

CABINET

DATE	10/02/2021
REPORT OF	Councillor Margaret Cracknell Portfolio Holder for Health, Wellbeing and Adult Social Care
RESPONSIBLE OFFICER	Bev Compton Director of Adult Social Care
SUBJECT	Adult social care charging policy: outcome of review and consultation, with recommendations for implementation of a revised policy from April 2021
STATUS	Open
FORWARD PLAN REF NO.	CB 01/21/01

CONTRIBUTION TO OUR AIMS

Legality: it is a legal requirement that local authorities set out their approach to charging for adult social care. Where the council proposes to make changes to its approach, it must consult with those affected. A revised policy, on the basis of the outcome of consultation and associated impact assessment, is intended to meet these obligations.

Sustainability: local authorities are required to consider the resources available to them to meet the adult social care needs of those for whom they are responsible. By reviewing its approach to charging, the Council ensures consideration of whether its approach to maximising recovery of client contributions is fair, appropriate and sustainable.

In seeking to act lawfully and sustainably, the Council supports its aims of stronger economy and stronger communities.

EXECUTIVE SUMMARY

The Council has significant discretion regarding its approach to charging for adult social care. Any charges levied must be managed in accordance with the Care Act 2014 and its accompanying statutory guidance and regulations. Financial assessment is the mechanism for establishing individuals' ability to contribute to the cost of their social care, within parameters set by the Care Act. The interaction between the Care Act's charging rules and benefits legislation, as each is applied to individual financial circumstances, makes charging a complex area of law and practice.

Public consultation on options to amend the adult social care charging policy concluded in April 2020. An independent report on the outcome of the consultation, and an impact assessment relating to the options consulted upon, will inform decision making on the content of a new adult social care charging policy ('the Policy') from April 2021. The report can be found at Appendix B. The impact assessment can be found at Appendix C.

These documents were considered by Health and Social Care Scrutiny in November 2020, which made recommendations for Cabinet (see section 7 below).

RECOMMENDATIONS

It is recommended that Cabinet:

- (1) Support the implementation of a revised adult social care charging policy that incorporates measures to ensure that fee levels catch up and keep up with cost increases (indexation) and support a principle of full cost recovery
- (2) Adopts the proposals relating to disability related expenditure (DRE) from April 2021
- (3) Adopt the proposal relating to the administration fee for arranging care, for those who can afford it, over a two-year period, commencing April 2021
- (4) Authorises the Director of Adult Social Care in consultation with the Portfolio Holder for Health, Wellbeing and Social Care to implement resolutions 1 to 3 above.
- (5) Does not adopt the proposals in respect of the minimum income guarantee (MIG)
- (6) Direct that the proposal relating to respite (short stay in a care or nursing home) charging be subject to further consideration, with a view to implementing a revised approach to respite charging from April 2022.

REASONS FOR DECISION

Cabinet must decide:

- which of the options consulted upon should, or should not, form part of a revised Policy
- whether implementation of any change should be immediate (from 1st April 2021), or phased in over a period
- either on the basis of the Recommendations, or otherwise.

Cabinet must make these decisions because :

- It is required to consider the Policy periodically
- It has conducted a consultation on the way in which it might revise the Policy
- Having conducted a consultation, it must now ensure that the learning from it, in conjunction with the impact assessment, it utilised to revise the Policy.

1. BACKGROUND AND ISSUES

1.1 Background

The Council's Policy was last comprehensively reviewed in 2014/ 15, prior to implementation of the Care Act on 1st April 2015. In Autumn 2019, Scrutiny members contributed to a task and finish group to consider a range of options for amendment to the Policy and make recommendations for which options should be subject to public consultation. Cabinet broadly approved Scrutiny's recommendations and the consultation took place between 2nd January and 1st April 2020.

Cabinet was due to decide which of the consulted upon options would be included in a revised charging Policy in June 2020, with a view to implementing a new Policy from July 2020. Due to Covid-19, this has not been possible. A revised decision-making timetable recommenced with further consideration by Scrutiny, in November 2020.

1.2 The Consultation

The consultation included direct questionnaire mailouts to potentially affected service users (with a response rate of 25%), an online version of the questionnaire, and a range of events. The link to the online questionnaire was widely shared via ACCORD and others, and actively promoted by Healthwatch and others. Public events targeted relevant interest groups as well as daytime and evening events for members of the public. Events were supported by significant social media activity via Facebook, Twitter and other platforms.

The options consulted upon and the corresponding responses are summarised below (please see the report at Appendix B for full details):

The result of the consultation was mixed with some positive support in respect of indexation and proposals to limit DRE. There were more negative comments in relation to proposals to amend the MIG and administration fees charged for arranging care.

Consideration of charging for respite care is recommended to be subject to further review.

1.3 The Impact Assessment

Focused as it is on the implications of local people paying more for adult social care, the impact assessment is more circumspect. It highlights that:

- North East Lincolnshire (NEL) has increasing numbers of older people (who are more likely to need support from adult social care)
- Around 20% of NEL residents report that day-to-day activities are limited by long-term illness or disability
- Physical frailty and dementia are the main causes of entering long-term social, home or residential, care in NEL
- The highest number of those reporting that their health is bad or very bad are located in NEL's most deprived wards
- NEL has high levels of deprivation and unemployment, and lower levels of earnings
- The greatest number of individuals to whom the adult social care charging Policy applies are located in NEL's most deprived wards.

In summary, needs are high in NEL, and people generally have less money to contribute to the costs of their adult social care. If adopted, the proposals will largely affect older people and disabled people of all ages. The full impact of the proposals will be fully recognised when a) a decision is made regarding whether to adopt the Recommendations, b) each individual is financially assessed against a new Policy.

The impact assessment at Appendix C now features 10 additional cases studies offering an indication of how a range of individuals may be affected by implementation of the Recommendations.

2. RISKS AND OPPORTUNITIES

2.1 Risks

A number of pertinent themes emerged from the consultation, including:

- Some contributors felt that increased contributions were required because those with needs were being asked to 'prop up' a fundamentally unsustainable system
- Some contributors felt that the potential for increased charges was indicative of a pattern of older and disabled people being 'made to pay'; others felt that savers were being penalised by being asked to contribute more from their carefully managed resources
- Some contributors indicated they were less willing to pay more for what they deem to be of reduced quality. Increasing charges may carry some expectation of an accompanying improved quality of service
- A number of contributors raised concerns that the proposals may affect carers; if services become less affordable, carers will be under increased pressure to 'make up' perceived gaps in care

If the proposals regarding indexation are not adopted the risk is that the council falls further behind inflation rates, making the task of recovering its costs more difficult.

In addition to general themes, there are some specific areas of risk:

- Adoption of national (less generous) MIG allowances – a decision on MIG should be deferred in light of the recent judicial review decision
- Respite (short stay in a residential setting) charging – the banded rates used either at current levels or at a level intended to 'catch up and keep up' with the rate of cost increases as indicated via the consultation, are not in line with our base residential care fee. As our base residential fee has been based on a 'cost of care exercise' further consideration of the basis of the banded rates is needed. It is recommended that a piece of work is instigated to calculate the costs of respite, building on the cost of care exercise.

2.2 Opportunities

- 2.2.1 The Council is facing unprecedented challenges to its budgets generally, compounding the on-going challenges to an overstretched adult social care budget. The Council has previously committed itself to a Policy position of full cost recovery wherever appropriate.
- 2.2.2 Implementation of the proposals creates a new principle of 'catch up and keep up' with increasing costs in current and future years.
- 2.2.3 Although in some cases by a small margin, six out of the 10 proposals consulted upon received majority approval (on the basis of paper/online questionnaires); see Appendix A. It is proposed that the Policy adopted includes those proposals which attracted some public support.

3. OTHER OPTIONS CONSIDERED

A wider range of proposals for increasing client contributions was originally considered and following the involvement of a Scrutiny working group, a smaller number of proposals was put forward for consultation. Following consultation, those matters that received positive support at those being recommended in this paper.

Please see Appendix D for further details on previous considerations.

4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

4.1 Reputation

Charging for adult social care is a contentious topic. A long term funding solution for adult social care has been awaited for some years; the debate regarding the inequity between health care – which is free at the point of access – and social care – which is not – has been heightened in the context of the Covid-19 pandemic. In this context, the Council's need to balance the reputational risks associated with action and inaction is particularly sensitive.

Whilst a longer-term funding solution is awaited, and given the pandemic's impact on other areas of Council income, attending to the sustainability of local adult social care budgets remains imperative.

Having regard to the adverse impact of covid on the social and economic wellbeing of the local community, a reduced set of proposals is recommended. The Council's latest Covid-19 health impact assessment can be found at: <http://www.nelincsdata.net/strategicassessment>

4.2 Communication

The consultation outcome report and impact assessment are published on the CCG's website (in the 'have your say' area), with the draft Policy.

It is intended that individuals be provided with a general notification of any policy changes which may impact on their client contributions at least 6 weeks prior to implementation of the new Policy. Precisely how each individual is affected will not be known until the time of their individual financial assessment (following which any increases will apply to them personally); individual explanations will be provided at that time.

5. FINANCIAL CONSIDERATIONS

Review of the Policy offers opportunities to adopt sustainable principles to build on, such as 'catching and keeping up' with the rate of inflation.

Members should be mindful that:

- a) Whilst any changes in Policy will come into effect from 1st April 2021 (unless otherwise stated), no changes take effect for an individual until the time of their annual financial assessment. As assessments take place on a rolling programme across each year, it will take until April 2022 for all individuals to be assessed on the basis of any revised Policy
- b) As each person's charges are subject to individual financial assessment, the way in which their own resources 'interact' with any changes in national benefits (such as Universal Credit) and local benefits (such as changes in Council Tax allowances) and with any charging changes from April 2021, establishing how much individuals might pay under a new Policy cannot be robustly estimated
- c) The impact assessment has been updated with additional case studies offering an indication of how a range of individuals may be affected by implementation of the Recommendations only (i.e. excluding application of MIG and respite proposals) and by the full range of proposals consulted on

- d) Some individuals elect not to pay their assessed social care charges, and instead accumulate debts to the Council. Where individuals are required to pay more, the Council's debt position (rather than its generation of client contributions) may be increased.

6. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications.

7. CONSULTATION WITH SCRUTINY

Scrutiny has been involved in this work prior to consultation, and following consultation. The scrutiny working group's recommendations shaped the consultation, and Scrutiny's subsequent recommendations form the basis of this report (see Recommendations above).

The Scrutiny Chair's casting vote was used to recommend to Cabinet implementation of:

- all three proposed limits to DRE
- the proposed increase to the administration fee
- the inflationary increases to day care, transport and laundry services.

8. FINANCIAL IMPLICATIONS

The implementation of a revised Adult Social Care charging policy based upon full cost recovery will support the delivery of a sustainable income stream for the Council. The Policy changes will also enable the Council to uplift charges for fixed priced items on an annual basis to keep pace with inflation and wage rises.

9. LEGAL IMPLICATIONS

The principles under the terms of the Care Act 2014 and supporting regulatory framework are largely set out in the above report.

The Care Act gives local authorities powers to charge for certain types of care and support, at their discretion.

A regular periodic review of charges generally is considered both good practice and necessary.

10. HUMAN RESOURCES IMPLICATIONS

There are no direct HR implications

11. WARD IMPLICATIONS

All wards with users of social care are affected. A majority of such users are within the Borough's more deprived wards (see the impact assessment at Appendix C for more information).

12. BACKGROUND PAPERS

The DRAFT Policy (showing what the Policy could look like if all proposals were adopted) can be found as part of the CCG's consultation page here:









<https://www.northeastlincolnshireccg.nhs.uk/how-you-have-influenced-our->



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APPENDIX A

Topic	Proposal	Response	Result
Limiting allowances for disability related expenditure (DRE)	Social activities limited to £50 pw	Net agreement of 55% ; net disagreement of 28%	
Limiting allowances for disability related expenditure (DRE)	Gardening limited to £15 pw	Net agreement of 63% ; net disagreement of 21%	
Limiting allowances for disability related expenditure (DRE)	Window cleaning limited to once pm	Net agreement of 72% ; net disagreement of 15%	
Adopting national allowances for minimum income guarantee (MIG)	Less generous allowances for individuals of all ages	Net agreement of 20% ; net disagreement of 70%	
Adopting national allowances for minimum income guarantee (MIG)	Less generous allowances for couples of all ages	Net agreement of 21% ; net disagreement of 62%	
Administration fee for arranging care for those who can afford it	Increase admin fee from £50 pa to £170 pa	Net agreement of 34% ; net disagreement of 50%	
Increase fixed charges to catch up and keep up with costs (by reference to inflation)	Respite: banded rates to increase by at least 17.6% (based on 2019/20 costs)	Net agreement of 38% ; net disagreement of 44% - increase over 3 years 73% - increase over 2 years 27%	
Increase fixed charges to catch up and	Day care: rates increased by	Net agreement of 51% ; net disagreement of	

keep up with costs (by reference to inflation)	at least 7.2%, based on CPI calculated in 2019	31%	
Increase fixed charges to catch up and keep up with costs (by reference to inflation)	Transport: rates increased by at least 7.2%, as above	Net agreement of 54% ; net disagreement of 28%	
Increase fixed charges to catch up and keep up with costs (by reference to inflation)	Laundry: rates increased by at least 7.2%, as above	net agreement of 54% ; net disagreement of 26%	

Note: this summary relates to responses via paper/ online surveys; those from service users were generally less favourable than those from family members/ the general public. Responses at face to face events were overall less positive (these events focused on qualitative rather than quantitative responses).

North East Lincolnshire

Charging Review Consultation 2020

Report (V03)
April 2020



North East Lincolnshire
Clinical Commissioning Group



Prepared by

SMSR
RESEARCH

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1.0 Introduction

Background

About 2700 people in North East Lincolnshire use some adult care and support (social care) each year. North East Lincolnshire Council ('the Council') is proposing to make some changes to its charging policy for adult care and support. The Council last reviewed all of its charging policy in 2015. The Council needs to review its policy again to make sure that it is helping to meet the needs of local people within the available budget.

Unlike health services, adult care and support services are not free to access. The Care Act 2014 sets out the legal basis for means testing access to care and support services. The law allows councils to recover some of what they spend in meeting people's needs.

The Council wants to make the best use of the money it has available to help local people, but it does not plan to take every opportunity the law allows to make a charge. For example, it does not currently want to use its right to charge for carers' services, because it recognises the contribution that carers make to supporting some of the most vulnerable members of the community. Due to its difficult financial position, the Council does want to consider other proposals to recover its costs where it thinks it is reasonable.

