I am unlikely to be able to carry on driving this would be detrimental as I won't be able to transport my husband who is in receipt of DLA.
As long as I still receive the mobility component of the disability living allowance I will not be affected.
As this doesn't apply to our situation, I find this hard to answer
At present I don't use transport.
At the moment I have a Motability car so I would not need transport costs.
At the moment this is all I receive - lower rate mobility
At the present, already pay towards transport costs.
At the moment my mother doesn't pay any transport costs.
[name removed] gets lower rate mobility component. He is reliant in me to get him to Houghton Project pick up/drop off point.
Bus fares currently £15.50 p/w. Any further increase would again reduce my living allowance.
Can they not have mobility needs other than care? Stop ripping off the disabled and vulnerable.
Carer takes N to all events.
Considering that the mobility component would only pay for two and a bit journeys per week it would mean them being housebound for the rest of the time and if they have a mobility scooter or chair then what would happen as their money would already be spoken for. Again it is not equitable to expect a person to use their allowance on increased transport costs when it is given to them to pay for ALL their transport needs not just to go to a day care facility. What happens if they have a mobility car but can't drive themselves and can't get someone to drive them on a regular basis???? not very well thought out is it!!!!
Cost limited to amount of DLA mobility
Could not afford proposal.
Could pay a small amount.
Difficult to assess. Use minibus for Orcop, picks up 10 people, last off would have to pay fare in excess.
DLA is used for the extra cost of living - I use my mobility to pay off for a scooter which I now cannot use as my condition has deteriorated and I am bed-bound. My bills (utilities) are so high that all my money goes on paying bills just for me to survive.
DLA mobility should not be considered as they may use it to run/rent a disability scooter/wheelchair & need transport as well - there are two rates £54.05 & £20.55 which will = inequality - the government is in the process of carving up DLA & benefits in any case.
DLA only stretches so far with fuel prices increasing, work/leisure journeys already exceed this allowance.
Do not receive DLA so it will affect me.
Do not receive mobility allowance
Do not receive this so dies not affect me really.
Do not use
Do not use the facility.
Do not use the transport services. Rely on family members.
Does not affect me.

Comments:
Does not affect myself.
Does not affect us.
Does not apply.
Doesn't.
Don't
Don't have any.
Don't have transport costs.
Don't know (3)
Don't really know these things are not explained to me fully.
Don't receive DLA
Don't think I should pay.
Don't use transport.
Don't use.
Due to all our health issues and regular hospital appointments transport is essential. It will end up that we not be able to attend vital health appointment. There is no transport into Hereford from here.
Financial cost and would not be able to go.
Four journeys to Day Centre would leave no Mobility Allowance for the rest of the week.
Good idea.
Have our own transport.
Highly unfair.
House bound.
I agree if a person receives the mobility component then council should not pay transport costs.
I already pay full cost of transport as it is not provided by the council. And I do not have DLA.
I already pay transport costs.
I already pay.
I already use my mobility allowance to pay for my Motability car, and I pay all my own transport costs, however Not everyone qualifies for Motability or has someone who can drive them so they might not be able to afford the raised charges.
I am in a wheelchair when I leave my home, so finding adequate transport costs would worry me. Currently I am in receipt of low DLA.
I am in receipt of Disability Living Allowance. I pay for taxis.
I am not sure
I am totally physically disabled and confined to a wheelchair - should I apply for DLA ?
I can rarely afford to pay transport and petrol costs for daily living needs so the proposed hike in charges will hit the poorest needing the service. I would once again prefer a flat rate.
I could not afford to go anywhere.
I disagree. The person could be in a mini-bus with 8-10 others all paying.
I do not get disability allowance so would have to pay all costs.
I do not know.
I do not receive Mobility Allowance.
I do not receive transport payment or DLA. I pay for my own transport costs.
I do not require transport.
I do not use council transport and pay for accessible taxis out of my mobility allowance.
I do not use transport except for relief care short breaks.
I don't have transport from s/services at the moment.
I don't pay for any transport.
I don't pay transport cost.
I don't receive this allowance; n/a.

Comments:
I doubt I could afford it.
I drive myself, so take my husband to the day centre. This may change.
I get A.A. so I cannot say.
I get lower rate but because I cannot drive, trips to my GP and hospital amount to more than I receive. It is a struggle to live now and I would miss GP appointments and my health would suffer.
I get transport with Community Wheels, Leominster.
I have a car and use it to transport mum wherever she needs to go, so no affect.
I have my own vehicle but sometimes do not feel like driving.
I have to pay for my own transport to town which is by taxi and adds to my bills.
I live in a rural area and my care agency take me to the Post Office and shopping. I am worried it will cost more. Cannot use public transport and I have no car.
I live less that 1 mile from the centre so should not be expected to pay the maximum amount as those living 6 miles away. Will I be subsidising people yet again?
I need my DLA to pay for health needs not just social care due to my disability.
I own my car and therefore make my own way to the day centre already. Transport charges will not affect me, people with Motability vehicles should use them for transport.
I paid N.I.S. all my life its you who should be looking after the elderly ill people.
I pay for my own transport.
I pay something already.
I think it is fairer. I receive mobility comp. of DLA.
I think people should be helped based on need irrespective of their financial situation.
I think this is fair as the money is for transport!
I use Dial-a-Ride only.
I use my bus pass
I use my DLA to pay for my transport.
I use my DLA to purchase a Motability car and pay all my own fuel costs myself already.
I use the transport for Canal Road day centre as my disability is epilepsy, very short term memory and I wouldn't always remember how to get to these places.
I would again ne paying in excess for beyond my future means.
I would be confined to the house, therefore loss of muscle tone, deterioration in physical and mental health.
I would be even more broke than currently.
I would have to pay for transport to the Day Centre.
I would make my wife take me for a drive instead.
I would make my wife take me for a drive instead.
I would not go although I really like the people.
I would spend 3 days a week driving my husband to and from centres which would limit time for my own activities.
If charged the full rate [name removed] will not be able to afford to go to his day centres etc.
If <name removed>had to pay for transport, then she would have to rely on public transport.
If help/good support is not forthcoming then we, the elderly, will deteriorate physically and mentally more quickly. The Health Services would then have to pick up the bill.
If I had to pay for my transport I wouldn't be able to go out as my DLA is used against a car so wouldn't get to go out without my partner.
If people get DLA this should pay towards transport. I use mine for my own car.
If this includes DP customers I would lose transport to dialysis and activities and to hospital making it more time consuming and detrimental to health due to waiting times and longer travel times.
If you had to travel to 2 hospital appointments in a week and go food shopping, under the proposed charges you would have used your mobility component of DLA already. It is assumed that everyone who receives this component has a vehicle under the mobility scheme - not everyone does.
It doesn't (2)

Comments:
It is the higher mobility component it will not effect us. Dementia sufferers do not get this component even though they cannot drive, cannot use public transport unaccompanied or phone for a taxi
It won't affect us.
It won't.
It won't. We have been paying the full amount £20 per trip. it is more expensive than a private taxi.
It would affect me a little as he gets free transport to college.
It would cost me more. I have Mobility car but if I am too ill to drive I would have to pay.
It would depend on whether the mobility component of DLA is already spent, after all you cannot spend the allowance twice.
It would make no difference to me.
It would not affect me at present (too ill).
It would not affect us. However the mobility component may currently provide family transport for the individual and this would then remove that flexibility and perhaps limit independence.
It would not (4)
It wouldn't but we didn't know we didn't have to pay for transport so we've been paying for it.
Less money to live on.
Massively. Would not be able to come from Leominster to Hereford to attend Centre.
May depend on assessment for personal budget. Does mobility component of DLA have a bearing on this?
Mobility allowance is £20.55 p/w proposed charge £152.50 p/w absolutely not possible.
Mobility component does not even cover full cost of specially adapted vehicle - nothing left over even now!!
Mobility means problems with legs. What about Alzheimer's - they have problems with their heads - this is discriminatory.
Motability money is already used for car which is essential and allowable on the scheme it is unlawful to take Mobility component of DLA into account.
Mum is self-funding, she pays £6-00 per day return to Dial-a-Ride for transport to day centre. A taxi would be £10.
My daughter does not use this service.
My daughter gets only the Lower Mobility Component of DLA. So all her DLA mobility goes on transport for the week plus doctor visits, hairdresser etc.
My husband does receive the mobility component of DLA, and this has to cover a lot especially as we do live out of town. Taking the taxi to the gym twice a week is not cheap. And if I am available to drive him it can be double the journeys or else I have to try to find a way of using the time he is there, this is possible sometimes but because he has activities somewhere every day I do a lot of driving him around. He needs to be out of the house doing something every day to stay sane.
My husband provides transport for short/long journeys with his car. I do pay sometimes for fuel.
My husband received the lowest mobility rate because his problems are more mental than physical and I need to accompany him everywhere. His allowance would cover only part of the transport costs and I would need to drive him to the Centre once a week, 20 miles from home, thus losing about half of my own respite break.
My mobility money would only cover transport costs Monday to Friday. How do I go out weekends to socialise?
My mother and I live approx. 6 miles from Hereford and Ross. Transport costs therefore not an issue at present.
My mum wouldn't want to pay.
My own family travel hundreds of miles to transport me when necessary.
N/A (65)
N/a I have a car.
N/as
Never use it.
No
No bus services for a cheaper alter route. People on DLA on the whole have a higher rate of living expenses e.g. medical appointments, heating costs, home adaptations. Having to pay your costs would mean essential health appointments will be missed.

