

**Summary of responses to Engagement Questionnaire**

15 responses were received either by completing and returning the questionnaire or submitting comments by email.

27 % (4) responses did not comment on questions 1-4 of the questionnaire

**Q1. Do you think you, or the people you support, are treated fairly?**

- 33 % of respondents felt that people were being treated unfairly
- 27 % of respondents felt that people were being treated fairly.
- 27 % Of respondents did not comment
- 13 % of respondents did not give a clear response in answer to this question

**Summary of key comments and themes for Q1.**

- Everybody's needs are so different.
- Financial assessment is a daunting process and service users see a disparity between the differing amounts individuals are asked to pay towards care and support costs.
- Many service users consider day opportunities to be "their job".
- More thoughtful and timely communication with people
- Vulnerable service users should be left with funding to make a difference to their daily lives and ability to prioritise social activities to improve quality of life.
- Vulnerable people should be looked after they are left with so little.
- Better support from social work team to advise on what's available for service users
- Social workers to remain allocated to service users who have issues with trust or changes

**Q2. Do you think our current financial assessments consider each individuals' personal circumstances and requirements appropriately?**

- 40 % of respondents felt that people were not being considered appropriately
- 27 % of respondents did not comment.
- 27 % of respondents were undecided or did not give clear response in answer to this question
- 6 % of respondents felt that each individuals' personal circumstances and requirements are currently being considered appropriately.

**Summary of key comments and themes for Q2.**

- Social Care cost should be free like NHS
- People with disabilities have higher and unseen costs which can impact on quality of their life if not met.
- Disability Related Expenditures require clearer guidelines with examples as people would like clarity and to have comparisons on how other service users are assessed for care charges.

- Unfair that service users having to contribute to care costs when the have worked and saved all their lives

### **Q3. What changes should we make and why?**

- 53 % of respondents commented on this question
- 47 % of respondents did not comment

#### **Summary of key comments and themes for Q3.**

- Social Care referrals take too long also a need for more regular care plan reviews. Better communication and more details of what's available to a service user which an allocated Social Worker can provide.
- Clarity of Adult Social Care processes with timely responses. An easy read of the full ASC assessment process.
- Allow more income to remain with service users to allow for better quality of life
- Consider extra Disability Related Expenditure in cases of service users with severe disabilities.

### **Q4. Is there anything else you would like us to consider?**

- 53 % of respondents commented on this question
- 47 % of respondents did not comment.

#### **Summary of key comments and themes for Q4.**

To consider

- training or support or user friendly guidance for people to be able to manage their finances, a more workable system for pre pay financial services that people need to use to pay providers.
- The true cost of caring and supporting a vulnerable person.
- Debt repayment and all outgoings. Many people not being able to pay the contribution to care costs because of other debts or because of other necessary outgoings, so have ended up not being able to attend or fallen in social care debt which has impacted on their Mental Health.
- financial assessment to be done in timely manner to allow smooth transfer to a service without accruing debt in the waiting period

#### **Other comments provided by respondents**

- 33 % of respondents provided other comments.
- 67 % of respondents did not provide other comment.

## Summary of other comments made

- Thank you for help that has been given, it is appreciated.
- The process feels a bit like approaching the council with a begging bowl!
- Better communication with agencies and parents as to what is available. You have to know what you want as it's not very often that you are aware of what's available. (ASC)
- We feel unable to comment as we are not involved in the financial assessments. We have no evidence that would indicate people feel unfairly treated.
- I can only assume they (other vulnerable service users) are contributing far more towards their care costs than they can afford, or actually should be. Who is fighting their corner?