SMSR Ltd, an independent research company, has therefore been commissioned to undertake a consultation to gather opinions on the proposed changes and identify any areas which may be of concern. In addition, staff from North East Lincolnshire Clinical Commissioning Group (CCG) and focus independent adult social work (focus) undertook facilitated sessions with key stakeholders and local residents.

The main aim of the consultation was to give service users, residents and stakeholders the opportunity to review and feedback on the proposed changes to the Charging Policy in order to inform the decision-making process.

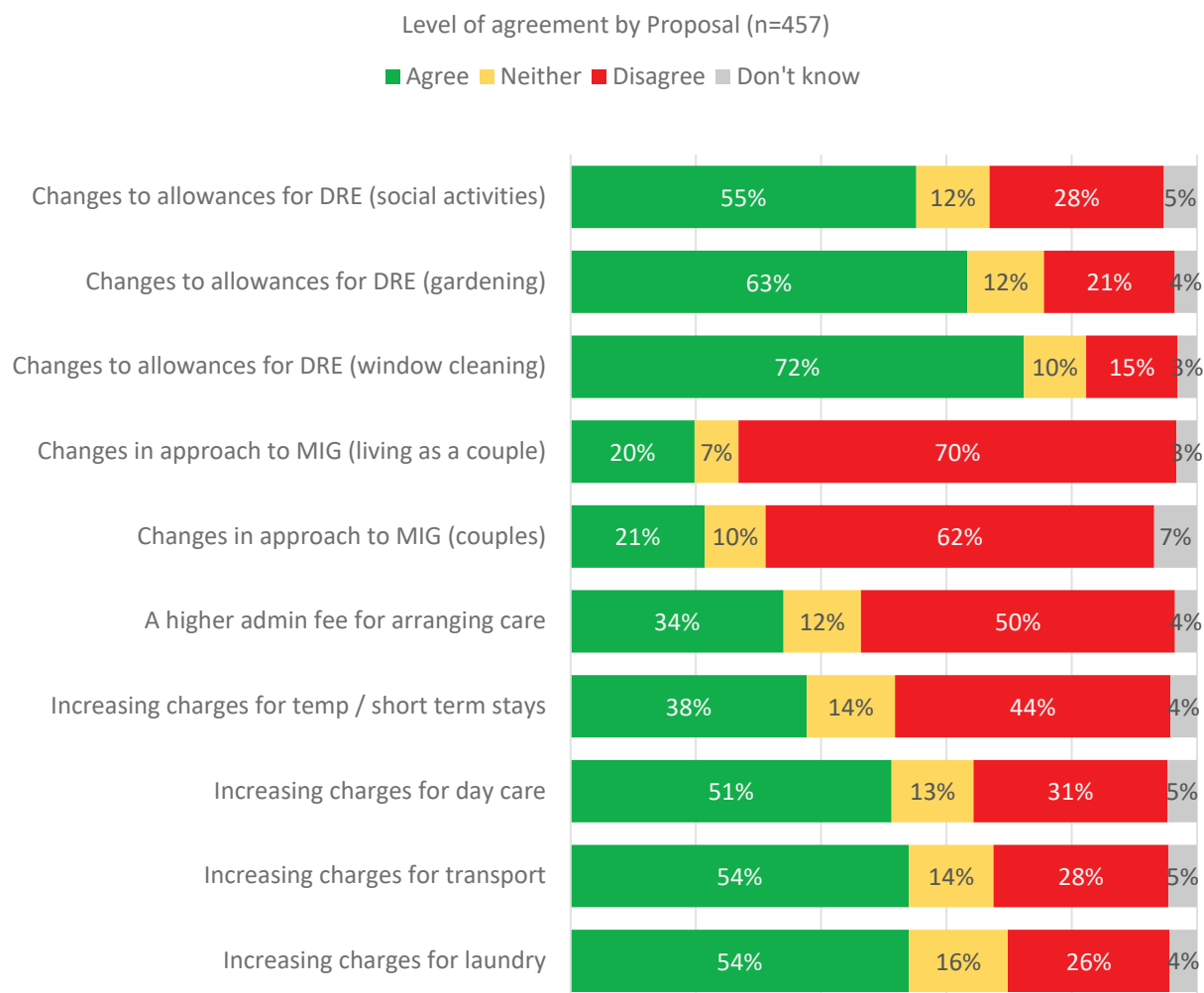
Report Structure

This report details findings from the public consultation which was undertaken between 2nd January 2020 and 1st April 2020.

This report includes headline findings for each question combined with insight based on how individuals identified themselves when participating in the research. Qualitative themes also support the findings and are organised into themes where possible. It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%.

2.0 Headline Findings

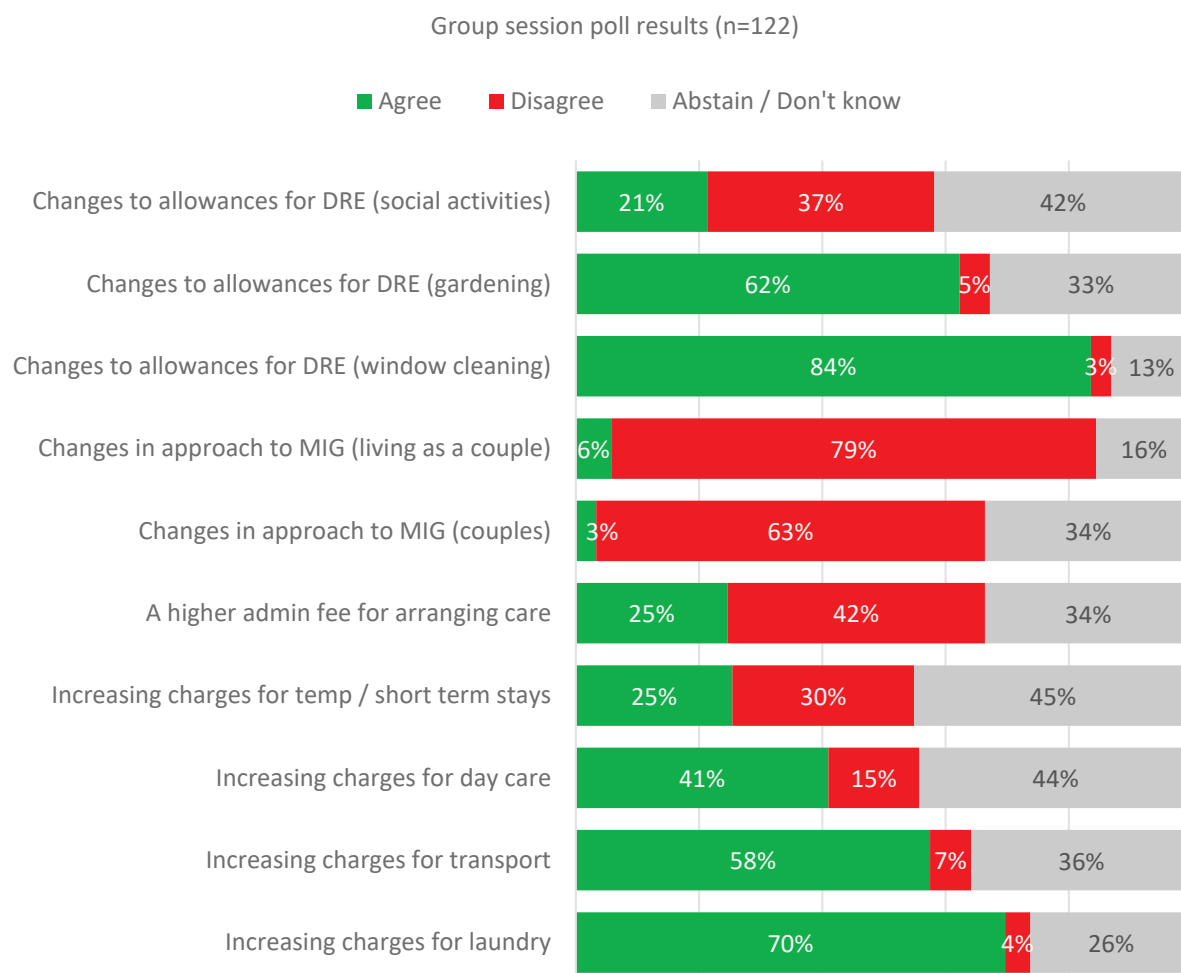
Respondents of the postal and online consultation (the quantitative phase of the research) were asked to say to what extent they agree or disagree with each of the proposals laid out by the Council. The overview below displays the overall net levels of agreement and disagreement captured for each proposal throughout the quantitative phase of the research:



When considering these top-line responses to each proposal, support was highest towards those involving changes to allowances for Disability Related Expenditure (DRE) with nearly three quarters (72%) in agreement that the Council should stop letting individuals claim DRE allowances for window cleaning more than once a month.

Support was lowest towards proposals to take a less generous approach to the Minimum Income Guarantee (MIG) for individuals and couples. Around a fifth (20%) agreed that the Council should adopt less generous nationally set rates for individuals and a similar percentage (21%) agreed with a less generous approach to assessing MIG for those living as a couple.

In addition to feedback on the proposals from the postal and online consultation, polls were conducted during quantitative group sessions in which residents and stakeholders provided their opinions on the proposals. Although these results should be taken as strongly indicative rather than statistically robust, they do reinforce patterns found in the quantitative consultation results. Attendees were asked to declare if they agree or disagree with each proposal.



Support for changes to allowances for DRE relating to window cleaning was also highest amongst attendees at group sessions (84%) with support toward this approach to DRE relating to gardening also consistent (62%). Opposition was greatest towards changes in the approach to the Minimum Income Guarantee (MIG) which underlines this finding in the postal/ online consultation.

Similar levels of support were found for each proposal across both quantitative and qualitative consultations; the main difference being the level of support for changes in allowances for DRE in relation to social activities with online/postal respondents taking a more positive opinion of this action.

3.0 Methodology

The consultation was designed to be inclusive of service users, their relatives, stakeholders and the general public. A range of methodologies were employed to ensure those directly affected by the proposals and all other groups were given maximum opportunity to provide their opinion. The approach was as follows:

Service Users

Service users who may be directly affected by the proposals were invited to participate in the research primarily by a postal survey. A questionnaire was designed by the CCG, focus and SMSR Ltd during a thorough development phase with input and feedback provided by staff at both organisations in order to validate the script. Elected members (councillors) of the Council were also heavily involved. Careful steps were taken to ensure the script was written in plain English and, once signed off, an easy read version was designed by a specialist company. A copy of the final versions of both surveys can be found in the appendices.

In total, 1,419 questionnaires were sent to service users or their financial representatives. Broken down, this sample included 1306 standard surveys, 39 easy read surveys, 55 standard surveys to new users within the consultation period and 19 surveys to users of respite care.

Additionally, service users were provided with the opportunity to complete the survey online (both in standard and easy read format) via a dedicated page set up on the CCG website. Recipients were offered a telephone number for a Project Manager at SMSR Ltd for any queries or help needed to participate in the consultation. Help to complete the survey was also on offer from focus' Community Care Finance Team and a range of local organisations including AgeUK, Healthwatch and the Citizen's Advice Bureau.

The fieldwork period for postal participation ran from 2nd January 2020 to 1st April 2020.

Stakeholders / General Public (Online Surveys)

In order to reach out to and understand the opinions of stakeholders and the general public, links to the online surveys (standard/ easy read) were promoted via CCG media streams (including Facebook and Twitter) and placed on a dedicated page on the organisation's website. Other organisations such as focus, Care Plus Group and Navigo also support this media activity.

The fieldwork period for online participation ran from 2nd January 2020 to 1st April 2020.

Consultation Events

At the core of the qualitative strand of the consultation were a number of face to face consultation events designed to extract rich verbatim from specific groups and the general public to maximise inclusivity. The events were specially organised and advertised through various media streams, bulletins and posters. Attendees at each group were given the chance to provide feedback on each proposal, ask questions and discuss implications. Polls were conducted at each group to capture support for the proposals alongside qualitative data.

A total of 14 events were scheduled with 8 taking place. The remaining events were abortive due to no one attending or were cancelled due the social distancing requirements associated with the outbreak of COVID-19. The full list of events can be found below:

Event	Date	No of attendees (approximate)
Learning and Physical Disability Event 1 (Cromwell Road Resource Centre, Grimsby)	23/01/20 1:45-3pm	19
Learning and Physical Disability Event 2 (Cromwell Road Resource Centre, Grimsby)	28/01/20 1:45-3pm	7
Friendship at Home Event (Beacontorpe Hall, Cleethorpes)	06/02/20 10-11:30am	36
Stakeholders Event (Town Hall, Grimsby)	14/02/20 9:30am-12:30pm	30
Age UK (Age UK, Grimsby)	21/02/20 11am	No shows
Cloverleaf Advocacy Event (Freeman Street Market, Grimsby)	27/02/20 10:30am-12pm	No shows
Public Open Event (Town Hall, Grimsby) TWO EVENTS	02/03/2020 5:30- 8:30pm	6 (3,3)
Public Open Event (Town Hall, Grimsby) TWO EVENTS	11/03/2020 9:30am-12:30pm	24 (13,11)
LGBT Event (Grimsby Town Football Club, Cleethorpes)	11/03/20 4:30-5:30pm	Cancelled (Covid-19)
Carers' Support Service Event, Grimsby	16/03/20 10-11:30am	No shows
Holy Trinity Parish (Corpus Christi, Cleethorpes)	23/03/20 7-8:30pm	Cancelled (Covid-19)
Jewish Focus Group	N/A	Insufficient interest

A total of approximately 122 people shared their views at face to face events.

The fieldwork period for group participation ran from 23rd January 2020 to 11st March 2020.

4.0 Sample

A total of 457 residents of North East Lincolnshire completed a questionnaire during the consultation. The majority of responses were provided via postal surveys. Of the 1419 postal surveys delivered to service users or their financial representative, 356 were returned – a response rate of 25%.

The table below displays the breakdown of returns by methodology:

Methodology	Number	%
Postal surveys	356	78%
Online survey – Standard	72	16%
Online survey – Easy Read	29	6%
Total	457	100%

To help better understand the feedback provided, respondents were asked to choose an option from the table below to best describe the capacity in which they were responding to the consultation:

Description	Number	%
I use services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus	85	20%
I am a relative, carer or friend of someone who uses services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus	254	60%
I am a resident of North East Lincolnshire and currently have no involvement with services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus	46	11%
I work for an organisation which deals with users of services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus	20	5%
Other	18	4%
Total	457	100%

Responses regarding individuals identifying themselves by reference to protected characteristics were very limited. The data that was gleaned features in a separate impact assessment.