Comments:
No change (2)
No effect (8)
No effect - totally housebound.
No it will not.
No transport received - only trips.
None at present.
Not affected immediately.
Not Applicable
Not applicable at present - I transport my mother and cover costs myself.
Not applicable to me.
Not at all (6)
Not at present (2)
Not currently, but would disadvantage people who live rurally.
Not directly.
Not effected.
Not every disabled person is eligible for DLA. They already pay to do their best to live a normal life.
Not in receipt of Mobility Allowance.
Not needed, I am able to walk.
Not relevant in my mother's case
Not relevant at the moment.
Not sure
Not sure (use bus pass).
Not sure as do not use it at moment.
Not used
Not using this service.
Not very much at present.
Our transport costs are high due to all the health and medical needs.as we are pensioners we do not get DLA.
Own transport at the moment.
Pay for transport outside the day centres would be too expensive.
Payment for my transport has already stopped.
Received Mobility Allowance so has own transport.
Respondent answered on attached A4 sheet.
See previous notes.
Shameful
That is again unfair as DLA mobility would not cover the cost.
The amount of money received for mobility is not enough for travel it is used for utility costs and daily living, no money left for mobility.
The mobility part of DLA isn't that great and next year with the proposed charges you may find more service users need transport cost paid!
There are no buses here so we rely on car/taxi both are expensive. Even our household refuse has to be taken by car to a collection point.
This does not affect me as I can transport my wife when needed.
This does not affect me as I pay for my own transport.
This does not affect us as I drive my wife to all venues however it seems unfair on others who need lifts.
This does not effect us.
This is a fair change. Many people with the DLA have mutability also.
This is acceptable.

Comments:
This is discrimination. Dementia patients don't receive these benefits.
This is the current situation you DO NOT pay if I use services such as Dial-a-Ride.
This question brings the competency and integrity of Herefordshire Council into disrepute.
This won't affect me, because at present I don't claim any travel expenses.
This wouldn't affect me so long as I can still have free bus travel
This would affect me greatly as I have GP appointments at least x3 a week, monthly hospital appointment. I will be left with no service and no health care.
This would not affect me as I have my own transport.
This would not affect me directly, but seems to be reasonably fair. However, the actual sum of money may be inadequate to cover the actual costs.
This would not affect me as I have a disability car which is paid for with my husbands mobility allowance, so I am able to drive him and take him out in his wheelchair for hospital appointments
Transport cost is acceptable.
Transport is not paid for me anyway. If I had to pay extra it would limit me considerably. I already pay £16 - £20 in taxi's to get to the Day Centre.
Transport paid through DP, £8 per week to Day Centre once a week.
Unable to judge in absence of actual figures and whether Mobility Allowance is adjusted.
Unlawful to take Mobility competent into account. Mobility money is use for Disability Car suitable for wheelchair.
Unless this charge is capped at 100% of mobility component it could mean many disabled are worse off and mobility allowance would not be claimed.
Unsure
Use own transport at present and not in receipt of mobility component of DLA, but am disabled.
Use private taxi.
Use WRVS car service.
Vague suggestion!! Consideration should be focused on the higher award element not the lower rate. Too sharp an increase.
We already pay taxi fare.
We already pay taxi fare.
We already pay transport cost privately at 73p per mile.
We always used to pay some due for travelling to hospital and back don't know what it is now.
We do all the transport ourselves.
We do not mind paying toward a service when you get what you need; it's very "hit or miss" at the moment.
We do not receive DLA we provide our own transport and pay all our costs from pension.
We do not use this service, do not receive DLA.
We have always used our own transport and therefore the mobility of DLA and it would therefore not affect us
We have not asked for any transport costs so not affected.
We would not be able to use transport on a regular basis and would need to do it ourselves. we have no family locally to support us.
Well yes they already get their allowance
What about other journeys that are needed if Mobility is used for Day Centres> There would be none left for weekends and evenings.
What about the rest of us in poor health and not mobile ? Hundreds of old people do not get Disability Living Allowance but that doesn't mean we can go on trips unaided and certainly not get on many trains where the platform does not meet the step. Waiting and getting on buses is not easy for the elderly even if they are not classed as disabled. Many are disabled but not to the extent that they can get a disability car badge. You are stopping free things for the elderly already which did help them to be more active and get about a bit. There are no free swimming passes now either.
What transport to where? We are not aware of ANY assisted transport.
Will not affect my S/users as they have the allowance for that purpose.

Comments:
Will not.
With all the other proposals I would be severely limited in using these services. I would have to engage with them less and this would affect my mental health.
Would mean Motability would not be possible. Living in a rural area would mean dependence on charity community care schemes. There would need to be transitional arrangements for users of Motability.
Would not affect me.
Would not affect me.
Would not be able to access day centre.
Would not go out! A sensible increase is OK but nothing of this magnitude!
Would not. No transport costs covered by council currently anyway.
Yes it would affect me.

3. Paying for Transport

b).Transport costs vary depending on the length of the journey and where you live. To make sure charges are fair, we could either charge the actual cost of each trip, work out an average charge or flat rate for everyone, or set banded rates based on the distance to the nearest service to where you live.

Tell us how this would affect you

Comments:
73p per mile is too much just to get to the Day Centre (from rural area).
A flat rate would reduce your administration costs.
A lot because we have no alternative - no bus service, no support. It would mean we do not attend medical appointments. Total isolation.
A lot.
Actual cost is fairer as long as there is not a maximum fixed rate for people with savings.
Actual cost or banded rates penalises people who live in rural areas.
Again it is unfair to use postcode against service users.
Again you are being penalised for where you live and where you have to visit. Disgraceful.
Again, I pay all mum's transport costs myself.
Again, I think the increase in charge too high.
Again, not applicable to me.
Again, not relevant at this time.
Again, you are missing an option "no change"
Agency carers do other people close by so I don't think we should be charged full transport.
All my money goes paying bills - care bill, electric, gas etc. due to my health and disability these are very very high. No one seems to care.
Although my carer drives me to Day Care I believe "banded rates" are the fairest for those who use transport.
Any increase will mean a review of whether to attend Day Centre or not. Non attendance by parent will put increased stress on me to provide something instead.
As 2 of my s/u are younger people no services suitable in vicinity have to travel to Hfds to access bumping up costs.
As above.
As one of the journeys is only about 0.5 of a mile a £15 charge for this seems insane.
Assessment & means tests must be vastly speeded up with more social workers on the ground & the panel system made fit for purpose FIRST fair means testing of ALL services will make the better off subsidise the worst off rather than the Council subsidising the better off.
At present I use the cheapest option - public transport.
At present she shares a taxi with a group of adults and the fares should be split between all of them.
At present, transport provided by family.

