

ACS 11006

Appendix C

Changes to the Charging Policy Feedback Form

Context

This feedback form asks for your views on changes that the Council is proposing to make to the charges it makes towards the cost of adult social care services.

In the future everyone who is eligible to receive help to meet their social care needs will be allocated a **Personal Budget**. This will include the cost of all the services that the Council will fund to support you, less the contribution that you will be assessed to pay.

You will have the choice of continuing to receive services arranged by the Council or to take your Personal Budget as a **Direct Payment** to enable you to organise your own care.

The Council has reviewed the current charges it makes in light of the need to include the costs of all services within Personal Budgets. The changes that we are proposing include introducing new charges for some services and increasing other services where we already make a charge.

You can find more information at <http://www.bromley.gov.uk/socialcareandhealth> or if you would like to speak to someone please call Emma Maton on 0208 461 7579. If you require this information in another language or format please also call Emma Maton on 0208 461 7579. Please return this feedback form to emma.maton@bromley.gov.uk by the 28th February 2011.

A. Introducing Personal Budgets (fact sheet page 2)

Q1 You may already know that the Council is introducing personal budgets which offer service users the option to arrange for their own care needs. This means that rather than arranging care for you, the Council allows you to take control and gives you the money instead, in what is known as a 'direct payment'. Would you like more information about this?

Yes No

If you have ticked "yes" please give your name and address at the end of this form so that someone from Bromley Council can contact you.

Q2 We are proposing that the calculation for a personal budget would include the costs for a range of services that will meet person's assessed eligible need. The following services being considered are:

- Personal Care (including 2 carer support and evenings & weekends)
- Personal Assistants
- Non Residential Respite
- Assisted Technology Equipment
- Supported Living
- Carelink
- Day care including Transport

Do you agree that these services should be included as part of the personal budget calculation?

Yes No Don't know/ not sure

If you have answered no to the question above, can you please state which service(s) and your reasons why not?

Your Views 

Q3 We are proposing that the following services will not be included as part of the personal budget:

- Shopping
- Laundry
- Holiday Breaks

This means that the Council is proposing to remove the current subsidies for these services: anyone who wants to continue using them will be expected to access and pay for them independently at the full price charged by the provider of the service. Do you agree with this proposal?

Yes No Don't know/ not sure

If you have answered no to the question above, can you please state which service(s) and your reasons why not?

Your Views 

B. Changes to Service User Contributions (fact sheet page 4)

If a person is assessed as being eligible for support for their social care needs they will have a personal budget calculated to meet these needs. Everyone allocated a Personal Budget will then have a financial assessment to work out what they can afford to pay towards meeting the cost of their social care needs.

Q1. The following areas will be included within a personal budget and will therefore be part of the financial assessment:

- New rates for ½ hour and 1 hour personal care visits
- Introduction of an additional charge for where a second carer is required for personal care visits.
- A supplement for evening and weekend personal care visits

This means that you may have to pay a charge if you have services arranged by the Council or your contribution will be deducted from your direct payment if you organise your own care. Do you agree that it is fair to include these areas as part of the financial assessment?

Yes

No

Don't know/ not sure

If you have answered no to the question above, can you please state which area(s) you disagree with and your reasons why?

Your Views 

Q2. Directly employed personal assistants will be calculated as part of a personal budget and will therefore be part of the financial assessment. This means a contribution may be deducted from the amount you receive as a Direct Payment.

Do you agree that it is fair to include these services as part of the financial assessment?

Yes

No

Don't know/ not sure

If you have answered no to the question above, can you please state which area(s) you disagree with and your reasons why?

Your Views 

Q3. Day centres and transport will be calculated as part of a personal budget and will therefore be part of the financial assessment, which means a charge may be applied.

Do you agree that it is fair to include these services as part of the financial assessment?

Yes No Don't know/ not sure

If you have answered no to the question above, can you please state which area(s) you disagree with and your reasons why?

Your Views 

Q4. Carelink (community alarm), Telecare and other assisted technology equipment will be calculated as part of a personal budget and will therefore be part of the financial assessment, which means a charge may be applied.

Do you agree that it is fair to include these services as part of the financial assessment?

Yes No Don't know/ not sure

If you have answered no to the question above, can you please state which area(s) you disagree with and your reasons why?

Your Views 

Q5. We are planning to introduce standard amounts for disability related expenses; do you agree that a flat rate would be a fairer, simpler and more consistent way of allowing for the extra costs of having a disability? This means you would not have to give us receipts as evidence of the extra costs.

Yes No Don't know/ not sure

Your Views 

C. People ineligible for Council funding (fact sheet page 3)

Whilst the Council continues to ensure access to services for people not receiving a personal budget it is proposed that for people using day services whose social care needs do not qualify for the council's support will be expected to pay £10 per session for using this service.

Do you agree that it is fair to charge people whose social care needs do not qualify for the council's support?

Yes No Don't know/ not sure

Your Views 

Do you think that the proposed amount is fair? If you do not please state the amount you think is?

Yes No Don't know/ not sure

Your Views 

D. Final Thoughts

Q9 You may have written various comments in the 'your views' boxes on this feedback form, but if there is one key message about these proposals that you would like to give to Bromley's Councillors please tell us here.

Your Views 

E. About you

Q1 Are you: (please tick as many as apply)

- Receiving home care, day care, or direct payment
- Part of an organisation working with people in Bromley
- A carer of someone receiving social care from the Council
- A member of the public

Q2 Are you:

Male Female

Q3 Please tell us your age:

18 – 50

51 – 64

65 – 74

75 and over

Q.4 Please can you tell us what services you are currently using? Please tick as many that apply.

Direct Payment

Direct Payment – to employ a personal assistant

Home care

Shopping

Laundry

Holiday Breaks

Day Care

Carelink

Telecare or other assisted technology equipment

Other (please state)

If you would like more information on Personal Budgets and Direct Payments please provide your full address details including postcode, or if you prefer, an email address. Your details will not be used for any other purpose than to send you this information.

Name:

Address:

Postcode:

Telephone:

Email:

Please return this feedback form to emma.maton@bromley.gov.uk by the **28th February 2011**.

Many thanks for taking the time to give us your views