5.0 Findings

5.1 Proposal One: Changes to allowances for DRE (social activities)

Respondents were firstly asked to consider changes to allowances to Disability Related Expenditure (DRE) for social activities and to what extent they agreed or disagreed with the proposal.

As part of a financial assessment, the Council takes into account people's Disability Related Expenditure (DRE) if they are in receipt of a qualifying benefit. The Council can make an allowance for this expenditure when doing a financial assessment. If the Council does make an allowance, this means that the person keeps more of their own money and pays less towards the costs of their care and support than they might otherwise have done.

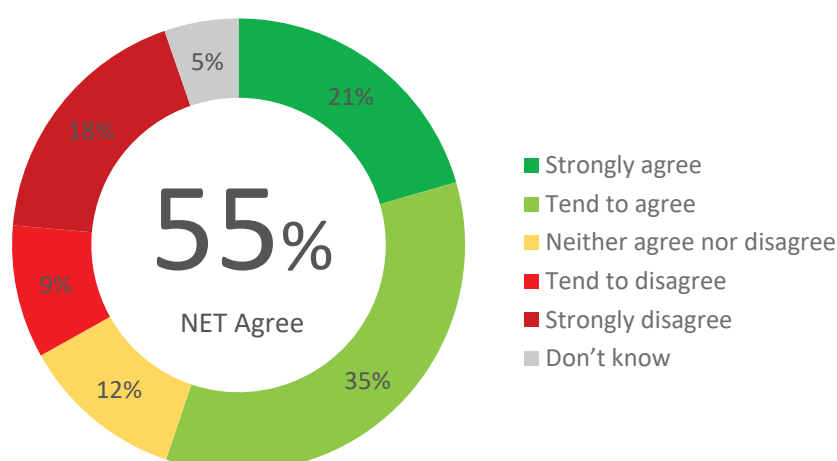
The Council has reviewed what it is currently allowing people to claim as DRE for social activities. Social activities might include going to the cinema, attending a private day care centre (for example to go to a disco), or going to bingo.

At the moment the Council is making DRE allowances for social activities costing between £1 and £90 per week. The biggest number of people who ask the Council to take into account their DRE for social activities are asking for an allowance of less than £50 per week. This means that most people's social activities costs can be met for no more than £50 per week.

The Council proposes to set a limit on DRE allowances for social activities at £50 per week. The Council still has discretion to allow more than this amount where it is necessary to meet the needs set out in an individual's care and support plan. Setting a limit is likely to mean that less people will receive a DRE allowance for social activities of more than £50 per week.

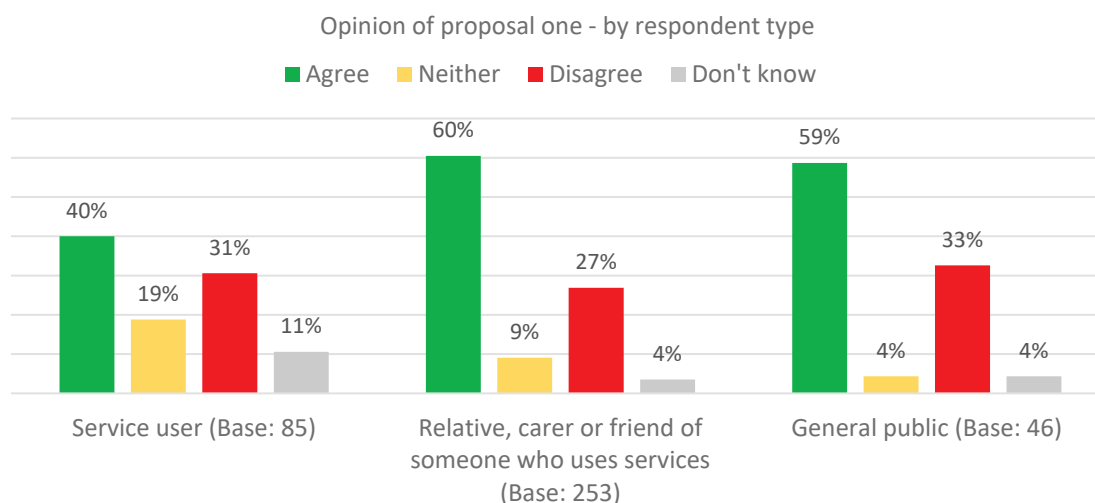
5.1.1 Support for proposal

To what extent do you agree or disagree with Proposal One?



The majority of respondents (55%) said they agreed the Council should set a limit on DRE for social activities at £50 per week; a fifth (21%) revealing they strongly agreed with this proposal. Just over a quarter (28%) opposed this action and nearly a fifth said they strongly disagreed with the proposal.

Just over a tenth expressed a neutral opinion (12%) towards the proposed changes to DRE and a small percentage said they did not know (5%).



Opinions were further broken down by respondent type to reveal the majority of all respondents who did not directly use services (excluding those who identified as 'other') agreed the Council should set a limit on allowances for DRE for social activities at £50 per week.

The majority of respondents who identified as a relative, carer or someone who uses services said they supported this proposal with three-fifths (60%) in agreement; a result mirrored by the general public (59%). More than two thirds (70%) of respondents who worked for an organisation which deals with users of services offered support for this action, although sample sizes were low for this cohort (20 respondents).

Support for the setting the limit on allowances for social activities was lowest amongst users of services provided by the Council, North East Lincolnshire CCG or focus. Agreement dropped significantly with nearly two fifths (40%) stating they agreed with the proposal with almost a third (31%) opposed to this course of action.

5.1.2 Qualitative feedback

There was less support for the Council to set a limit on allowances for DRE for social activities during polls taken across group consultations. Some believed that a £50 allowance is too much and in fact, could be lower. Other participants showed concern with the change and believed that mental health could be impacted, as a result of less financial help for social activities. Concerns were also raised around the need to avoid social isolation and the potential for reductions in quality of life.

Key comments include:

- *I've disagreed with this proposal because it's still too high; I want it to be lower [than £50]*
- *£50 is greedy*
- *There could be a knock-on effect on mental health if you make it more difficult for people to get out*
- *This may impact on individual mental health and wellbeing, depending on need*
- *Loneliness is becoming a mental health issue nationally, so we should be encouraging people to go out. What benefit can a limit offer?*
- *Social activities are a big part of our son's life. It would affect him greatly if social activities were taken away. He loves his social life; take it away and he has no life*

Key messages from the online/postal consultation in relation to proposal one indicated participants agreed with the change, as long as the discretion was there for those who needed it. Though, comments were also made supporting concern amongst group participants for the mental health of some service users as a result of the possible changes:

“As you have stated that you still have discretion to allow more money when necessary, I see no reason to disagree with this proposal.”

“So long as those with specific needs are allowed to claim an additional allowance.”

“Individually may not have enough money to participate in some activities, on a £50 per budget. These activities may greatly impact on a person’s emotional wellbeing in they cannot attend, failure to meet these needs may have an impact on the service user’s mental wellbeing.”

5.2 Proposal Two: Changes to allowances for DRE (gardening)

Respondents were next asked to consider changes to allowances to Disability Related Expenditure (DRE) for gardening and to what extent they agreed or disagreed with the proposal.

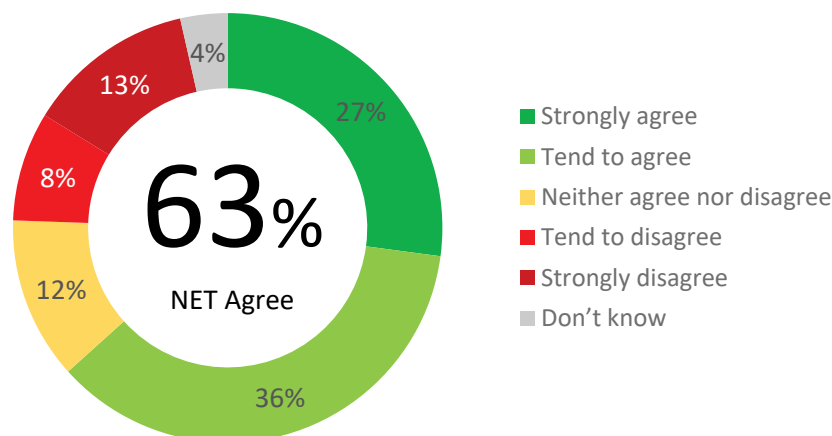
At the moment the Council is making DRE allowances for gardening for those individuals unable to do their own gardening due to a disability or impairment. These individuals are spending between 47p and £32 per week on gardening. The Council has added together the amounts each individual spends on gardening every year and divided the total by 52 weeks to give a weekly amount.

The biggest number of people who ask the Council to take into account their DRE for gardening are asking for an allowance of less than £15 per week. This means that most people's gardening costs can be met for no more than £15 per week.

The Council proposes to set a limit on DRE allowances for gardening at £15 per week. The Council still has discretion to allow more than this amount where it is necessary to meet the needs set out in an individual's care and support plan. Setting a limit is likely to mean that less people will receive a DRE allowance for gardening of more than £15 per week.

5.2.1 Support for proposal

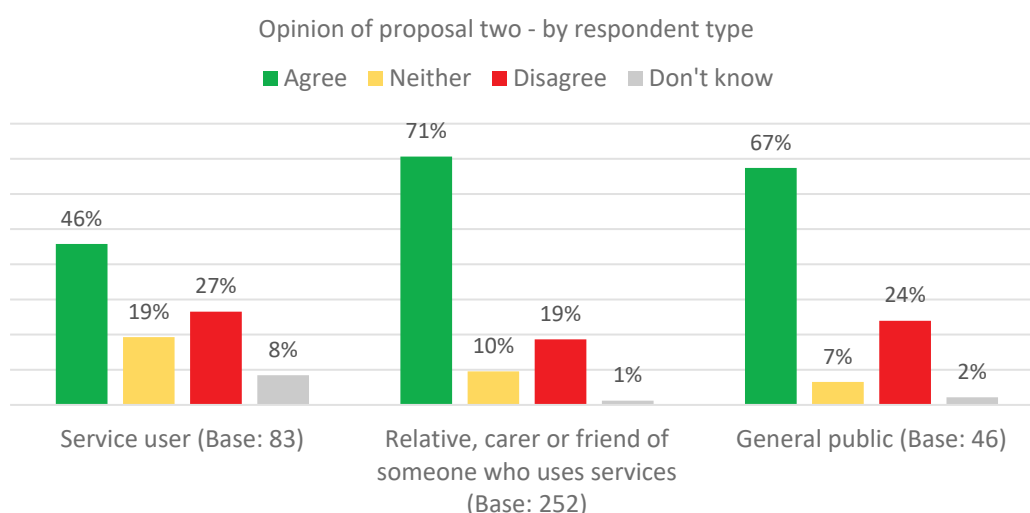
To what extent do you agree or disagree with Proposal Two?



The Council's proposal to set a limit on allowances for gardening to £15 per week was again supported by the majority of respondents with nearly two thirds (63%) providing their approval for this action. More than a quarter (27%) said they strongly agreed with the proposal.

Just over a fifth (21%) expressed some level of opposition to plans to set a limit on allowances for gardening with 13% strongly disagreeing with the proposal.

Just over a tenth provided a neutral view (12%) and a small percentage did not know (4%).



As seen in trends in the previous question, service users expressed less support towards proposal two than those who identified as a relative, carer or friend of a service user, a member of the general public or worker for an organisation which deals with users of services.

With more than two-thirds in agreement, there was overwhelming support from those who identified as a relative, carer or friend of a service user (71%) and the general public (67%). Support was high amongst those working for an organisation which deals with service users (65%), although base numbers were low (20 respondents).

Service users showed significantly less support for setting an allowance on DRE for gardening with just under half in agreement (46%), however similar levels of opposition were found across respondent type and more than a quarter of service users gave a neutral response; neither (19%) and don't know (8%).

5.2.2 Qualitative feedback

Although most attendees who participated in polls during the group sessions agreed to the proposal, with some stating that £15 was reasonable - many acknowledged that £15 was still too high or furthermore, wasn't as important as other costs. There were counterstatements that the amount was too low and could have a detrimental effect on the more vulnerable society.

Key comments include:

- *I think £15 is reasonable for a gardener*
- *I don't think £15 per week is too much; people [gardeners] will charge £10 or £15 per go*
- *I would rank social activities higher [i.e. more important] than gardening*
- *I don't think gardening's an important issue when compared with social activities*
- *That doesn't even cover the minimum wage if you have a gardener for a couple of hours per week*
- *£15 isn't enough – people charge that per hour. You won't get much for that*
- *This is going to affect a heck of a lot of older people*
- *Someone with mental health problems may enjoy being outside but may not be able to make their garden look decent; this should be considered on an individual basis*

When examining the online and postal data, similar themes were extracted in the verbatim comments, with some respondents reinforcing their agreement with the proposal. Alternatively, several others mentioned that it depended on the size of the garden.

"I think this limit is adequate for gardening, having elderly relatives who pay for theirs I can say that from experience"

"I only have a gardener out of desperation now and then for £10."

"It does depend on size of garden, my sister has a small garden, her gardener charges £20 for 1st hour and £15 for 2nd hour, so a total of £35. For two hours a week! Some charge more."

"There could be issues depending on the size of the garden and the amount of plants/trees in the garden."

5.3 Proposal Three: Changes to allowances for DRE (window cleaning)

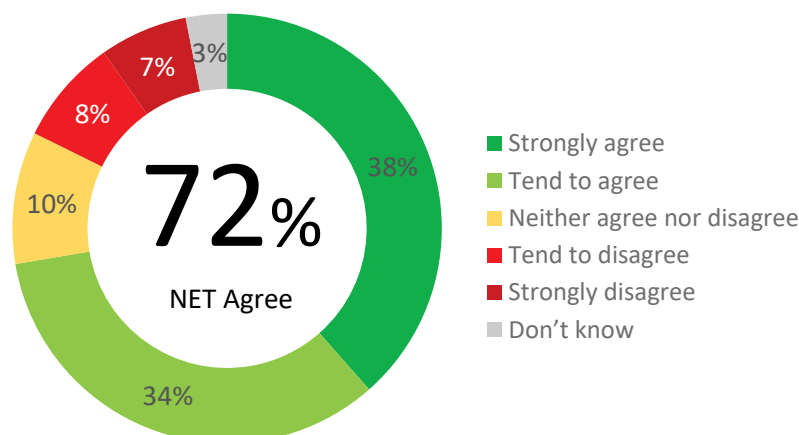
The final proposal relating to Disability Related Expenditure (DRE) concerned window cleaning and respondents were asked to say to what extent they agree or disagree to stop letting individuals claim DRE allowances for window cleaning more than once in a month.