Comments:
At the moment I own and pay for the service of my own car. Once I am unable to drive, I will have to consider how I pay for an alternative. I use public transport wherever possible with my free bus pass. This pass is possibly going to be withdrawn before the next election and we will all be looking for help elsewhere.
Because we live 30 miles from the hospital.
Because when I go to day care they pick up/drop off people from different areas.
Big increase in cost of proposed £15.25 is double the cost of a private taxi, but I would miss the companionship of sharing the day centre transport.
[name removed] would not be affected.
Cannot assess.
Cost of fuel has already affected me. I attend hydrotherapy now only once weekly (used to be x3p/w a year ago). I spend more time in bed as a result (usually till 12 noon) and am only 47 yrs. old. I think you lot have no idea of reality of being "disabled" and requiring "care". It is horrendous.
Could make getting to hospital appointments difficult.
Could not afford any other journeys.
Council should provide substantial transport for people living in the country.
Depending on cost my husband may refuse to go to day care.
Depending on finances.
Do not receive any help with transport.
Do not use (3)
Does not affect me.
Does not affect us yet. When we cannot drive ourselves or afford to run our car we would need to use these services.
Does not affect us.
Does not apply.
Does not affect us but seems to be unfair to people living in rural areas.
Doesn't.
Don't agree with raised charges but would prefer a flat rate if it has to come in.
Don't change transport costs.
Don't have transport costs.
Don't know, we lose out which ever way it is done.
Don't think I should pay.
Don't use the service as I still drive.
Don't use this service WRVS are cheaper.
Fair
FREE. This council should hold its head in shame - disabled can have mobile needs without it being about care - are they not allowed visits to family friends or days out.
Going to hospital appointments and the CAB should remain free.
Government should fund 100%
Have opportunity to use local taxi firm or LA transport.
Have own special transport.
He wouldn't use transport. He would be housebound.
Herefordshire is a rural county and service users should not be penalised for not living in the City.
Higher rates would mean harsh choices for many and would push families into poverty as would have to give up work to look after parent, which will affect living standards now and pension in the future.
How can you charge more if a person lives further away from the centre? They can't all move into town so it has to set at an equitable rate, how can you even think of discriminating against people who live out of town in this way? Beggars belief.
How the carers work out their rotas theirs no way I want to pay for someone young around trip from the Forest of Dean of 78 miles.

Comments:
I already pay transport costs.
I already transport my mother to/from Day Centre, 24 mile round trip each day attended.
I am not sure.
I am sent to Birmingham, Worcester and Cheltenham hospitals not by choice but because Hereford does not have the facilities needed.
I do not have the money to pay so would miss vital health appointments and likely end up in hospital again. I was made to live in the country so why should I have to pay more?
I do not know.
I do not see why rural care should be penalised and feel a flat rate is fairer for everyone.
I do not think those in rural areas or distant from service centres should be penalised.
I do not use transport services.
I don't get carers service. Have had 2 carer assessments but my daughter doesn't ever have respite anymore.
I don't know.
I don't think it will.
I feel a flat rate fairer because I feel I'd be penalised for living in a rural area.
I feel they should pay more than current charges but those proposed seem high.
I find it very tiring but the volunteers are cheerful and helpful.
I for one, and I know of many others, will not use transport if the cost goes up.
I go to see my husband in a home.
I hope it never will.
I live in a rural area & appreciate that costs would be higher re transport but actual cost would make it too expensive to use the facility.
I live in the city limits.
I live only 5 minutes from my Day Centre.
I presume I could then access transport as needed.
I recognise the true cost of providing the service (a taxi into town costs me £9), I feel it would be unfair to charge more the further away you lived, as suitable provision is not always available locally (within 5 miles). A banded charge could increase rural isolation and loneliness for people who do not have access to public or private transport.
I should think that, in a lot of cases, a taxi would be much cheaper, especially for short journeys.
I think people's needs should all be met so they have the right service for their needs.
I think the questions on the "don't knows" could have been written easier.
I will not be able to attend vital health appointments and will end up either dead or in long term care.
I would be even more broke than currently.
I would never be able to have pleasure trips.
I would not pay as much as I do now (£2.60).
I would only want to pay for my trip.
I wouldn't go if it cost a lot (2)
If I was able-bodied I could get on the bus and get to Leominster or Ludlow free. This is putting a charge on my disability.
If it was a trip out for the day I would not go if I had to pay mileage, as of financial concerns.
If it was expensive I would not go.
If the centres are in the town the banded rates will be fair.
Increase.
It doesn't
It terrifies me, we live 50+ minutes from Hereford. we have NO local facility, so would not be able to pay to attend essential appointments.
It won't because I am housebound.

Comments:
It would be unviable to pay £15.25p when a private taxi costs £10.00.
It would cost us.
It would not be fair to charge people more because they live further away. They may not be able to access services because they cannot afford to get there, which would make them more isolated.
It wouldn't.
Just pay.
Leave it as it is - would need support on public transport.
Less money to live on.
Living in a rural area it would further reduce disposable income. The bands should only reflect mileage charges.
Maintaining present arrangement of £1.35 per day is best for us.
Make transport slightly cheaper and more affordable.
Money matters.
Myself and husband live in a rural area, so again it looks like we will be charged more, which seems unfair.
N does not understand the difference.
N/a (35)
No affect (11)
No change
No difference.
Not applicable (2)
Not applicable, see above.
Not at all (2)
Not at all at the moment
Not at present.
Not at the moment.
Not clear at present. Need to discuss with Soc. Services rep.
Not currently. Need to know what the impact would be, no impact assessment?
Not immediately affected.
Not relevant in my mother's case
Not sure as I don't use transport services at the moment.
Not sure.
Not used.
Not very much at present.
Not very much (2)
One vehicle picks up 5 or 6 people you cannot charge each person £15.25, that would be profiteering.
Pay like for a taxi.
Probably not at all. But a flat rate would not disadvantage rural dwellers whose access to services is limited anyway.
Probably slightly more expensive.
Proposed charge is so high most short journeys would be cheaper by taxi (esp. if shared). Council would be left with funding only long journeys.
Proposed costs would mean fewer journeys
Providing charge was means tested.
Reluctant to tick any. We are in "Catch-22", need the care, cannot move house, can't afford costs as it is. Like the previous question, home imprisonment is the result of all the proposed charges.
Respondent answered on attached A4 sheet.
See above (3)

Comments:
Should not effect me unless I am not able to push my husband as I am not strong enough to push him into the back of our mobility car and then I would have to use my mobility allowance to pay instead of paying for a car
Should not take mobility component into consideration. How do we ever change vehicle when worn. Money does not cover this and running costs.
Simply because you will penalise those living in rural areas - they can't help not living in an urban environment.
Since he/we would become housebound we wouldn't use this service.
Sometimes further are inevitable myself at present I am helped with my family.
Son-in-law drives me.
<name removed> worked out that our finances are below budget so we didn't have to pay any I.L.
The arrangement we have is £1.35 per journey is the best way or it will be priced beyond our means.
The distance you live from a service is often out of the individual's control and may appear unfair to charge on this basis, however; would you want to pay the same as someone living in Leominster.
The fairest option would be one that is affordable. £1.35 is affordable and a lot lower than £15.25 which isn't and would probably mean that I would not be able to go to day care.
This does not affect me.
This does not effect us.
This is worthy of implementation, a fair and equitable system would then be devised. The three band process works well for NHS dentistry !!!
This is ridiculous because some people live in the countryside. How could they afford actual costs? If you set banded rates this will penalise those living outside of towns. If there is a flat rate for all trips then the richer people can get help where they don't need it. Means testing is the only way to deal with this issue.
This option would allow me to have a longer break as the cost would be lower.
This wouldn't affect me so long as I can still have free bus travel
This wouldn't affect me as I already pay full cost of transport.
This wouldn't affect me, but this vote is just my opinion.
Totally housebound.
Unfair as only day care appropriate is outside of town.
Unsure.
Use private taxi.
Vulnerable people cannot afford to pay towards the cost of transport in any of the categories above.
We already pay the full cost of transport for the person I care for, however I do not think it is fair to charge people if they cannot afford to do so or charge them more because they live further away. This would lead to social isolation as people would just choose not to go to the day services.
We do all the transportation at our cost
We do not use this service.
We have been paying the actual cost. Other people should not have to. It is more expensive than a private taxi.
We use Community Transport for appointments etc. Huge help.
We will have to find alternative transport.
Will depend on future policy as to where various services are provided.
Will not affect me as above.
Won't make much difference.
Would not affect me at present - I have to pay all my transport charges.
Would not affect me. I use my mobility car.
Would not at present.
Would not matter as I use community transport.
Would not need a taxi.
Would not.
Wouldn't affect user. Housebound.
You already do this.

4. Paying for carers' services

It is proposed that carers will be charged for the full cost of the service, although anyone needing financial support will be given a financial assessment to work out how much they can afford to pay.

Tell us how this would affect you.