At the moment, the Council is making DRE allowances for window cleaning costing between 6p and £8 per week. The Council has added together the amounts each individual spends on window cleaning every year and divided the total by 52 weeks to give the amount spent each week. There is a lot of difference between individuals in what they are spending, and in the number of times they are having their windows cleaned each month.

The Council proposes to limit the number of times people can claim DRE for window cleaning to no more than once per month. Of course, people can have their windows cleaned more than once per month if they want to, but they will not be able to claim those costs as DRE more than once per month.

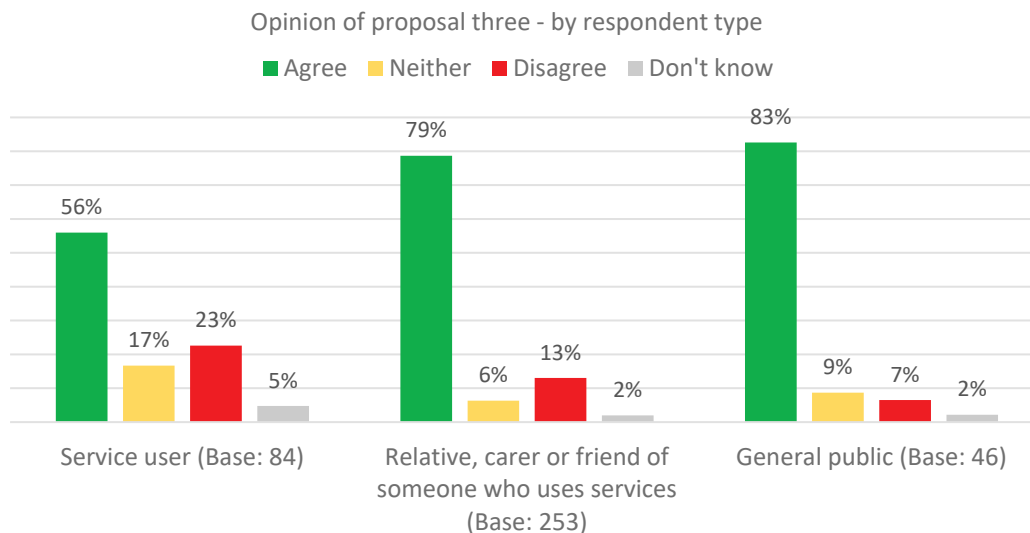
5.3.1 Support for proposal

To what extent do you agree or disagree with Proposal Three?



The proposal to limit the number of times people can claim DRE for window cleaning to no more than once a month gained the strongest level of support across all proposals put forward. Almost four-fifths (38%) revealed they strongly agreed with the proposal and a further third tended to agree (34%). In total, nearly three quarters agreed with the proposal to some degree (72%) whilst less than a fifth opposed this course (15%).

A tenth (10%) said they neither agree nor disagree with the proposal and a small percentage did not know (3%).



The majority of service users supported the proposal, reinforced with strong levels of agreement found amongst relatives, carers or friends of service users and the general public. More than half (56%) of service users said they agree with the proposed plans to stop letting individuals claim allowances for window cleaning more than once per month along with four-fifths (79%) of those who identified as a relative, friend or carer and the general public (83%). There were also high levels of agreement amongst respondents who work for an organisation which deals with service users (70%), although base figures were low (20 respondents).

Service users expressed the highest levels of disagreement with almost a quarter opposed to the proposal (23%). Just over a tenth (13%) of those who identified as a relative, carer or friend of a service user disagreed with the proposal, as did a small percentage of the general public (7%).

5.3.2 Qualitative feedback

There was strong agreement with participants explaining that claiming once a month is sufficient, as well as others mentioning that once a month is their current routine for window cleaning services. Others suggested that window cleaning isn't a priority and some countered that it is important and felt that it's unfair that not all vulnerable people are entitled to claim DRE.

Key comments include:

- *Once per month is more than enough*
- *I only have my windows done monthly*
- *It's more of a luxury [to have your windows cleaned more than once per month]*
- *Social activities/ inclusion is more important than window cleaning*
- *Fuel poverty/ fuel needs should be taken into account as a priority rather than considering window cleaning*
- *I disagree because of the potential to impact negatively on autistic people; it may be especially important to them to have clean windows*
- *It is inequitable that everyone can't claim DRE; a vulnerable elderly person might have a need but not be in receipt of a relevant benefit to enable them to claim DRE*
- *People with complex health problems don't get access to disability related expenditure*

Online and postal responses shared similar thoughts when it came to proposal three, with many agreeing that once a month is sufficient:

“No reason to have windows cleaned more than once a month. Waste of money.”

“Once a month is sufficient enough for windows to be cleaned.”

5.4 Proposal Four: Changes in approach to MIG (individuals)

Respondents were asked to provide their opinion on proposed changes to the Council's approach to the Minimum Income Guarantee (MIG) and how this could affect individuals.

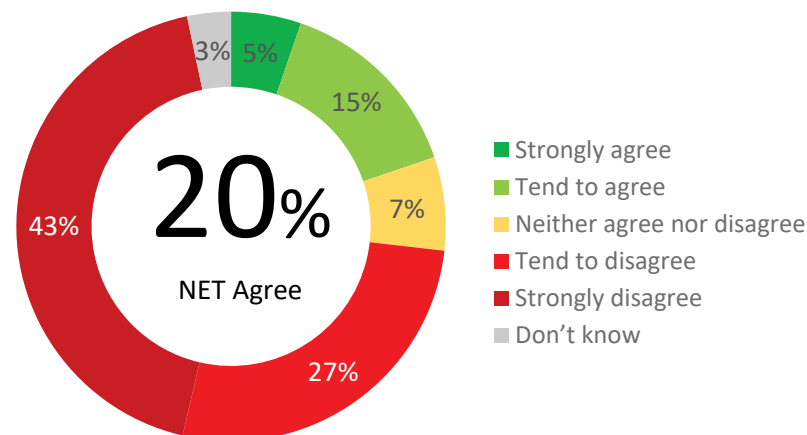
The law says that after paying any charges for adult social care, an individual must still be left with a guaranteed minimum level of income. This guaranteed minimum level of income is set nationally by the Government. It is intended to ensure that people are left with enough money to meet their standard living costs (for example food, gas and electricity, water rates etc).

At the moment, the Council allows people to keep more than the guaranteed minimum level of income set nationally by the Government. Letting people keep more of their income means that people contribute less towards the costs of their care and support, or may not make any contribution at all. Whether they contribute depends upon their individual financial assessment.

The Council proposes to stop allowing people to keep more than the nationally set minimum level of income. If the Council adopts the less generous nationally set rates, individuals will contribute more towards the costs of their care and support and so will have less money left to meet their standard living costs. This change will not mean that people receive less income (for example, benefit received from the Department of Work and Pensions – the DWP) but it will mean that more of that income could be used to pay for their care and support costs.

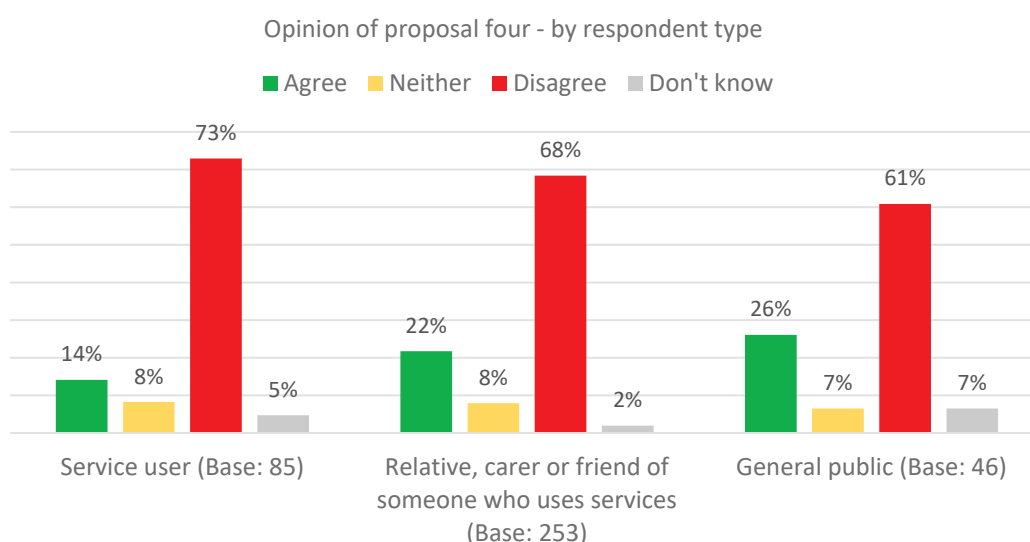
5.4.1 Support for proposal

To what extent do you agree or disagree with Proposal Four?



Proposals to adopt less generous nationally set rates so that people are left with a lower guaranteed minimum level of income after contributing to the costs of their care and support gained the lowest levels of agreement across all proposals put forward. Only a fifth (20%) of respondents expressed some level of agreement to the proposal. This action derived strong opposition with 7 in every 10 respondents stating they disagree this proposal should be put in place. More than four-fifths (43%) said they strongly disagree with the Council adopting less generous nationally set rates, reinforcing opposition to proposal four.

Around a tenth provided a neutral view, 7% stating they neither agree nor disagree and 3% stating they do not know.



High levels of disagreement was found across all respondent types towards plans to adopt less generous nationally set rates so that people are left with a lower guaranteed minimum level of income after contributing to the costs of their care and support. Nearly three-quarters of service users disagreed with this proposal, followed by two-thirds of those identifying as a relative, carer or friend of a service user (68%) and three fifths of the general public (61%).

Levels of support for the policy amongst respondent types were reversed with a quarter of the general public in agreement (26%), followed by those identifying as a relative, carer or friend (22%) and less than a sixth of service users (14%).

5.4.2 Qualitative feedback

A great number felt that the proposal would impact people negatively, suggesting that people may struggle with their monthly outgoings as a result. Additionally, participants showed their concerns regarding the deprived areas locally and stressed that it could be the difference between eating or not. A select few also questioned whether the appropriate staff listen to concerns.

Key comments include:

- *In the scheme of things, that's a lot of money to lose*
- *If someone's struggling, this will reduce what they have to live on even more*
- *The area is already so deprived. It's quite a lot of money to make people potentially £20 per week worse off. It could be the difference between going out a couple of times per week or not*
- *NEL/ Grimsby is a deprived area – financially and [in respect of] the services people could access – so NEL needs a higher MIG*
- *It seems bleak. If we can keep this deprived area with a little bit more....*
- *That could be a monthly food shop to someone*
- *The difference [reduction] could represent a couple of meals or result in someone switching off the heating*
- *People who assess don't listen to the people they're assessing*
- *Do they actually listen [elected members]? Will our views make them change their minds?*

A similar consensus appeared with the online and postal surveys, with respondents agreeing that people are currently struggling financially, and any charges would impact them:

“He is certainly not wealthy and just about managing but struggling to pay for extras like house maintenance or boiler breakdowns or any breakdowns. So basically, any reduction in his finances will affect his long-term care and prospects of remaining in his own home for his final months or years”

“We are on the bread line now because when my son gave up his job to come home and care for me, I lost all benefits. They took £43 from me and gave my son £60 which he has to contribute to household expenses.”

“As []'s carer I have assisted [] in filling in this survey, [] suffers with paranoid schizophrenia and following a heart attack he now has severe heart failure. His health both mentally and physically is not good and his future is very bleak and irreversible. Proposal 4,5,6 could result in his overall care. He is certainly not wealthy and just about managing but struggling to pay for extras like house maintenance or boiler breakdowns or any breakdowns. So basically, any reduction in his finances will affect his long-term care and prospects of remaining in his own home for his final months or years.”

“Ensuring we pay all we can afford is a good thing. MIG amounts are not shown in survey. Tell us what the MIG values are to enable fully informed responses.”

“My son already pays towards his social care and doesn't get much allowance for activities because he finds activities stressful due to the nature of his disability. The allowance for living costs is very unrealistic as it is, so this will only make it worse. No allowance is made for the additional cost of having a support worker, who we need to cover the cost of their fuel, plus additional expense of their meals, that comes out of my son's money on top of paying for the service.”

“Increasing charges to match increased costs/inflation pressures seems right and proper, however steps must be taken to ensure this does not result in a decreased quality of life for individuals. It would be a false economy to place vulnerable people in a position where they make e.g. increased calls upon health services due to a deterioration in their wellbeing.”

“Minimum income guarantee - If my mother's minimum income drops any further, financially she will be in the red and would have to borrow money, which she cannot afford to do. My mother is 91 years old, physically disabled and has Alzheimer's disease. Proposal 8 - I'm confused. The increased rates over a three-year period are no different from the increased rates over a two year period.”

“Proposal four - I consider that reducing the amount of individuals can keep in line with government guidelines would be a backward step. That amount could have a bad impact on their standard of living/health and self-worth. The minimum income is inadequate and the council should not reduce payment with this proposal. Please reconsider this proposal.”

“Why take from disabled people who are not in a position to take on work in order to increase their income and thus their quality of life? What does the council do to assist disabled people to increase their income e.g. through work? Why not increase council tax for those who have the most, so that those who have the most pay the most?”

5.5 Proposal Five: Changes in approach to MIG (those living as a couple)

Proposal five again concerned a change in approach to the Minimum Income Guarantee, this time in relation to individuals living as part of a couple. Respondents were asked to say how much they agreed or disagreed with the proposal.

The Care Act states that all individuals receiving care and support must be financially assessed on the basis of their own individual resources, even if they are part of a couple (in other words, they are married or in a civil partnership or living as if they are married or in a civil partnership).

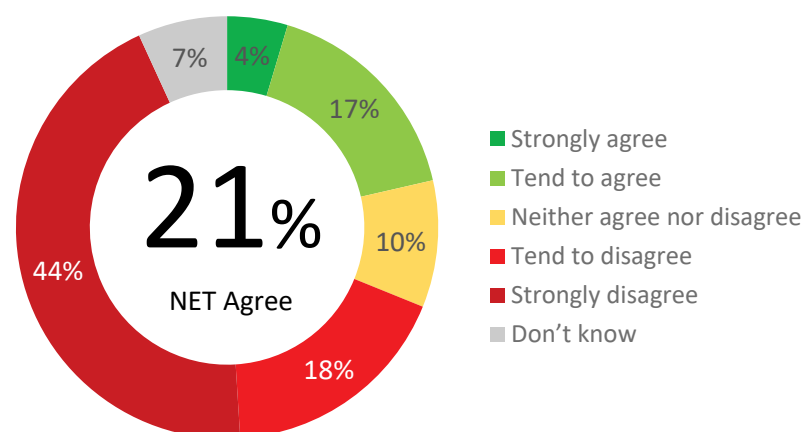
At the moment, when the Council financially assesses someone, it allows them a more generous minimum income guarantee than the nationally set minimum. It also allows each individual to retain the same minimum amount whether they are living alone or as part of a couple. By allowing people who are part of a couple to retain the same minimum income amount as people who live alone, those who live as part of a couple are being treated more generously than those who live alone.