Comments:
?????? to the Direct Payments indicative amount being ?????? to allow for the substantial increase. Fine.
1. Carers already save the Council hundreds of thousands of pounds (if not millions) each year. To be seen to penalise them further would be seen as regressive by society. 2. The likelihood is the majority of financial assessments for carers would result in a weekly charge of £0.00 (nil). This is because? ~Fairer Charges? To recovers benefit income that is paid to disabled people. The carer is not disabled and is therefore not eligible to disabled benefit income. The only people who are likely to be asked to pay are those who are 'full charge payers' (capital over £23,250.00) or who refuse a financial assessment on principle. Therefore financial assessments will only needlessly upset a large number of people who are already making huge sacrifices for society. 3. The income generated is not likely to be much more (if not actually less) than the cost to administer charges to carers. I simple cost analysis should confirm this.
2 visits from a Social Worker. The most complex question - I'm surprised if you get any responses. Note comments in Hereford Times 2/8/12. Cancel "Hereford Matters" make a cut-back in your area, would pay for a lot of care.
A confusing question, since I am my wife's sole carer and receive no help from the council, but we probably couldn't afford it anyway.
A draconian suggestion. The full costs are a step too far for its essential provision.
A financial assessment is the same as what I have now.
Affect number of hours taken. Social isolation not having family around. Would affect my health as a carer.
After a financial assessment I had to pay for support from carers I would have to stop this support because I just cannot afford it.
Again the rise in cost seems very steep.
[name removed] from life styles relieves me 4hrs a fortnight. My lifeline, I could not afford to pay.
All to pay their share.
Another additional cost would make it unlikely that carers take the breaks they need.
Any means test & cost should be of the service user & not carers - voluntary carers save HCC many millions of pounds & nothing should be done to impose a cost on them or they will simply walk way leaving HCC with massive expense to provide 24/7 care & why should carers disclose personal income details.
Are the assessors qualified to judge needs? I have been given 1 hour to help my husband in the morning. How do I manage in the evening? I am in my 70's.
Are you going to pay the carers for all the care they give you without being paid. If my carer does not get a break they will have a breakdown forcing me into long term care. It will break up the home.
As a 24/7 carer aged 75 it looks as if it is all pay, pay, pay and no acknowledgement of my commitment.
As a carer for BOTH my parents it will mean I will be unable access any respite help.
As a matter of principle carers should be supported free of charge.
As a pair of carers we do not have to use carers support. Generally, however, when a carer could be on call effectively 24 hours a day for years in a physically and mentally exhausting situation it seems only right that society should try to support them financially and practically. The health of carers is often at risk due to caring, either directly or indirectly (e.g. feeling too tired to care for oneself) and looking after carers before they become ill themselves makes sense. If nearly all savings are spent by the time the carer has finished their caring, and their health is poor, we shall have to pay for them anyway.
As above.
As all previous, money = care = quality results in home imprisonment. Where does that fit with Human Rights ?
As long as the financial assessment criteria do not move - it wouldn't.
As Q2 nobody seems to bother to monitor the services provided.
As the cost of my weekly carer break exceeds my £63.00 per week pension I would be unable to fund it as my daughter still has two more years in university my savings will obviously be needed to do this.

Comments:
As we are paying full cost, may lead to a reduction in hours received each week as we do not have the money.
At the moment I receive 4hrs carer break per week. If I didn't care for my mum and she had no support the Council would be paying for all her care which I understand would be a considerable sum.
Because I get some help with costs.
But it would affect us as we really probably could not afford to pay the extra.
Cancel service
Cannot afford to live now! Is this a way to kill off carers and disabled more quickly?
Carer breaks are vital to carers continuing as service. As a professional carer part of my income goes on paying for my breaks. If I was having breaks in a non-professional capacity for my son, I would find it very difficult to afford affecting my caring role.
Carer costs are high enough without out ????? cost for day care. Financial Ass. (WO) carers shouldn't be asked to do this.
Carers already save council money by devoting their lives to support people who would otherwise need paid carers who have to travel to homes of those needing support, uniforms etc. Make it too expensive for carers to continue private and council expenses will increase.
Carers already save the Government millions of pounds for our free services it are not fair to charge us.
Carers are free 24/7 and save the country billions each year. Your proposals will lead to poorer health and well being which will stop them caring. Very short-sighted.
Carers are providing a vital service to the county and get virtually nothing in return. They save the council vast sums and should be supported not further penalised. A change may mean breakdown.
Carers are the unpaid neglected army in the UK. Services are poor at best and to have the cheek to try and charge the full amount for the little they get in return is a national disgrace. Financially they are amongst the poorest often giving up work to care for someone.
Carers need a break. They may care for a person day and night without pay saving the council/health authority a great deal of money. With this increase in charges they may be unable to use the service.
Carers need this valuable service. If they are already paying for a Domiciliary Service. Day Care and Respite it another added cost and although they are in need of Carer Break and this will end up at a crisis breakdown and possible long term care.
Carers provide countless hours of unpaid care. Their health, physical and mental, suffers. They deserve a few hours to recharge and attend to their own needs.
Carers receive precious little support as it [is]. Removing what is there will inevitably lead to carers' lives being impacted negatively and more people will end up requiring full-time care funded by the local authority. You are shooting yourselves in the foot.
Carers receive very little help either financially or practically why take away what little they get; they save government lots of money by caring support them.
Carer's save the Council a lot of money by caring for the elderly at home. If this service is charged, again less people will use the service and possibly leave the caring to the Council thereby upping the costs.
Carers save the council loads of money. You need to show that you value their work.
Carers who receive care through a Carers Assessment and Social Services should not have to pay the full cost.
Carers work long and hard to look after someone like myself without having the added stress of keeping track of this added cost. Carers have saved the council thousands of pounds by looking after people living in their own homes.
Carers would stop using services - this would impact on their ability to care and create higher support and needs they could no longer fulfil resulting in higher costs. Carers provide UNPAID support now and save the council loads of money.
Considering the workload on carers, then reducing their support from current minimal level will drive more to abandon carer's role and force the cost onto the council/state.
Could mean we are liable for a huge increase in costs.
Could not afford proposed charges.
Could not afford to pay full cost.
Currently 5hrs per week of carer breaks. I could not afford to pay £100 p/w for it.

Comments:
Dad pays full cost mum does not pay and is financially assessed each year.
Depends upon where the financial support starts.
Despite reading the leaflet, I do not understand what is being asked in Q.4.
Does not affect me.
Does this mean that the basic Carer's Allowance will be withdrawn? If anything, it should be increased without means testing.
Don't know what carers' services are ?!
Don't know (2)
Don't use at present but may need to in the future.
Don't we pay enough "council tax" to cover some of this.
Everyone's financial situation is different.
Fair
Financially worse off. Some carers might not be able to fund a break.
Had a financial assessment - works well
Have never used it!
Have written a letter of complaint over this.
Having recently lost my carer's allowance because of reaching retirement age, and having saved for my retirement, I would feel penalised for giving up work and becoming a full-time carer for my husband.
Hereford want disabled people dead. Again we stop being carers 24/7 and have some normal life back. Put into residential care or make homeless. Would tie to the bath grips so I could shop and he would be safe.
Herefordshire council is in danger of carers removing their support to their relative and passing full responsibility back to the council who will have to pick up the full cost as carers cannot afford the proposed charges.
How - when I am currently unable to work because the current charges made (£15 per hour) for care at home far outweighs what I could expect to earn per hour.
I already pay the full cost for my daughter's carers.
I already pay as much as I can afford.
I am assessed for support and how much I pay.
I am in a placement so I would not be paying for AP carer respite but I understand how difficult it would be for family carers.
I am in my 80's and receive 4hrs break a week from looking after my disabled son. HC are now begrudging me this break. I support my son for the remaining 164 hours a week. It will cause me a breakdown and my son will have to be cared for which will cost HC much more money in the long term. Will HC pay me for caring for the 164hr job ?
I am main carer for my husband with severe mental illness. I get 3hrs a week respite, a real life saver. Without this, as I am disabled myself, I would not be able to cope. Will you pay me for the 165hrs a week I care for him. My husband will end up in Stonebow Unit and me in long term care, saving you how much money?
I am not sure.
I am on duty as a carer 168 hours a week, it would be grossly unfair to charge me for taking a few hours break.
I am paying twice - once through my taxes for social services and again formally because I have been careful and saved money for my old age. I am subsidising those who have not.
I am struggling to make ends meet at the moment and if I am forced to pay I'll have to cut back on the number of visits that I receive. As I am "high risk falls" this could prove very dangerous.
I can afford to pay but feel it is a very short-sighted policy. Many will not qualify for financial support and will stop using services, putting their own health at risk and ultimately costing council much more in residential fees, NHS/hospital case per case.
I cannot afford a lot.
I care 24/7 for my wife with dementia, which is getting worse, saving Hereford council a fortune. I cannot afford top pay. My break is a god-send (due to my own health issues) I know my wife likes her carer and she is safe. I will have no alternative my wife needs long-term care. I will break down if I do not receive help. I have spent 4years fighting to get support.
I do not have a choice to be a carer, my carer's allowance would not cover costs - why should I be assessed?