The Council proposes to carry on assessing people on the basis of their individual financial resources, but to adopt an approach to the minimum income guarantee which takes account of the fact that they are living as a couple. This is because people who are living as a couple are often sharing resources and expenses, which may mean that they are better off than those who live alone.

If the Council adopts this approach, individuals will contribute more towards the costs of their care and support and so will have less money left to meet their standard living costs. This change will not mean that people receive less income (for example, benefit received from the Department of Work and Pensions – the DWP) but it will mean that more of that income could be used to pay for their care and support costs.

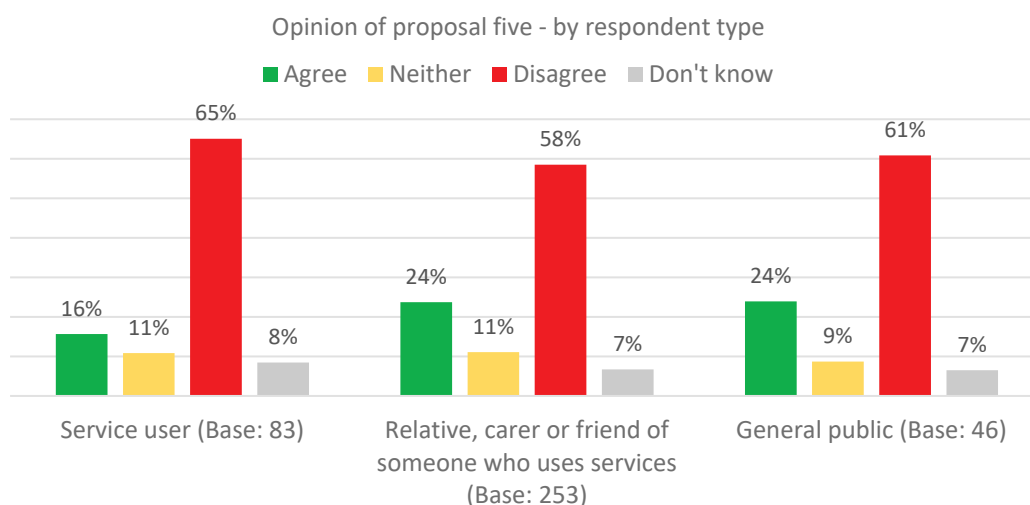
5.5.1 Support for proposal

To what extent do you agree or disagree with Proposal Five



As seen in the response to the previous proposal concerning the Minimum Income Guarantee; strong opposition was expressed by respondents, overall. A fifth (21%) said they agreed to some degree with only 4% in strong agreement that the council should adopt a less generous approach when financially assessing an individual who is part of a couple, so that the individual is left with a lower guaranteed minimum level of income after contributing to the costs of their care and support.

Three-fifths (62%) said they disagree with the proposal overall; four-fifths (44%) confirming they strongly disagree. Nearly a fifth provided a neutral view on the matter (10% neither, 7% don't know).



Opposition to the Council adopting a less generous approach when financially assessing an individual who is part of a couple was consistent amongst the three main strands of respondent type. More than three-fifths of service users said they disagree with the proposal (65%), as did the general public (61%). Opposition was slightly less amongst relatives, carers or friends of service users (58%) but remained consistent. Three quarters of respondents who said they work for a service which deals with service users also opposed the plans (75%) which lends weight to the findings, despite the low base number (20 respondents).

Around a quarter (24%) of those who identified as a relative, carer or friend of a service user agreed that the Council should take this course of action, a figure mirrored by the general public (24%). Less than a fifth of service users said they agreed with this proposal.

5.5.2 Qualitative feedback

There was a strong feeling that this proposal would be unfair to many, with participants declaring that people are just 'surviving'. Several questioned how much of an affect it would have, particularly on women, with a few needing clarifications on the proposal itself. It was also noted that individuals are also entitled to some benefits that couples are not.

Key comments include:

- *To take it [money] from people who need it isn't fair*
- *That doesn't sound very fair does it?*
- *People who go through these assessments aren't rolling in it, they're just surviving. Some aren't surviving*
- *You always live to your means; that's a big drop*
- *Does this disadvantage women in any way [if it's the man who usually takes care of the finances]? For example, a woman's partner receives the benefit (pension credit is paid to the man)?*
- *This could bring more women into charging*
- *Individuals alone sometimes get benefits not available to couples e.g. council tax reduction for single occupants, so this proposal is a significant disadvantage for couples*
- *Single individuals sometimes get benefits [that] couples don't*

People who participated online and through postal surveys were also in agreement that this proposal would have a negative impact financially.

“Whilst I agree with most proposals, I believe that to be treated as a couple in proposal 5 would have a huge financial impact on so many.”

“I think if one dies, the one left would 'struggle to make ends meet'.”

“Section two proposals four and five is dreadful to be affecting (1115) over one thousand people, nothing else goes up by this amount i.e. Benefits, carers wages, it's as though these people don't matter. Remember these people have feelings too, they sit and cry when they can't afford the very basic things.”

“As a carer and relative of two family members I understand the pot is only so big. I see the impact care charges have on the most vulnerable people with limited incomes i.e. benefits. Restricted income causes isolation, depression and loneliness. My opinion is no one should have to pay for care and more importantly no one should have to sell their homes to pay to be cared for in care homes. Got it all off my chest but now it will all fall on deaf ears.”

5.6 Proposal Six: Charging a higher administration fee for arranging care

Respondents were asked to provide their opinion on charging a higher administration fee for arranging care for those that can afford it.

People who have assets at or above the upper capital limit (currently £23,250) and want to receive care in their own home, can choose to arrange their own care, or ask the Council to arrange it for them.

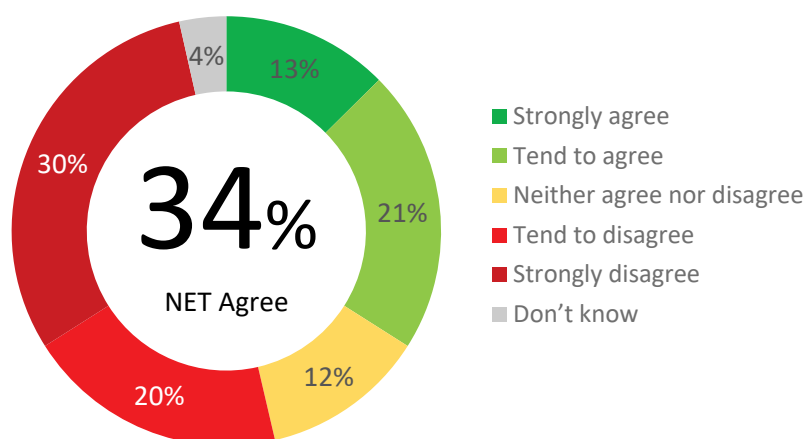
It can be difficult for people to arrange care for themselves, which meets their needs and is good quality and affordable. The Care Act gives people the right to ask the Council to arrange their care at home for them. If the Council is asked to arrange this care, it must do so.

At the moment, where the Council arranges a person's care at home in these circumstances, it charges the person an administration fee of £50 each year. The Council must not charge more as an administration fee than it costs it to arrange the care. It must not make a profit from arranging care. When the Council introduced this charge for the first time in 2015, it took into account the things the law allows (such as staff time, postage and phone costs). Now that the Council has more experience in arranging care for people in these circumstances, it realises that it takes more time and is more costly than expected. To cover the costs of making people's care arrangements (taking into account the things the law allows) the Council needs to charge £170 each year.

No administration fees will apply to those people who have less in assets than the upper capital limit – the fee will only apply to those who can afford to fund their own care at home.

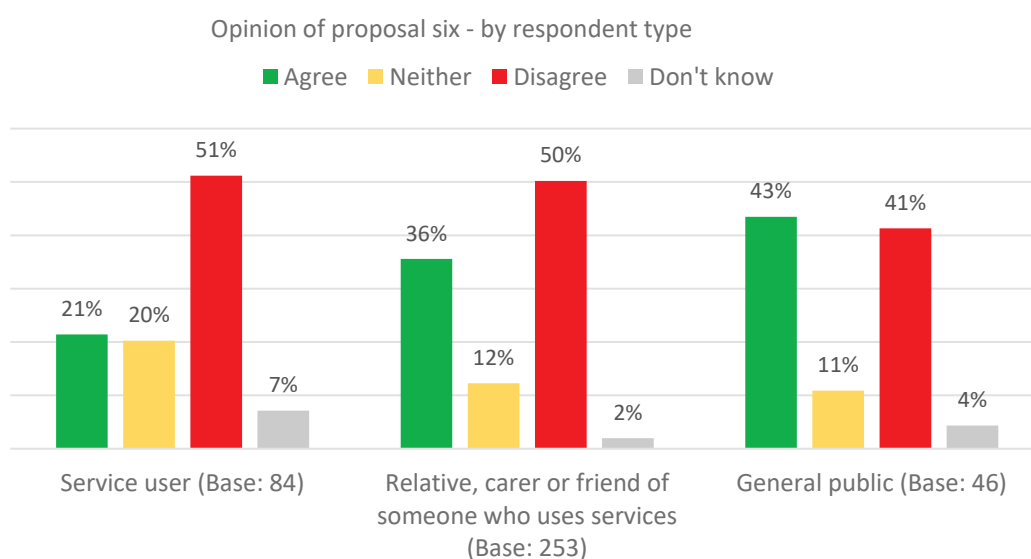
5.6.1 Support for proposal

To what extent do you agree or disagree with Proposal Six?



In response to the Council's proposal to increase its administration charge for arranging care for those who can afford it to £170 per year, support was varied. More than a third showed support for this course of action with 13% stating they strongly agree and a fifth (21%) tending to agree.

Half of respondents opposed the proposal with nearly a third (30%) stating they strongly disagree (30%), a fifth (20%) said they tend to disagree. More than a tenth (12%) were undecided on the policy and 4% said they did not know.



When comparing respondent type against support to increase its administration charge for arranging care for those who can afford it to £170 per year, service users provided the lowest levels of agreement towards this policy - a fifth (21%) agreeing with this action, although a significant number provided a neutral response (20%). There was increased support amongst those who identified as a relative, carer or friend of a service user with more than a third (36%) in agreement two-fifths of the general public agreed with the proposal (43%).

The majority of service users (51%) said they disagree with an increase in administration charges for arranging care, a similar percentage of relatives, carers or friends of service users stated they also disagree (50%). The general public were divided on the proposal with two fifths (43%) stating they agree and two fifths (41%) stating they disagree.

5.6.2 Qualitative feedback

Whilst just over a quarter agreed with the proposal during polls conducted at groups, some suggested that the increase could be introduced over a period of time, rather than all at once, as well as making alternative suggestions. Others disputed the proposal by expressing their worry that people did not have a choice in requesting help, therefore the amount suggested was too extravagant.

Key comments include:

- *We understand the costs of doing this and what is involved*
- *£50 is fine; jumping to £170 is a lot. Do something in between, for example £100, or put it up in stages*
- *More people would have been willing to vote in favour of the increase if it had been phased in over a number of years*
- *I can see it's a costly thing [i.e. service to provide] but it's such a massive jump. You could put it up over a few years*
- *People may not have a choice about whether to ask the council – they may not have the capacity or ability to arrange their own care*
- *Not everyone has an option – they can't arrange their own care*
- *It's a big step up from £50*
- *This [increase] is too much*

When comparing the online and postal surveys, they too shared the opinion that an alternative suggestion could be appropriate.

“A jump of £120 in one year is a lot. Meet halfway, £85. An increase of £35 per year, less than £3 a month and then increase the following year.”

“There is negligible cost to the council after the initial 'set up' of the care. I would suggest a higher fee for each year in which a care plan is generated only.”

5.7 Proposal Seven: Increasing charges for temporary / short term stays

Proposal seven involved changes to charging for temporary and short term stays and respondents were asked to say if they agree or disagree the Council should increase charges for those stays so that the charges catch up with the rates of increase for permanent stays, and keep up with the rates for permanent stays.

At the moment, the Council offers a range of set charges for people who need to stay in a care home or nursing home temporarily. The Council decides which of the set charges an individual will pay depending on what benefits they receive, and what assets (money and investments) they have.

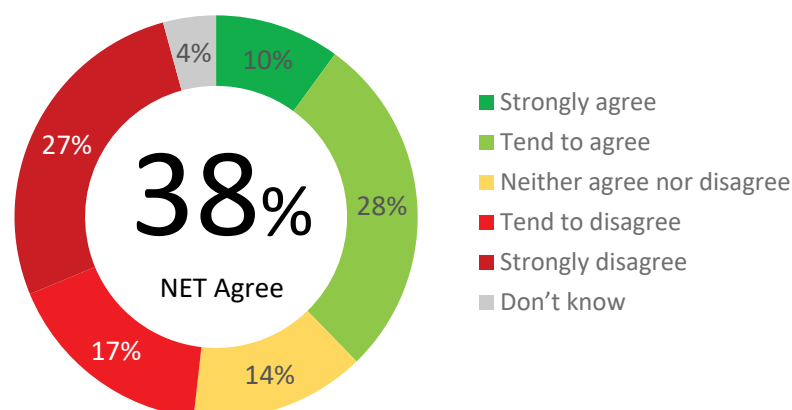
A residential placement costs the Council the same amount whether the person stays there temporarily or permanently, but what the person contributes towards those costs differs.

Since the Council last increased its charges for temporary stays in 2013/14, what it costs the Council to place a person in residential care has increased by 17.6% (calculated up to 2019/20 costs). The Council proposes to increase what it charges people for temporary stays by the rate of 17.6% to match the increase in its costs to date, and to add a further increase to match any additional costs agreed with care providers each year from 2020 onwards. The Council negotiates with care providers each year to agree what it will pay them for a residential placement.

When the Council agrees the costs of a residential placement with providers each year, a further increase will need to be added to the rates. This increase will include an amount for inflation and wage increases. The Council does not know what the cost of a residential placement will be until they are agreed each year with providers. The costs as they would have been if they had increased in 2019 were given as an illustration.

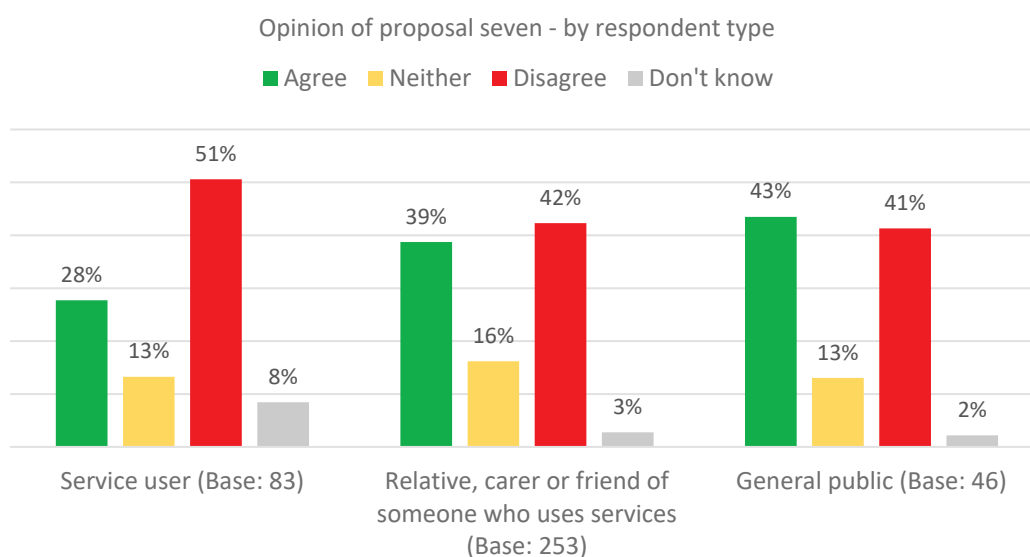
5.7.1 Support for proposal

To what extent do you agree or disagree with Proposal Seven?



Again, levels of agreement varied for the proposal to increase charges for temporary stays so that the charges catch up with the rates of increase for permanent stays and keep up with the rates for permanent stays. No clear majority can be extracted from the results although opposition to the proposal did outweigh support with nearly two-fifths in agreement (38%) vs just over two-fifths who said they disagree (44%). Furthermore, more than a quarter said they strongly disagree that charges should be increased for temporary and short-term stays.

Around a fifth provided a neutral view - 14% stating neither agree nor disagree and 5% did not know.



Those who identified as a service user were the only respondent group to provide a majority level of agreement with over half (51%) opposing the proposal. More than a quarter (28%) of service users supported an increase to charges for temporary / short term stays.

Those who identified as a relative, carer or friend of a service user and the general public were more balanced in their view of increasing charges for this aspect of social care with around two fifths of relatives, carers or friends of service users in agreement (39%) or disagreement (42%). Similar levels of agreement and disagreement were found amongst the general public (43% agree vs 41% disagree).

5.7.2 Qualitative feedback

There was limited support for an increase, understanding that costs escalate over time, some had doubts as to why the council hadn't done something sooner regarding the increase of charges. A higher number of respondents disagreed, resulting in some feeling disturbed as families rely on this service for respite. They feel they would now be afraid to access it, whilst others showed their concern for the wellbeing of carers.

Key comments include:

- *You wouldn't be looking after yourself at home and buying food [while you're in respite] so I agree with this proposal*
- *Costs go up so it's fair to pay more*
- *Why haven't the council kept up with costs so there would not be such an impact on carer and families?*
- *It begs the question why the Council hasn't put its fees up for so many years*
- *People could be put off accessing respite and this would be a significant disadvantage to carers*
- *Lots of families rely on respite. It is difficult decision to access respite. This will put people off*
- *Respite is really important for wellbeing. It's already not taken up as much as you might hope. Even at the price it is now people aren't taking it up*
- *I knew a carer who had to go into hospital who cried because she was so worried that she couldn't afford the charge of £70pw [to provide respite to her cared for person] while she was in there*

There was also limited support for the proposal amongst online / postal responders with concerns that vulnerable people are set to be penalised and that respite care is essential for the wellbeing of carers:

"I do not agree with any charging increases for adult social care. The impact on older people is significant. I will not justify an increase in temporary/short stay residential accommodation proposal by answering proposal number 8. This is like saying I don't like the increase but would accept it over a number of years. I do not accept it over any period of time. Once again, the oldest and most vulnerable in society are set to be penalised."

"I disagree with increase in cost for short term respite stays as these tend to occur in times of crisis and without the cost to the LA as well as the detrimental effects to the individual and their family would increase dramatically. I also feel that Day Services saves the LA a large amount of money by reducing carer stress and averting crisis situations. These should be used and made better as well as more accessible not cut and charged more to access."

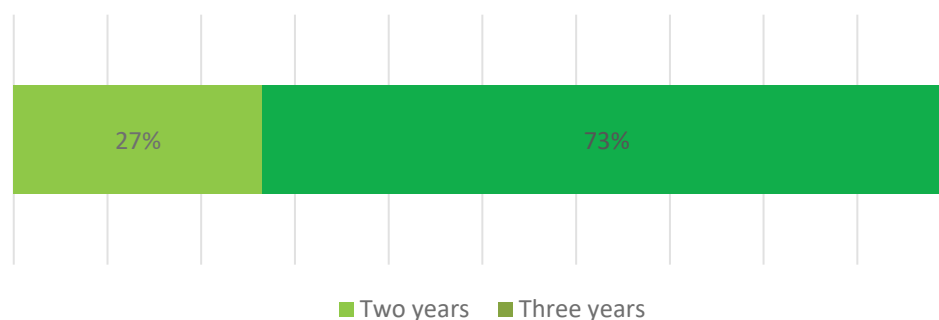
5.8 Proposal Eight: Increasing charges for temp / short term stays over time

After asking respondents' opinion on the increasing charges to temporary/ short term stays in proposal seven, participants were then asked if they agree or disagree an increase should be met over two years or three years.

The Council realises that to increase charges for temporary stays by 17.6% (plus an annual increase in line with increased costs paid to providers) in one go might be difficult for some people. For this reason, the Council will consider spreading the increase required to catch up with the rate of inflation over a period of years. This period could be two or three years.

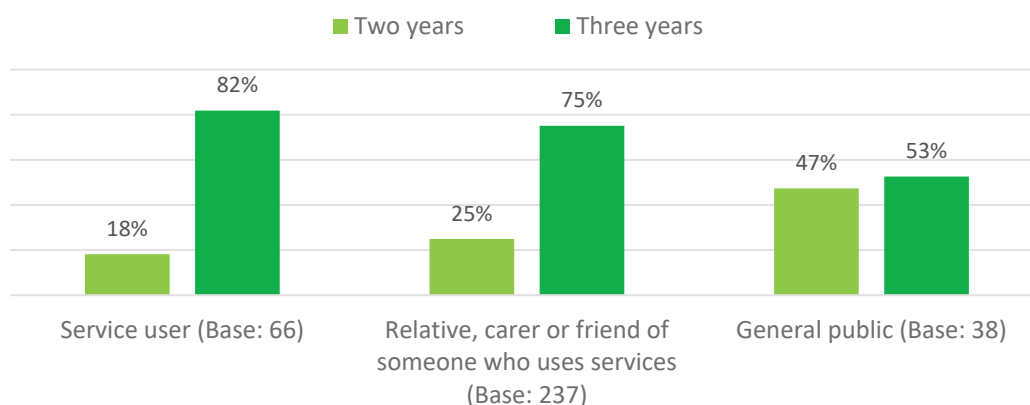
5.8.1 Support for proposal

Opinion of proposal eight - by respondent type



The vast majority agreed that an increase in charges for temporary and short-term stays should be increased over three years with almost three quarters of this opinion (73%). Just over a quarter thought that increases in cost could be met over two years (27%).

To what extent do you agree or disagree with Proposal Eight?



The vast majority of service users and those associated with service users in the capacity of a relative, carer or friend said that increases in charges for temporary and short-term stays should be increased over three years with more than 8 in every 10 service users of this opinion along with three quarters (75%) of respondents who identified as a relative, carer or friend of someone who uses services.

5.8.2 Qualitative feedback

Although there was very limited direct feedback captured during the group sessions which related to the timing of an increase in charges for temporary/ short term stays, there was a view that increases in charges may be inevitable and were also unwelcome:

Comments include:

- *It will have to go up at some point because prices go up*
- *I don't want the increase [over any period]*

There were also comments extracted from the online/ postal consultation which highlighted that respondents felt they were making increases inevitable by choosing an option:

"Proposal eight Increasing charges for temporary/ short term stays in a residential care home or nursing home gives no opportunity to strongly disagree with the charge and ringfences answers to 2-years or 3."

"I will not justify an increase in temporary/short stay residential accommodation proposal by answering proposal number 8. This is like saying I don't like the increase but would accept it over a number of years. I do not accept it over any period of time."

"Proposal eight - A choice might be preferable?"

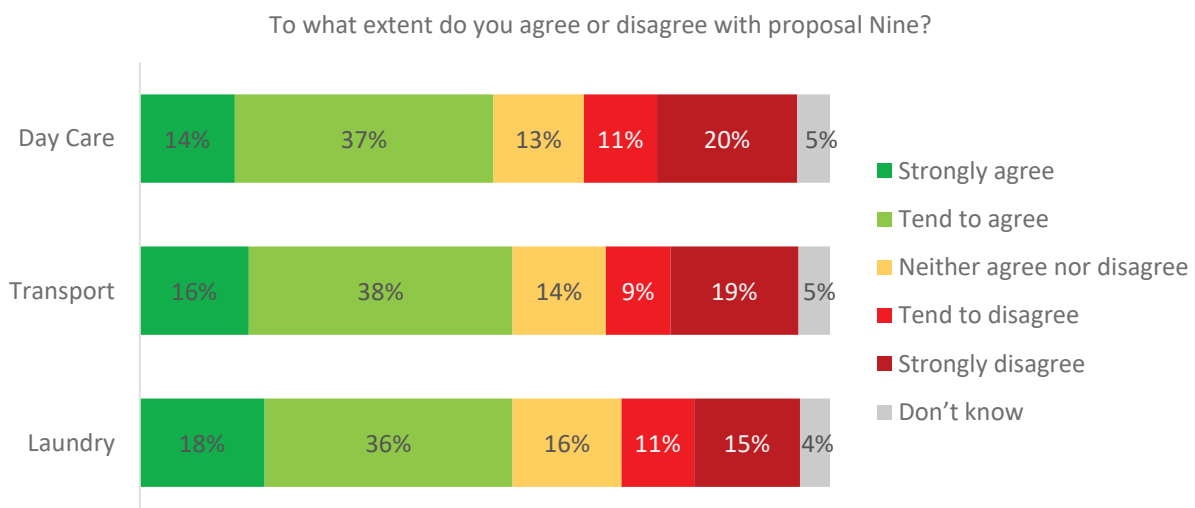
5.9 Proposal Nine: Increasing charges day care, transport and laundry

Lastly, respondents were asked to provide their opinion on proposed increases to charges for day care, transport and laundry.

The Council has not increased what it charges for day care centre sessions, transport journeys, or laundry services since at least 2015. The Council proposes to increase these charges to catch up with the rate of inflation, and to increase them every year by reference to the rate of inflation.

The Council proposes that in addition to adding a 7.2% increase to catch up with inflation (calculated at 19/20 rates) since the last time it increased its fees, it will also add an increase every year from April 2020 to keep up with the rate of inflation (by reference to the Consumer Price Index). The Council does not know what the rate of inflation will be next year, and so has not given an example of what next year's costs might be. The costs as they would have been if they had increased in 2019 were given as an illustration.

5.9.1 Support for proposal



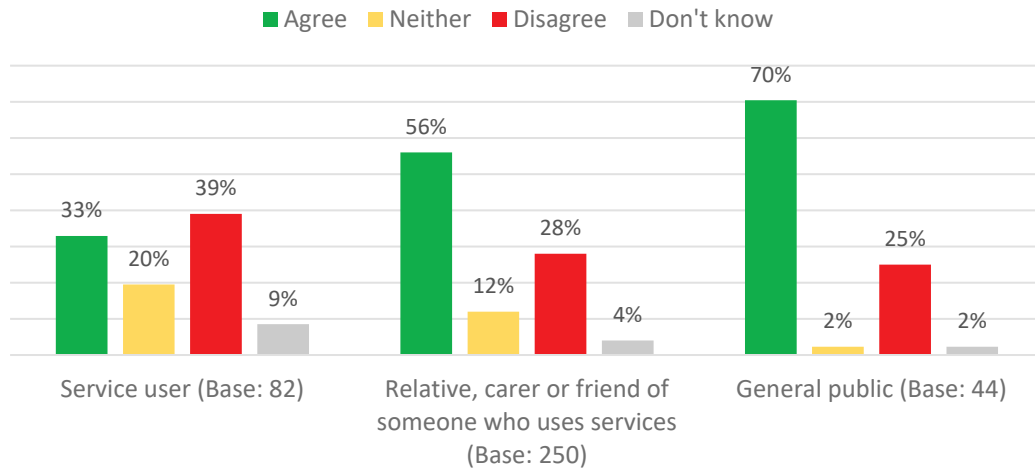
Similar levels of support for proposal nine was found across each strand of support with the majority of respondents in favour of the Council increasing charges for day care (51%), transport (54%) and laundry (54%). Respondents were however more likely to tend to agree to the policy rather than strongly agree.

The highest level of disagreement combined with the lowest level of support were aimed at increases to charges for day care with nearly a third in disagreement (31%) with a fifth (20%) stating they strongly disagree.

Just over a quarter opposed plans to increase charges for transport (28%) with a fifth revealing they strongly disagree with this action (19%) and a quarter (26%) said they disagree with increased charges for laundry services – 15% stating they strongly disagreed.

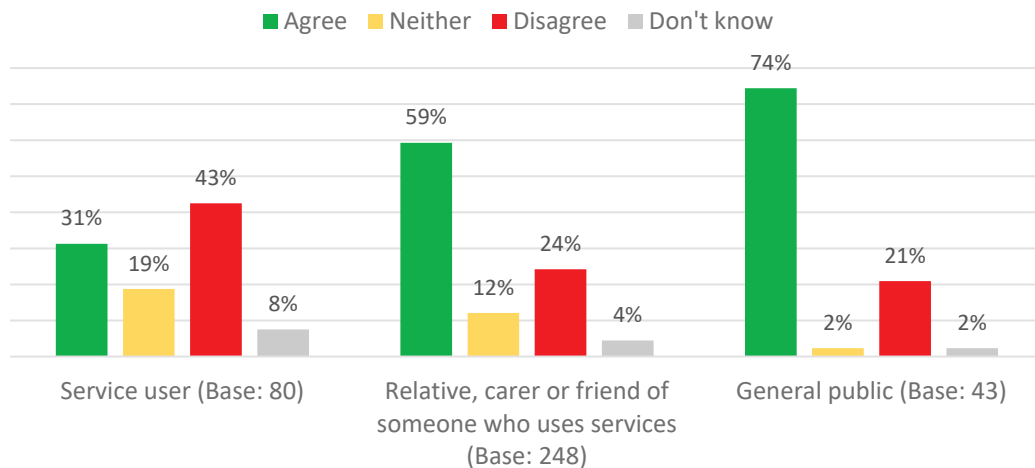
A significant percentage of respondents provided a neutral with more than a tenth stating the neither agreed nor disagreed with proposals to increase charges for day care (13%), transport (14%) and laundry (16%).