Comments:
I do not have carers.
I do not know.
I do not understand the proposal.
I do not understand the question.
I don't get carer's service. Have had two carers assessments but my daughter doesn't even have respite anymore.
I don't know how this will affect me.
I don't need any at the moment.
I don't pay for my day care.
I don't think you should pay more than you can afford.
I don't use carer's services at the moment but having to pay a lot would deter me from using them and possibly add to my stress level.
I feel I already pay well towards home care/day centres transport/meals. I pay nearly £300 a month now. I cannot afford any more and still live.
I have had this done!
I have not the future means to cover the vast amounts with care now !
I have worked hard and saved my money and feel I am being penalised.
I need the day care as I am in a wheelchair and they get my meals and do jobs in my house.
I pay the full charge for three services as my disability doesn't allow me to hold down a full-time job. I've been on government training schemes but no job.
I presume you mean "Means Testing" ? This is the only way to distribute the reduced pool of money between the most needy. I do not agree with the idea of the council charging the full cost of services unless it can be proven that the old person has adequate funds. What do you propose are "adequate" funds ? How will means testing be carried out ? You don't give enough detailed information to get an accurate answer. This question is typically ambiguous so you can twist it to get the answer you want.
I receive free carers support at present and am very grateful for the time to myself. I believe the State should be prepared to provide such support for Carers, after all if I were to 'crack up' (and I have just come off anti-depressants and am hoping to manage without them) then it would cost the state an awful lot more to care for my husband in a residential facility or 24 hour home care!! I am saving the State a lot of money! In fact our GP has just told me I need to have a weekend away on my own every now and then, and so I am now on the list for a review. I cannot earn more money to compensate because I cannot leave him for longer than I already do.
I refuse to pay someone to look after my wife. I receive 11hrs per week the cost would be prohibitive I would be forced to put my wife into full-time care.
I rely heavily on carers help to look after my wife with me. I am worried I could not afford to pay. I assume the financial assessment would help.
I still think the council and government should look after the elderly people.
I think all carers give a lot of time and energy to look after their cared for person and at present the vast majority suffer financially for doing so. If you propose to increase the charges for your services very few people would be able to access them thus putting more pressure on carers and leading to social isolation for the service user. The idea of increasing the cost of transport by the amount you are proposing is scandalous in such a rural county and I am sure could be considered as discriminatory.
I think all carers should be subsidised to a degree according to their circumstances.
I think anyone who has paid into the system all their working life should receive free treatment.
I think there should still be regular free introductory events to carers to seek support and meet other carers. Carer's allowance should not be taken into account in the financial assessment.
I think this is a diabolical suggestion. If these people were in full-time care it would cost the council a lot more! What about the rich pensioners who still get bus allowance and fuel allowance
I think vouchers should be given for help not many.
I think you should start bringing in charges gradually.
I would be even more broke than currently.
I would be forced to discontinue use of the service a carers financial status is totally irrelevant to what is after all the council's responsibility.

Comments:
I would certainly look for cheaper care else where. Probably in the private sector, or look for someone else to do my caring, with or without insurance. Insurance would not bother me nor be a factor in my choice.
I would have to give up care.
I would have to pay for one waking night per week which I currently have free, to give my wife respite.
I would have to pay someone £20 per hour to sit with my LODGER (6hrs a week = £120) which would be in excess of my weekly charge for full board and all this entails. Would you consider this fair?
I would have to stay in bed.
I would like to employ my support worker directly, rather than through Herefordshire Mind as this will reduce costs for everybody.
I would need financial support.
I would need to ask friends help and be under obligation to them rather than using present allocation of "sitter" services.
I would not be able to afford it.
I would not be able to afford the service I need for reasons previously mentioned.
I would not be able to have breaks.
I would not be prepared to pay this charge. I think it unfair that the carer should be means tested when the service is indirectly for the benefit of the person they care for. I constantly hear of the importance of carers, this makes a mockery of all that.
I would not choose to access Carers breaks if I had to pay for the 'privilege', and neither would most carers! This would lead to carers becoming more stressed and could lead to the breakdown in care they provide, thereby defeating the object and costing the authority far more due to the cared for person either needing far more paid support or having go into residential care. I have not chosen to be a Carer and a break is not a luxury I should be expected to pay for (as is the case for all carers.)I believe that Central Government provided funds to the Local Authority to fund Carers needs, therefore that money should be used to fund the breaks, not the carers themselves.
I would not pay as I no longer receive any carers' allowance and am a single carer now with twice as much work.
I would not pay. I would rather suffer loss of break.
If carers downed tools, the council would be bankrupted and health.
If carers withdraw voluntary support, the burden on the public purse will be greatly increased.
If charges are made, it may well lead to reducing carer hours and care provided according to personal incomes.
If financial support is reduced and clients pay a lot more then this would impact on amount of care received - not good.
If the carer is to be charged it won't affect me at all ! !
If you are in need of care, the last thing you want is to worry about how you will pay for them.
I'm not able to afford the hours I'm currently receiving.
I'm unsure what the full cost of a carer is. I sometimes wonder if they are worth what we pay.
It depends on the financial assessment.
It does not directly affect me, but I disagree with this proposal.
It will have a big impact on the finances I possess.
It wouldn't.
It would cost us an extra £80 per week.
It would cost us.
It would not affect me after the Financial Assessment.
I've never had any carer's service and if it goes up then I certainly won't be able to afford it.
Lifestyles come 4hrs once a fortnight to relieve my wife who cares for me 24/7 - we could not afford top pay for it and my wife's health would suffer as a result.
Little.
Make less use of services
May not ask for help needed.

Comments:
Means testing is indirect discrimination.
[name removed] would not be able to afford carer services.
My carer would be reluctant to ask for help if charges came in.
My carer would not be able to pay for her carer break and I would not be able to fund it so we would have to do without it.
My family carer would not be able to afford the suggested charges so would just not get her breaks. I have a Personal Budget which covers my support needs at the moment, but she goes to work while I am being supported. her breaks are so that she can do something for herself, which is vital to her health and well-being. If she does not get these breaks she is at risk of becoming stressed and ill. If this happened I would need to go into residential care as I need 24/7 care due to my profound physical disabilities.
My husband has Alzheimer's and very limited mobility. Currently receive 4hrs per month sitting service to allow me to go to ladies lunch club. I could not do this if charges applied. I was about to ask to be assessed as his needs are greater now and depends totally on me for everything.
My mother would need more financial support to pay for this.
My mother would not be in a position to pay full rate and would probably end up in a home.
My partner would never get a break if this happened and we couldn't afford it. Carers shouldn't have to pay for time away.
My son would have to be subsidised by me to pay for carers as he couldn't afford to give me anything toward his keep !
My wife would not be able to have a carer's break.
N does not understand or want to know.
n/a (20)
Needs to be means tested.
Needs vary each day, some days I do not even visit the toilet.
Never need this service.
No affect (4)
No change, not used.
No Change.
No longer a carer, Thank God!
No longer be able to use it.
Not affected.
Not Applicable
Not at all
Not at all - we get care from private sector.
Not at all at the moment
Not at present.
Not at this time.
Not enough information to make informed decision. The rate you pay should be in line with your ability to pay. As usual, those of us who have worked and saved all their lives are likely to loose out and those that have not will get it for free. Again this is hardly fair is it?
Not much point in me working if I have to pay for my carer break.
Not relevant in my mother's case
Not sure I agree with higher charges per day. It is hard enough caring for someone but if it is too expensive carers will be forced to forego any respite when they need it badly - especially if they have no other support.
Not used at present.
On a fixed income.
Pensioners don't get any allowances as a carer, so we should stop caring.
People have already paid taxes to cover these costs.
People will be forced to use all their savings they have spent years working for.

Comments:
Please pay pension the same way.
Presently have to pay full rate in the market place.
Proviso that carers could become too ill to cope if carer's break affected/
Quite a lot.
Reduction in our standard of living.
Refer to page 3. If charges go up as proposed I might not ask to use these services. Budget will be stretched so will have to care for my loved one just by myself.
See earlier comments.
See note on Carer breaks.
Should be free for all.
Should not effect me as we are NH Funded and not paid by council
Should not have to pay.
The actual work carers do while they are here needs assessing.
The Council has been very generous to carers. I think there need for there to be a charge but not on the basis that home care is assessed as those carers on middle incomes will be penalised. Carers are providing a service that saves the Council millions of pounds a year. I think there should be banding and that it should be at a higher level than for people with care needs or this penalises carers for having sick relatives. Also that there should always be a contribution by the Council for carer's services so that carers are recognised and valued for the care they provide. Those carers who work may be encouraged to give up as it is no longer financially viable and they are better off staying at home.
The financial assessment is not a fair assessment as it does not give an accurate expenditure record. Example - my disability equipment cost over £4000 of my own money but only a small percentage of this is taken into account and no fuel costs to necessary hydrotherapy sessions, repair/maintenance costs etc.
The physical and mental stress that carers suffer is tremendous even overwhelming. Many do this every single day of their lives as their partner or loved one need care that the government or councils will not and do not provide. They have a right to a quality of life too. By not supporting carers even for a couple of hours a week (if you are lucky enough to get this), you are only going to worsen the care crisis that already exists. How can you even contemplate this disgusting and shameful action?
The proposed charges are so enormous that even though we do not pay the full cost of care the increase will be possibly huge. These proposals are frightening and very depressing.
The question says that mum's care provider will pay for mum's care which is great! Free care ! Yes please, the question doesn't make sense. [Respondent highlighted the word "carers" in first sentence].
The vulnerable who cannot afford to pay will have to do without.
This does not affect me.
This is absolutely preposterous. Carers are there ALL THE TIME. We have not even had a weekend away in the last 11 years, never mind a holiday. Do you have a life? You're lucky !
This is definitely immoral
This is disgraceful! I will scrap my plans to move nearer to my daughter as that she could care for me. I will eventually have to go into a home, which will cost you a great deal more than you are at present spending on carers.
This question does not make sense to me. Why charge a carer? This gets me confused.
This would be a strain on my budget.
This would be disastrous, we need carers to keep going, they save everyone huge amounts of money and time. Carers are often not in a position to claim benefits but are often not well off as they have not worked because of their caring commitments. If we charge carers they are likely to HAVE to refuse services and will subsequently go into crisis. This would be bad for us all and cost a lot more than the income from charges. If a carer has a direct payment lump sum how do you propose to charge for it?
This would negate the Council's declared intention to help people remain independently at home. Charges could be more burdensome than costs of Res. Care. Not everyone with capital has ready access to funds. Cost of maintaining one's residence in a reasonable state should be disregarded & also cost of adaptations.

Comments:
Those who need these vital services will not be able to afford what they need and will suffer the consequences just so they can have respect and comfort in their own right.
Too complicated.
Unfair that carers should face more charges for caring for family members.
Unsure
Varies according to disability, age, etc. I'm a fit 87yr old and at present don't need care, just the taxi to the day centre.
We are already paying £18.70 per hour at weekends essentially to have a cup of tea made and a chat - relationships will be effected - lists and tasks made clear and carers made to work extra hard. No time for really caring/talking/dealing with anxieties etc.
We are pensioners and receive nothing for carer duties we carry out 24/7 for our son. We are always on duty.
We do not pay at present.
We have been assessed and currently pay no fees. If we had to pay them as a carer of my husband I would have no respite. I am a recovering cancer patient myself and have been assessed as needing regular respite breaks.
We have been caring for my father and mother full time for 13 years. My wife and I are unable to go out together and lead a normal life except when the council provides a carer to enable us to have a break currently once a fortnight. The situation is stressful and will become unworkable if the council withdraws this provision.
We have one 4hr carer per week free. It will now cost me about £60 or more out of my retirement pension income.
We have savings and rely on the interest to supplement our pensions in order to pay our living expenses. we would not be prepared to pay extortionate rates for carers, we would go without.
We use private carers at the moment.
We would be unable to afford this.
We would have to pay because we have savings.
We would not be able to afford my husband's care.
What proposal?
When already short of money and struggling it would mean cutting back on the hours I get. Would mean my carer also earns less.
Why should someone who does NOT drink, smoke, bet, do drugs, go on expensive holidays have to pay???? It's not fair. A fairer solution should be found.
Why should they pay take it out of their budget.
Why when we have paid tax and NI etc. for many years can't some form of subsidy be employed?
Will have to lose break. Health not good. Don't know what I will do.
Will I be paid for the hours I care for my wife? I look after her 7 days a week with a necessary break of 2hrs when carers arrive. I'm already at breaking point, without this I'd probably have a breakdown and require care myself and round the clock care for my wife.
Will not be able to afford it which will cause many on-going problems, resulting in stress, illness and lack of safety.
Will not be able to afford it, which will cause on going problems.
Will not hopefully.
Will you pay my mum to look after my severely mentally ill step-father 7 days a week? My mum is disabled and they do not have the money to pay for care. If their help stops dad will end back in Stonebow Unit and me homeless, afraid and sad.
Would affect carer greatly as probably would not use Carer Break any longer on principle, but desperately needs to take it.
Would arrange private care suited to our income.
Would be fair.
Would need more financial support.
Would not be able to have the care required
Would not be able to pay! I receive no financial support than £14.90 p/w.

Comments:
Would present a substantial cost to me. this raises legal issues. How far should carers be subject to these costs. Could cause substantial practical problems.
Would price any respite care out of the question.
Yet to find out.
You already do this !
You are going to charge carers. This seems an excellent idea but I can't see anyone coming in to work so that would be hard!
Your explanation is not clear. Does this mean that in effect people will be means tested? If so, then I agree.

5. Paying for supporting people into employment

It is proposed that the council charges for services that support people into employment. However, we will ignore any earnings and working tax payments that people get in the financial assessment.

Tell us how this would affect you.

Comments:
Again too vague to support its operation. How will the "charges" be imposed and what criteria will apply?
As a 24/7 carer I'd love to go out to work but any earnings would be spent on care so it is not feasible especially with the new changes.
As long as there is a means tested contribution.
Both retired (2)
But I am beyond such things anyway.
Can't work.
Depends how much you charge.
Do not use this service.
Does HCC really believe service users are going to pay for support into employment? Clearly they will stay on benefits contrary to the governments supposed plan to get disabled people into paid work.
Does not affect my daughter as unable to work so not fair to comment.
Does not affect us (2)
Does not apply to myself (6)
Does not apply to us.
Does not apply.
Does not effect me as I am retired. On a broader level the quality of life for users who would be the most vulnerable in our society may be badly affected.
Don't agree even though it does not affect me.
Don't know.
Don't put more barriers in the way of disabled people working than already exist or they will have to give up their employment. The council obviously does not understand how difficult it is to go to work if you are disabled and support is just one way of making it possible for them to earn a wage. All things are not equal now so how can you make it even more difficult, many will just not bother any more.
Don't understand.
Don't use.
Everyone pay what could afford.
Government should bare costs.
How will this move encourage people to go back to any kind of employment?
I already pay full charge for support workers for my daughter.
I am 72 so don't need a job.
I am 81 years old and have worked all my life and for 20 years looked after my daughter who had M.S.
I am 89 years old !!!

Comments:
I am just turned 62 and wheelchair bound to costs to and from work will be very high.
I am not sure.
I could not work because I am not allowed to bend or pick up or to move or carry anything over 5lbs as I have had part of my spine removed.
I do not know what services this covers exactly, but surely this is going to make employment an unattractive and non-cost-effective option? This flies in the face of current government thinking to make work pay.
I do not understand why on earth anyone should have to pay to be supported into employment. Again I feel that you are discriminating against people with disabilities or illnesses both mental and physical which I believe is against the law.
I do not work at the moment due to my high level of disability, but I go to Barton Hill Centre twice a week where I am supported to learn to work with animals. The cost of this is met in my Personal Budget. If I went to work properly with animals I would need 1-1 support, but do not see why I should have to pay for this myself. Everyone has a right to work and should not be penalised because they have special needs.
I don't get support as a pensioner.
I don't know anything about this so cannot comment.
I don't know how this will affect me.
I don't really understand this question or proposal.
I don't understand quite what this means as it does not apply to me.
I feel that either the person is fit enough to manage in a work place environment with minimal support or they shouldn't be working. Advice and help would be better coming from a relevant charity organisation.
I have no view on this as no experience.
I have not been given the option to find work.
I retired to be a full time carer so it wouldn't affect me now. But I do feel that some people who live on benefits should go to work like the rest of us did all our lives.
I think a reasonable charge can be made.
I think it should depend upon what they are earning, if too high then it should affect benefits.
I want to have a choice of where I go - you are taking this away from me. I like coming to Hereford.
I would if I could, but I don't understand the question.
If I felt well enough to enter employment immediately, I would need intensive support financially and practically and it would cause undue anxiety to worry about affording it.
If someone has earnings and working tax credits, they must already be in employment !
If you are fortunate enough to get employment, they can afford to pay.
I'm retired - so it wouldn't.
Imposing this kind of proposal will only result in less vulnerable people in work.
In my opinion, to ask someone to pay to access supported employment opportunities, is to ask them to pay to be in work. This demeans their contribution to the workplace and subtly suggests that their work is economically redundant, or less valued than that of their co-workers. Fair access to paid employment and employment opportunities, supported or otherwise, should not be assessed on the ability to finance the workplace from personal income or capital.
Is this not a Central Government responsibility?
It does not affect me.
It doesn't.
It is not my fault that I need extra help to be able to find a job.
It will discourage disabled people from making the effort to get into employment.
It will not affect us. However I think people who are not in employment should be supported back into work without being charged.
It will not affect us.
It won't
It would not affect me.
It wouldn't (4)