Opinion of proposal nine - by respondent type (Day Care)

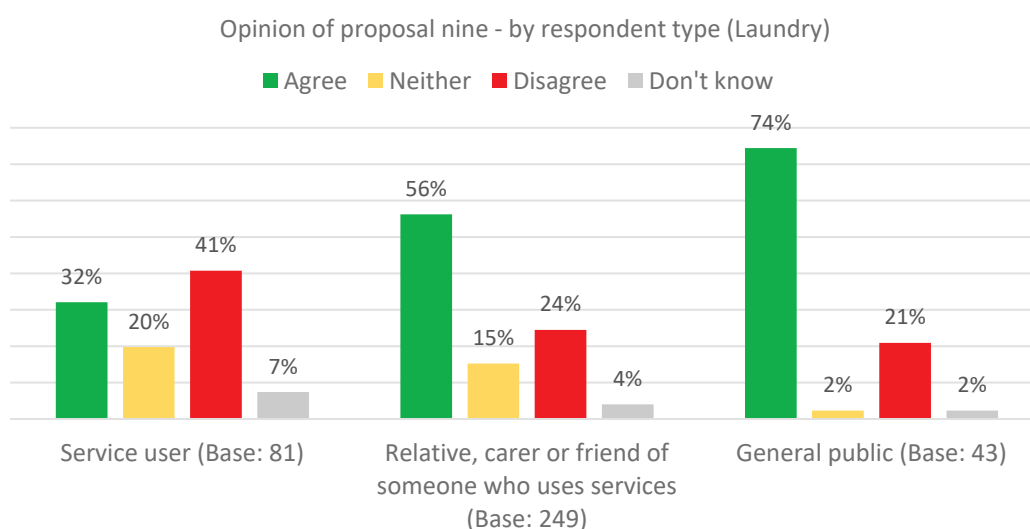


When examining support for proposal nine by respondent type, it was service users who provided the highest levels of opposition to plans to increase charges to day care services. Nearly two-fifths (39%) of service users stated they disagree with the proposal, an increase on those who supported the action within this cohort (33%). The majority (56%) of those associated with a service user supported the proposal as did the vast majority (70%) of the general public.

Opinion of proposal nine - by respondent type (Transport)



Similar patterns of support were found amongst respondent types towards increasing charges for transport services with service users revealing the lowest levels of agreement towards this policy. Just less than a third (31%) of service users agreed with this action whilst more than four-fifths (43%) stated they did not. In comparison, those associated with a service user and the general public showed strong support for the proposal with four-fifths (59%) of those who identified as a relative, carer or friend of a service user and nearly three-quarters (74%) of the general public in agreement.



Finally, when considering increases in charges for laundry services, support remained consistent amongst respondent types compared to day care and transport services. More than half (56%) of those associated with a service user stated they agreed with the proposal together with a strong majority of the general public (74%). Just under a third (32%) of service users said they supported the action with two-fifths (41%) in opposition.

5.9.2 Qualitative feedback

There was a general understanding that an increase was acceptable, more so with transport and laundry services, with people believing the increases were reasonable. Residents had more reservations towards increases to day care charges, thinking of the wellbeing risks of those involved and believing it was the wrong service to be financially altering. There were clear concerns across each strand of the proposed changes.

Key comments across the three service areas include:

- *I agree it should go up*
- *Costs have got to go up because petrol goes up*
- *When you think about how much it costs to run a washing machine that's cheap*
- *I couldn't do mine [laundry] for that*
- *If people can't afford to come here [to Cromwell Road Resource Centre] that would affect their quality of life. A lot of people rely on their service; it's so important to their daily living. It's [putting the charges up] a smack in the face*
- *If people can't do the activities, it will affect their mental health*
- *The council is looking at the wrong area [adult social care] to cut money on*
- *People may get less for DRE social activities and you might also have to pay more for day care, so it's a double loss*
- *Its swings and roundabouts; if we don't pay more [for social care support] council tax will just increase*

There was a similar sentiment amongst those completing online and postal surveys, with a mixture of agreement and disagreement towards the increase.

"If it helps the council with the increasing for day care, transport and laundry, I do agree it would save money for other things."

"With charges for transport and a full day in day care this is almost the amount allowed for social activities per week. This means a person can only socialise one day per week. Surely this increases loneliness and isolation?"

"It is common knowledge that the minimum wage has not kept up with inflation which is why so many people use food banks/become homeless. We are fortunate to have a care system in place but when increases in expenditure happen it can be hard to adjust and I understand that is why you are doing this survey."

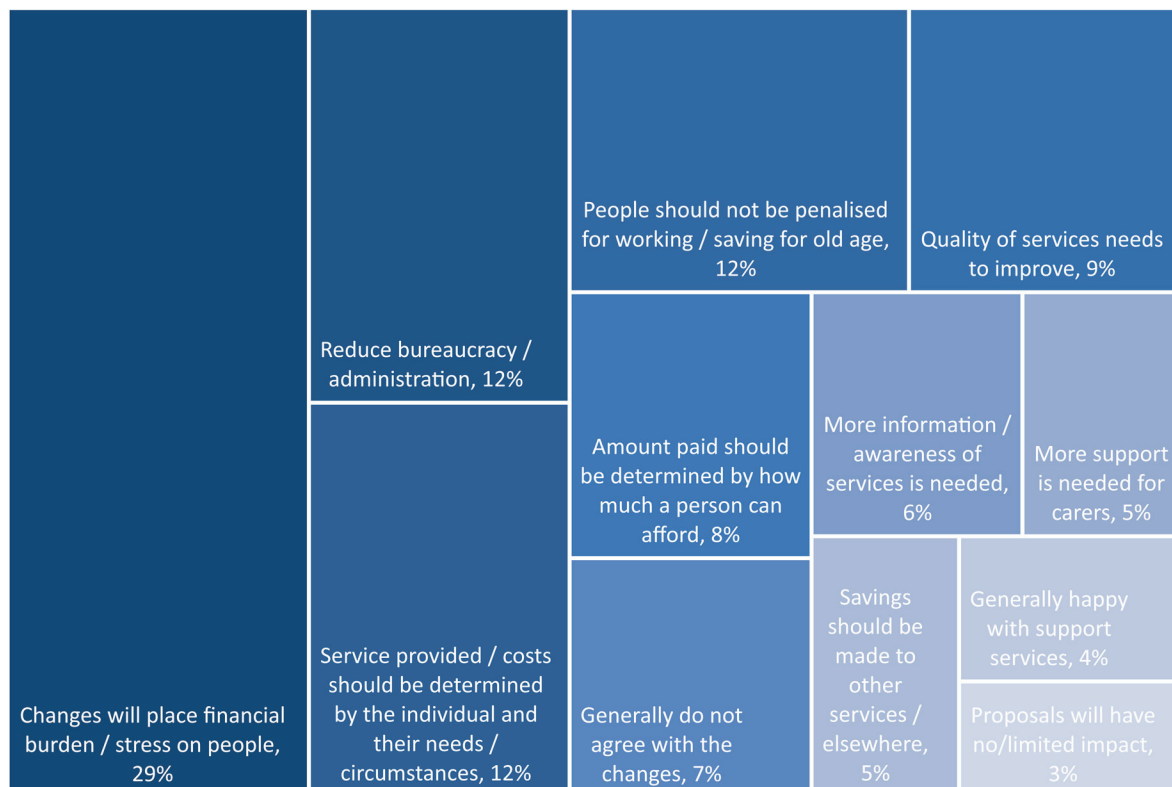
"I think that proposal 9 seems a good idea as the increase seems to balance well... I think though people today who perhaps cannot get out on their own or need assistance, perhaps spend money on recreational needs. i.e. A big one, smoking, which must hit the pocket. To them it's a need and a pleasure. It's true. PS I don't smoke, but I was talking about thus to my friend, if one smokes, the cost is unbelievable and that is just 'one pleasure', for people albeit expensive."

5.10 Additional Comments

5.10.1 Qualitative feedback from online and postal surveys

Respondents who participated via the online and postal consultation were given the opportunity to provide additional comments or suggestions about the proposals to change North East Lincolnshire's charging policy. In particular, they were asked to note the impact of the proposals on service users. A total of 129 respondents provided additional comments which were organised into themes and outlined in the chart below:

Please use the box below to share any other comments or suggestions about the proposals to change North East Lincolnshire's charging policy (base=129)



Almost a third of respondents (29%) thought that changes to the charging policy would place financial burden or stress on people receiving or paying for service in North East Lincolnshire – the most consistent theme recorded amongst feedback. Furthermore, more than a tenth thought that bureaucracy and administration costs should be reduced (12%), services/ costs should be determined by an individual and their needs (12%) and people should not be penalised for working and saving for old age (12%).

A full list of comments / suggestions can be found in the appendices.

5.10.2 Additional feedback from face to face consultations

Participants who attended the group sessions provided additional, overarching comments on the proposed charging policy. Again, they were asked to comment on the impact of the proposals. These broader themes highlighted concerns around the introduction of the proposals and for those in receipt of services within North East Lincolnshire. There were also concerns for carers who look after people who receive services.

Key comments provided at the groups included:

- *They are good ideas but it's a big impact on some people. It needs to happen gradually*
- *Look at the [implementation over] two or three years for all the proposals to help people slowly adapt*
- *You won't know the impact until it's implemented*
- *Can we calculate the effect of these changes? We need to think this through*
- *That's a hell of a lot [of additional money to find] for people on benefits who need care*
- *People may be affected by many of the proposals so it would be a bigger hit for them*
- *Concerned about individuals who will be affected by more than one proposal and individuals who are on the cusp of charging*
- *We're lucky enough [to be able to afford] to pay for some of this ourselves but it's difficult for people who can't afford it*
- *It would cost the Council a lot more money if they were to care for my son full time and cover the care I deliver*
- *This is a minefield. It is difficult when you're battling on behalf of someone you love*
- *Vulnerable adults are worse off [if the proposals are implemented]*
- *I don't think carers are taken seriously. They don't appreciate how hard it is for parents supporting adult disabled children; we don't have a life*
- *This may push vulnerable individuals to stop using the services they need and/ or push them into poverty*
- *[the proposals are] not helping people to improve their lives. There could be unintended consequences across the system*

In addition, one respondent chose to provide additional comments via North East Lincolnshire CCG's Facebook page, stating:

"I just wish councils would not use private care companies to provide care. Surely these agencies charge more. Wouldn't it be better to employ more council staff with a good pay? This surely would be cost effective and better continuity of care."

6.0 Appendices

Appendix 1: Questionnaire (Standard)

R

Charging Review: Have Your Say

Dear [Service User]

About 2700 people in North East Lincolnshire use some adult care and support (social care) each year. North East Lincolnshire Council ('the Council') is proposing to make some changes to its charging policy for adult care and support. We are writing to ask for your views on these proposals.

Why is North East Lincolnshire Council reviewing its Charging Policy?

The Council last reviewed all of its charging policy in 2015. The Council needs to review its policy again to make sure that it is helping to meet the needs of local people within the available budget.

Unlike health services, adult care and support services are not free to access. The Care Act 2014 sets out the legal basis for means testing access to care and support services. The law allows councils to recover some of what they spend in meeting people's needs. This means that:

- Some people will pay the full cost of their care and support
- Some people will share the costs of their care and support with the Council
- Some people will receive their care and support for free.

How much (if anything) each person will pay is calculated by financial assessment. The assessment takes into account each person's financial resources (their money and investments) so that no one is asked to pay more than they can afford for the care and support they receive.

The Council wants to make the best use of the money it has available to help local people, but it does not plan to take every opportunity the law allows to make a charge. For example, it does not currently want to use its right to charge for carers' services, because it recognises the contribution that carers make to supporting some of the most vulnerable members of the community. Due to its difficult financial position, the Council does want to consider other proposals to recover its costs where it thinks it is reasonable. These proposals are set out in the attached questionnaire.

A final decision will not be made on these proposals until feedback has been received from service users. Where individuals are affected by any decisions made on the proposals, these will be discussed with them at the time of the annual review of their financial assessment; no individual changes will take effect until their assessment. Please be assured that no one in receipt of care and support services will be charged more than they can afford to pay, in accordance with the law.

Who is asking for views on these proposals?

An independent research company – Social and Market Strategic Research (SMSR Ltd) - has been asked to carry out this written consultation. I would like to assure you that all of the information you give will be treated in the strictest confidence and you will not be personally identified.

We would very much appreciate your response to these proposals as your views are important. You can take part by completing this questionnaire and returning it in the freepost envelope (no stamp required) before 1st April 2020.

If you have any questions or would like to request a copy of this questionnaire in another format please contact Lee Atkinson at SMSR on 0800 1380845 (email: latkinson@smsr.co.uk).

Yours Faithfully

Lee Atkinson
Project Manager
SMSR Ltd.

Useful Information

Please read these instructions carefully before completing the questionnaire.

- The questionnaire consists of 11 pages and should take no longer than 15 minutes to complete.
- Please read each question carefully and tick a box to indicate your answer.
- Once you have completed the questionnaire please return it in the pre-addressed envelope by 1st April 2020. You do not need to add a stamp.
- If you cannot find or did not receive the pre-addressed envelope please send to FREEPOST, SMSR Ltd, Wellington House, 108 Beverley Road, Hull, HU3 1YA.
- You can read the current charging policy and access the proposed new policy at the CCG's consultation page: <https://www.northeastlincolnshireccg.nhs.uk/current-opportunities-to-have-your-say/chargingreview/>
- Alternatively, you may prefer to complete this survey online at <https://www.northeastlincolnshireccg.nhs.uk/current-opportunities-to-have-your-say/chargingreview/> before 1st April 2020.

Who is involved



North East Lincolnshire Council is responsible for the application of the Charging Policy across North East Lincolnshire.