Comments:
It's hard enough to get support to get a job that is sustainable. Don't make it harder.
Just because my husband and daughter have mental health and learning disability why should they be charged to receive help at work? Having an illness is not a luxury and people should not make money out of us. What has happened to Care in the Community? The worry of this all is making me relapse and I am becoming ill.
Less likely to want to try any work.
Makes no difference.
My sister does not and probably won't go into supported employment.
My wife is not able to read and understand this document. I too find it lacking in clarity.
N does not want to finish this form as she said she does not understand it at all
N/A (55)
Never need this service.
No affect, not used.
No effect ((9)
No financial gain for doing work if paying for support.
No idea what this is.
No one else has to pay to be able to work, so why should service users have to do so? They find it difficult enough to find work in the first place, without charging them for the privilege. Again, people would choose not to work and this again would lead to Social Isolation and lack of self-development.
Not
Not Applicable
Not at all (3)
Not at all - retired.
Not at the moment - maybe in the future.
Not at the moment.
Not at this time.
Not effect us, but the principle is but essentially wrong.
Not relevant in my mother's case
Not relevant to me.
Not relevant to us.
Not sure at present.
Not sure.
Not urgently. Again goes against proactive, preventative idea of increasing independence longer term. Short term fix = long term cost. People won't want to pay/won't do/won't benefit and move forward from dependency.
Over 45
People with disabilities and special needs are being cut so much. There is a lack of support employment for them now and just because a person has a disability why should they be charged. You are implying that being disabled is a "privilege" and we should be punished for it.
Retired (2)
Some people may require support to stay in a job!
Surely it is to the benefit of the council that people are in work - if you are out of work you can't afford to pay to get a job.
[name removed] worked out that our finances are below budget and we didn't have to pay any I.L. Please contact me on [telephone number removed]. On April 10th [name removed] from Welfare Rights asset out budget through the Council. We have a Personal Budget through I.L. based in Leominster.
There need to be jobs available firstly.
There should be no barrier placed in the way of people seeking employment.
These charges do not affect me at the moment, but I do think it is very hard on those who do need a lot of care. Also if you put up the prices I know a lot of people will not use any of the day care so you could lose out by putting up charges.

Comments:
They will all stay at home - so they can have money to eat etc. This council is a disgrace but it hands out bucket full of cash to Stanhope.
This does not affect me as I am passed retirement age.
This does not affect me.
This does not affect us but I think the Council should be paid for their services.
This does not affect us.
This will deter those with disability from seeking employment. Depending on circumstances tis would probably increase burden on public purse.
This will not encourage people back into employment.
This would not affect us, my husband will never be able to work again, which is very sad.
Two carers, meals on wheels.
Unable to work.
Unless assessment is fair people go without the care they need as they will not be able to afford it. Ultimately this will mean more hospital admissions/cost to NHS.
Unsure.
We do not use this service.
we need to encourage people into employment, this may put them off.
Why is Hereford council targeting disabled adults with mental health difficulties or people who need support. They need support for a reason. They should not be punished for needing support.
Why pay for people to get work? I and thousands like me never asked anyone to pay for us to get a job and those who want work will always find it. I still work and am very old.
Why should adults who have a disability, mental health problem be charged? Having a disability is bad enough without being charged for it.
Why should disabled and people with mental health issues be penalised? It is not our fault we need support being disabled and having a mental illness is not a luxury to us but HCC are treating us (victims) as if we are premium brands, tax, tax, tax, lets make money. All this worry and stress is making me totally unstable and ill and driving me back to hospital.
Why should my disabled friends have to pay for being supported? It is not our fault we have a disability and mental health illness. I wish I was born "normal". It is bad enough being treated badly by the general public but now we are being kicked in the teeth by Social Services.
Will not affect me (2)
Will not affect us.
Will they work for all.
Won't be worth people working; of no benefit to them. Will not affect me personally - unable to work and retired now but totally wrong!!
Work for nothing if charges high people won't want to go to work.
Would help me.
Would not affect me.
Would not affect us at all I don't think.
Would not affect my husband.
Would not work.
Would the charge come from my Individual Budget?
Yes, because they are getting money in the end.

Tell us about any disabilities you have. Other, please specify:

Comments:
ABI
Acroangio dermatitis.
Age and frailty.
Age related limitations.
Age related.
Angina, spinal weakness.
Anxiety, eating disorder.
Arthritis, epilepsy.
Arthritis.
Asthma and walking aids.
Balance.
Blind.
Brain injury.
Brain tumour.
Cancer recovery.
Cancer.
Cardiac and renal problems, end stage prostate cancer.
Classic Autism
Clinical depression; diabetes.
Complex epilepsy.
Dementia, heart and kidney failure.
Dementia (3)
Depression.
Diabetic with skin problems
Diabetic.
Downs Syndrome (2)
Elderly person (92)
Epilepsy.
General disability of old age and getting worse!
Have to use a wheelchair.
Hearing impairment.
Hypertension, stress, short-term memory problems
Kidney failure (vasculitis) - dialysis.
Knee problem, WIP.
Limited mobility.
Long- term illness and disability
Loss of mobility, AF, heart defects, hip replacements.
Medical problems.
Mobility difficulty.
Mobility issues.
Motor neurone disease.
Multiple health care needs.
Multiple Sclerosis.
N/A

Comments:
Neck problems and extreme tiredness
None
Old age, over 95yrs.
Old age, slow on the up-take.
Old age (2)
Old, housebound.
On-going age related everything.
Osteo-arthritis
Parkinson's disease, diabetic.
Parkinson's Disease, Type 2 diabetes.
Parkinson's disease.
Registered blind.
Restricted vision.
Social isolation.
Speech and mobility problems after a stroke.
Stress, breathing problems.
Stroke (4)
Very poor short term memory.
Visual handicap.
Visual.
Wheelchair user.

Additional comments recorded elsewhere in the questionnaire.

Comments:
[Q1] *As long as HCC are going to make direct payments @ pro rata with no PB cap.
[Re question on how much paid each week toward care] NB This includes some privately arranged care & cost of participating in vol. organisation services. [General] It is totally unacceptable for you to send TWO separate reminders to complete the Q. Both arrived same day & time. Is this an example of wastage?
Awaiting Personal Budget, began the process in APRIL 2011, still nothing. What a joke?
Filled out on behalf of my mother (93) who lives with us, my husband (78) has dementia and I care for him too. To now I've managed without carer break, it is upsetting to know in future care break charges will be increased so high as to be impractical. E.g. I would be charged £40 to do the weekly family shop! Carers like me save the council thousands ££ p/a. Many elderly would be forced to do without services at proposed high rates becoming socially isolated and leading to further health problems. Frugal careful families are being penalised, those with no savings/etc. are getting services free. "Squeezed middle class" again bearing the brunt.
Hereford Council are forgetting that the majority of the population work on the minimum wage or receive basic pensions. It is a struggle just to pay bills. It appears that you see adult social care as a luxury where as to us it is a necessity and a life saver.
I applied for DP in May 2011 after 10 different meetings with different Social Workers still no DP. The whole process has made me ill and suicidal, only my support worker cares and helps me.
I do not receive any care.
I have cared, UNPAID, for my parents in their own home for 6 years saving council hundreds of pounds.

Comments:
I hope you received sufficient replies to gauge public opinion. Any lack of response may be due to the complexity of the forms' wording and a belief that decisions have been made (e.g. "We are giving..." rather than "We propose to give ..." in para's 2 & 3) or unwillingness to accept financial assessment without any suggestion of confidentiality. In the absence of breakdown of costs many will find your figures incredible, e.g. £16 for 5hrs at Glenton Lodge despite numbers on Thursday falling 50% and cost per head doubling! This would be even more regrettable if I am correctly informed that there is a waiting list and while smaller numbers make it more and more difficult for staff to arrange "activities". It is unfortunate the excessive wordiness of the form does not allow space for reasons to be given for any answers as, for most, an explanation is essential.
I provide care in the home for no pay 24/7. Perhaps you would like to tell all us carers just how much this farce of a consultation has cost? I am sure it could have been better spent providing focused services to those who need it. You will not listen and will go ahead whatever hardship you cause.
I receive carer's sitting-in assistance. this is very helpful so extra costs would be a burden. It may be more costly to impose a means test than retain existing system. Many carers will have assets above current threshold but they might not be available for disposal, third parties, joint-owners etc. might be involved. it raises legal issues re extent of carer's responsibility and financial liability. Carers need to go shopping or on business so practical difficulties might occur.
Loosing my Social Worker, CPN and support worker will drive me back into hospital.
Meals on wheels enable my mother to live fairly independently at home. The proposed price rise might put some people off having them, I feel leading to breakdown in health and possible admission to hospital. False economy I think!
<name removed> replied questionnaire 185.
My mother is not currently using your services but will do so soon; I am 64 and in poor health.
My partner cares for me and gets no carer allowance. If he left I would need 30hrs a week care which I cannot afford. How many disabled councillors are on the Council? Do they have any idea what it is like?
PLEASE DO NOT SEND ANY MORE OF THESE AS MUM IS UNABLE TO FILL THEM IN.
Please note: [name removed] is unable to communicate and would not understand this questionnaire.
Q.1: I don't know what a personal budget is.
Q.17 in addition, my husband receives hospice care but is allowed home weekends.
Q.17: My husband cares for me (i.e. we get no support).
Q.17: Carers has to pay for respite care.
Q.19: "No charge" ticked and written "to the council for carer's pay elsewhere for the service user"
Q13 i.e. I am the carer i.e. I do everything necessary; wash, iron, shop, cook, drive etc. We pay for cleaning the house. Q14 I am 75, my wife is 82. Q15 Me: quadruple bypass and hear failure. Wife: frequent falls and difficulties with dressing, walking, showering etc. Poor short-term memory. Q16 None. Q17 n/a.
Q17: no charge for DP; £10-24 for respite care for [name removed].
Q18 For meals only as meet full NHS care criteria - unable to move etc. Q19 Not applicable - funded by PCT as meet continuing care criteria.
[See x2 page A4 typed letter submitted with questionnaire.]
Sorry this form has not been completed and has been returned late. Mother is too unwell to fill it in and gets very distressed just thinking about it.<name and address removed>
The world has gone mad, every week there is a form to fill in - jobs for the boys I suspect. The cost of producing two brochures plus 76p postage could have been put in a kitty as people are fed up with the red tape. The carers aren't the people getting my money, some "fat cats" are.
These proposed increases would cost mum £398.00 per week as she is not funded.
This is a complete waste of money - it is a foregone conclusion. It's more to do with Tony Blair signing up to "Harmonising the welfare payment across all E.U. Countries" than saving money.
[Three typed sheets of A4 attached - too long/detailed to precise here.]
What a joke? Personal Budget application began May 2011 and after 8 meetings still not put in place.

Appendix B: The Questionnaire

moisten here

Adult Social Care Proposed new charging policy questionnaire

To be read alongside the charging policy consultation. If you need help completing this questionnaire call us on 01432 383838.

Please fold this questionnaire, seal it and pop it in the post by 20 August 2012 - no stamp is needed.

1. Fair charging for traditional and personal budget service users

We think people should be charged on the same basis, whether they choose to have their care managed by the council or through a personal budget.

Do you agree? Yes No Don't know

2. Paying the full cost of the service you use

Herefordshire Council would like people to pay the full cost for home care, day care, extracare, supported/ shared living, adult placements, transport, carers' services, supported employment and meals.

At the moment the council pays something towards the cost of all of these services.

But some services, like home care and day care, are means tested. This is where the council works out if you are able to pay the full cost or some of the full cost yourself by doing a financial assessment of your income and living costs.

moisten here

For some people there will be no change, but for people that have to pay something towards their charge, the situation could change.

If you currently pay the full cost of your service yourself, you will have to pay more.

If you are currently paying something towards the cost, you may have to pay more, although this will not be the full charge.

Everyone will have to pay the full cost of meals services.

Please tick the boxes below to show if you agree or disagree with the proposals for each of the services.

Service	Current charge (£)	Proposed charge (£)	Agree	Don't agree	Don't know
Extracare	No change				
Supported/shared living	No change				
Adult placement	No change				
Transport (per journey)	1.35	15.25			
Carers' services (per hour)	FREE	15-20			
Supported employment	FREE	variable			
Meals	2.80	4.70			
Home care (per hour)					
rural	14.90	17.13			
urban	14.90	14.90			
Day care (typical)	4.45	16-169*			

*We provide day care activities and opportunities for people with a range of needs and disabilities. We support people into employment using a range of services. Typical costs are £20 per hour or £50 per day.

Tell us how these changes would affect you.

Working out a fair charge for services

There are different ways for us to work out how to set the charges for council managed services under the new system.

Option a) The actual cost would be charged.

For example, if someone needed less care at a day centre they would pay less.

If someone needs more care at the centre, they would be charged more money.

The charges would vary between £16 per day to £169 per day.

Another example is where people have home care but the cost to the council varies depending on whether they live in an urban area or a rural area. The charges would vary between £14.90 per hour in the urban area and £17.13 in the rural area.

Option b) We could set an average charge. This means that there would be a flat rate and everyone would pay the same for a service.

For example, everyone going to a day centre would pay the same. This would be £38 per day.

Everyone having home care would pay the same regardless of where they lived. This would be £16 per hour.

Which way do you think is best?

Option a) Actual cost, Option b) Flat rate cost, Don't know

Tell us how this would affect you.

3. Paying for transport

a) It is proposed not to pay transport costs for people who already receive the mobility component of the Disability Living Allowance.

Tell us how this would affect you.

b) Transport costs vary depending on the length of the journey and where you live. To make sure charges are fair, we could either charge the actual cost of each trip, work out an average charge or flat rate for everyone, or set banded rates based on the distance to the nearest service to where you live.

Which option do you think is fairer?

Actual cost of each trip Flat rate for all trips Banded rates

Don't know

Tell us how this would affect you.

4. Paying for carers' services

It is proposed that carers will be charged for the full cost of the service, although anyone needing financial support will be given a financial assessment to work out how much they can afford to pay.

Do you agree with this proposal?

Yes No Don't know

Tell us how this would affect you.

5. Paying for supporting people into employment

It is proposed that the council charges for services that support people into employment. However, we will ignore any earnings and working tax credit payments that people get in the financial assessment.

Do you agree with this proposal?

Yes No Don't know

Tell us how this would affect you.

Please tell us which of the following applies to you: (tick as many as apply)

- Service user
- Carer
- Other interested person

If you are a service user, please tell us about yourself

Please let us know which age group you are in

- 18-24
- 25-64
- 65-84
- 85+

Tell us about any disabilities you have (tick all that apply)

- Physical disability
- Learning disability
- Mental health
- Other (please specify) _____

Which services you or the person you care for uses: (tick as many as apply)

- Home/personal care
- Day care
- Employment day opportunities/supporting employment
- Carers' respite/short breaks
- Supported/shared living
- Transport
- Meals in a day centre
- Meals on wheels
- Direct payments

How much do you currently pay each week towards the care services you receive?

- No charge
- Less than £10
- £10-£24
- £25-£49
- £50-£99
- £100-£149
- £150 or more
- Unsure

Do you have capital or savings (other than your own home) worth more than £23,250?

- Yes
- No
- Don't know

Thank you for completing this questionnaire

Please return it by 20 August 2012.

Alternatively, you can fill in the questionnaire online and return it to us via email. Visit our website for more details www.herefordshire.gov.uk/adultcare

Or by telephone: 01432 383838

Please tell us your name and address (You can choose whether or not you want to put your name on the form)

[Empty text box for name and address]



No stamp required

Adult Social Care Charging Proposals
FREEPOST SWC4816
PO BOX 4
HEREFORD
HR4 0BR

Adult Social Care Proposed new charging policy Questionnaire