North East Lincolnshire Clinical Commissioning Group (CCG), in partnership with North East Lincolnshire Council, is responsible for the commissioning of adult health and adult social care services across North East Lincolnshire.



focus Independent Adult Social Care CIC is an organisation which works in partnership with North East Lincolnshire CCG. focus apply the Charging Policy on behalf of the Council and CCG.



SMSR Ltd is an independent research company who have been asked by North East Lincolnshire CCG to undertake this consultation.

Section One: About Our Proposals

Proposal One

Changes to allowances for Disability Related Expenditure – part one (social activities)

What would this mean?

As part of a financial assessment, the Council takes into account people's Disability Related Expenditure (DRE) if they are in receipt of a qualifying benefit. The Council can make an allowance for this expenditure when doing a financial assessment. If the Council does make an allowance, this means that the person keeps more of their own money and pays less towards the costs of their care and support than they might otherwise have done.

The Council has reviewed what it is currently allowing people to claim as DRE for social activities. Social activities might include going to the cinema, attending a private day care centre (for example to go to a disco), or going to bingo.

At the moment the Council is making DRE allowances for social activities costing between £1 and £90 per week. The biggest number of people who ask the Council to take into account their DRE for social activities are asking for an allowance of less than £50 per week. This means that most people's social activities costs can be met for no more than £50 per week.

The Council proposes to set a limit on DRE allowances for social activities at £50 per week. The Council still has discretion to allow more than this amount where it is necessary to meet the needs set out in an individual's care and support plan. Setting a limit is likely to mean that less people will receive a DRE allowance for social activities of more than £50 per week.

The Council proposes to set a limit on allowances for DRE for social activities at £50 per week.

Between 60-70 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly
agree
☐

Tend to
agree
☐

Neither agree
nor disagree
☐

Tend to
disagree
☐

Strongly
disagree
☐

Don't
know
☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Two

Changes to allowances for Disability Related Expenditure – part two (gardening)

What would this mean?

The Council has reviewed what it is currently allowing people to claim as DRE for gardening.

At the moment the Council is making DRE allowances for gardening for those individuals unable to do their own gardening due to a disability or impairment. These individuals are spending between 47p and £32 per week on gardening. The Council has added together the amounts each individual spends on gardening every year and divided the total by 52 weeks to give a weekly amount.

The biggest number of people who ask the Council to take into account their DRE for gardening are asking for an allowance of less than £15 per week. This means that most people's gardening costs can be met for no more than £15 per week.

The Council proposes to set a limit on DRE allowances for gardening at £15 per week. The Council still has discretion to allow more than this amount where it is necessary to meet the needs set out in an individual's care and support plan. Setting a limit is likely to mean that less people will receive a DRE allowance for gardening of more than £15 per week.

The Council proposes to set a limit on allowances for DRE for gardening at £15 per week.

About 180 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly
agree
☐

Tend to
agree
☐

Neither agree
nor disagree
☐

Tend to
disagree
☐

Strongly
disagree
☐

Don't
know
☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Three

Changes to allowances for Disability Related Expenditure – part three (window cleaning)

What would this mean?

The Council has reviewed what it is currently allowing people to claim as DRE for window cleaning.

At the moment, the Council is making DRE allowances for window cleaning costing between 6p and £8 per week. The Council has added together the amounts each individual spends on window cleaning every year and divided the total by 52 weeks to give the amount spent each week. There is a lot of difference between individuals in what they are spending, and in the number of times they are having their windows cleaned each month.

The Council proposes to limit the number of times people can claim DRE for window cleaning to no more than once per month. Of course, people can have their windows cleaned more than once per month if they want to, but they will not be able to claim those costs as DRE more than once per month.

The Council proposes to stop letting individuals claim DRE allowances for window cleaning more than once per month.

About 320 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly
agree

☐

Tend to
agree

☐

Neither agree
nor disagree

☐

Tend to
disagree

☐

Strongly
disagree

☐

Don't
know

☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Four

Changes in approach to the minimum income guarantee (part one) – all individuals

What would this mean?

The law says that after paying any charges for adult social care, an individual must still be left with a guaranteed minimum level of income. This guaranteed minimum level of income is set nationally by the Government. It is intended to ensure that people are left with enough money to meet their standard living costs (for example food, gas and electricity, water rates etc).

At the moment, the Council allows people to keep more than the guaranteed minimum level of income set nationally by the Government. Letting people keep more of their income means that people contribute less towards the costs of their care and support, or may not make any contribution at all. Whether they contribute depends upon their individual financial assessment.

The Council proposes to stop allowing people to keep more than the nationally set minimum level of income. If the Council adopts the less generous nationally set rates, individuals will contribute more towards the costs of their care and support and so will have less money left to meet their standard living costs. This change will not mean that people receive less income (for example, benefit received from the Department of Work and Pensions – the DWP) but it will mean that more of that income could be used to pay for their care and support costs.

Here are two examples of how this change could affect individuals:

- At the moment, an individual who is over pension age and single, is allowed to retain £209.06 per week. If the Council adopts the less generous national rates, this will reduce to £189 per week (a difference of £20.06 per week)
- At the moment, an individual who is aged 18-24 and single, is allowed to retain £115.31 per week. If the Council adopts the less generous national rates, this will reduce to £112.75 per week (a difference of £2.56 per week).

Please note these figures are correct at the moment but they may change nationally each April.

The Council proposes to adopt less generous nationally set rates so that people are left with a lower guaranteed minimum level of income after contributing to the costs of their care and support.

About 1115 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly
agree

☐

Tend to
agree

☐

Neither agree
nor disagree

☐

Tend to
disagree

☐

Strongly
disagree

☐

Don't
know

☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Five

Changes in approach to the minimum income guarantee (part two) – individuals living as part of a couple

What would this mean?

The Care Act states that all individuals receiving care and support must be financially assessed on the basis of their own individual resources, even if they are part of a couple (in other words, they are married or in a civil partnership or living as if they are married or in a civil partnership).

At the moment, when the Council financially assesses someone, it allows them a more generous minimum income guarantee than the nationally set minimum. It also allows each individual to retain the same minimum amount whether they are living alone or as part of a couple. By allowing people who are part of a couple to retain the same minimum income amount as people who live alone, those who live as part of a couple are being treated more generously than those who live alone.

The Council proposes to carry on assessing people on the basis of their individual financial resources, but to adopt an approach to the minimum income guarantee which takes account of the fact that they are living as a couple. This is because people who are living as a couple are often sharing resources and expenses, which may mean that they are better off than those who live alone.

If the Council adopts this approach, individuals will contribute more towards the costs of their care and support and so will have less money left to meet their standard living costs. This change will not mean that people receive less income (for example, benefit received from the Department of Work and Pensions – the DWP) but it will mean that more of that income could be used to pay for their care and support costs.

Here are two examples of how this change could affect individuals:

- At the moment, an individual over pension age is allowed to retain £209.06 per week. If the Council adopts a less generous approach to the minimum income guarantee which takes account of the fact that the individual is living as part of a couple, this would reduce to £144.30 per week (a difference of £64.76)
- At the moment, an individual under pension age is allowed to retain £155.31 per week. If the Council adopts a less generous approach to the minimum income guarantee which takes account of the fact that the individual is living as part of a couple, this would reduce to £114.70 (a difference of £40.61).

Please note these figures are correct at the moment but they may change nationally each April.

The Council proposes to adopt a less generous approach when financially assessing an individual who is part of a couple, so that the individual is left with a lower guaranteed minimum level of income after contributing to the costs of their care and support.

About 1115 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly
agree

☐

Tend to
agree

☐

Neither agree
nor disagree

☐

Tend to
disagree

☐

Strongly
disagree

☐

Don't
know

☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Six

Charging a higher administration fee for arranging care for those that can afford it

What would this mean?

People who have assets (money and investments) at or above the upper capital limit must meet the full costs of their care and support. The upper capital limit is a figure set by the Government, and for the year 2019/20 this is £23,250 (this may change in future years).

People who have assets at or above the upper capital limit and want to receive care in their own home, can choose to arrange their own care, or ask the Council to arrange it for them.

It can be difficult for people to arrange care for themselves, which meets their needs and is good quality and affordable. The Care Act gives people the right to ask the Council to arrange their care at home for them. If the Council is asked to arrange this care, it must do so.

At the moment, where the Council arranges a person's care at home in these circumstances, it charges the person an administration fee of £50 each year. The Council must not charge more as an administration fee than it costs it to arrange the care. It must not make a profit from arranging care.

When the Council introduced this charge for the first time in 2015, it took into account the things the law allows (such as staff time, postage and phone costs). Now that the Council has more experience in arranging care for people in these circumstances, it realises that it takes more time and is more costly than expected. To cover the costs of making people's care arrangements (taking into account the things the law allows) the Council needs to charge £170 each year.

Please note that no administration fees will apply to those people who have less in assets than the upper capital limit – the fee will only apply to those who can afford to fund their own care at home.

The Council proposes to increase its administration charge for arranging care for those who can afford it to £170 per year.

About 95 people could be affected by this proposal.

To what extent do you agree or disagree with this proposal?

Strongly agree

☐

Tend to agree

☐

Neither agree nor disagree

☐

Tend to disagree

☐

Strongly disagree

☐

Don't know

☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Seven

Increasing charges for temporary/ short term stays in a residential care home or nursing home

What would this mean?

At the moment, the Council offers a range of set charges for people who need to stay in a care home or nursing home temporarily. The Council decides which of the set charges an individual will pay depending on what benefits they receive, and what assets (money and investments) they have.

A residential placement costs the Council the same amount whether the person stays there temporarily or permanently, but what the person contributes towards those costs differs.

Here are the Council's current set charges for a temporary residential stay

1. **Lower rate = £70.00 per week** – if the person has assets below £14,250 and receives Pension Credit Guarantee or Income Support or ESA or Universal Credit
2. **Mid rate = £90.00 per week** – if the person has assets below £14,250 and doesn't receive Pension Credit/Income support/ ESA or Universal Credit
3. **Higher rate = £115.00 per week** – if the person has assets between £14,250 and £23,249
4. **The full cost of care** - if the person has assets of £23,250 or more. This is the amount it actually costs to receive support in residential care.

Since the Council last increased its charges for temporary stays in 2013/14, what it costs the Council to place a person in residential care has increased by 17.6% (calculated up to 2019/20 costs). The Council proposes to increase what it charges people for temporary stays by the rate of 17.6% to match the increase in its costs to date, and to add a further increase to match any additional costs agreed with care providers each year from 2020 onwards. The Council negotiates with care providers each year to agree what it will pay them for a residential placement.

If the Council increased its charges for temporary stays by 17.6%, they could increase as follows:

1. **Lower rate = £82.32 per week** (an increase of £12.32 per week)
2. **Mid rate = £105.84 per week** (an increase of £15.84 per week)
3. **Higher rate = £135.24 per week** (an increase of £20.24 per week)
4. **The full cost of care** - if the person has assets over £23,250. This is the amount it actually costs to receive support in residential care.

When the Council agrees the costs of a residential placement with providers each year, a further increase will need to be added to the rates above. This increase will include an amount for inflation and wage increases. The Council does not know what the cost of a residential placement will be until they are agreed each year with providers.

The Council proposes to increase charges for temporary stays so that the charges catch up with the rates of increase for permanent stays, and keep up with the rates for permanent stays.

There are about 750 temporary stays in a residential care or nursing home each year.

To what extent do you agree or disagree with this proposal?

Strongly agree

☐

Tend to agree

☐

Neither agree nor disagree

☐

Tend to disagree

☐

Strongly disagree

☐

Don't know

☐

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Eight

Increasing charges for temporary/ short term stays in a residential care home or nursing home over a period of years

The Council realises that to increase charges for temporary stays by 17.6% (plus an annual increase in line with increased costs paid to providers) in one go might be difficult for some people. For this reason, the Council will consider spreading the 17.6% increase required to catch up with the rate of inflation over a period of years. This period could be two or three years.

Examples are given of what the increases would be over those periods, as follows -

a) A 17.6% increase shared over a **two year** period could result in the following increases:

- **Lower rate = £82.32 per week** (an increase of £6.16 per week for two years)
- **Mid rate = £105.84 per week** (an increase of £7.92 per week for two years)
- **Higher rate = £135.24 per week** (an increase of £10.12 per week for two years)
- **The full cost of care** - if the person has assets over £23,250. This is the amount it actually costs to receive support in residential care.

b) A 17.6% increase shared over a **three year** period could result in the following increases:

- **Lower rate = £82.32 per week** (an increase of £4.11 per week for three years)
- **Mid rate = £105.84 per week** (an increase of £5.28 per week for three years)
- **Higher rate = £135.24 per week** (an increase of £6.75 per week for three years)
- **The full cost of care** - if the person has assets over £23,250. This is the amount it actually costs to receive support in residential care.

Do you prefer an increase over –

- ☐ Two years OR
- ☐ Three years

You can make any other comments on page 12

Section One: About Our Proposals

Proposal Nine

Increasing charges for day care, transport and laundry services

What would this mean?

Day Care

At the moment the Council offers full and half day sessions at its day care centres. Day care centres offer social events, arts and crafts activities and physical activities (for example). The Council charges people £30 for a full day session and £15 for a half day session.

Transport

At the moment the Council offers transport to and from its day care centres at a cost of £5 per journey. This is a specialist transport service which offers extra help for people with needs who are often unable to use standard transport such as buses and taxis.

Laundry Services

At the moment the Council offers specialist laundry services for people who are very unwell at a cost of £4.89 per week.

The Council has not increased what it charges for day care centre sessions, transport journeys, or laundry services since at least 2015. The Council proposes to increase these charges to catch up with the rate of inflation, and to increase them every year by reference to the rate of inflation.

Since April 2016 inflation has increased by around 7.2% (the Council has used the consumer price index – the CPI – to calculate the rate of inflation). If the Council increased fees in this way, fees would have increased in 2019 as follows:

- Day care - half day session £16.08 (an increase of £1.08)
- Day care - full day session £32.16 (an increase of £2.16)
- Transport - per journey £5.36 (an increase of 36p)
- Laundry – £5.24 (an increase of 35p per week).

The Council proposes that in addition to adding a 7.2% increase to catch up with inflation since the last time it increased its fees, it will also add an increase every year from April 2020 to keep up with the rate of inflation (by reference to the CPI). The Council does not know what the rate of inflation will be next year, and so has not given an example of what next year's costs might be.

Please note that these fees are subject to individual financial assessment so no one is asked to pay more than they can afford. Around 350 people could be affected by these proposals

The Council proposes to increase charges for day care, transport and laundry to catch up with the rate of inflation, and to keep up with the rate of inflation every year from April 2020 onwards.

To what extent do you agree or disagree with this proposal? Please answer for each service:

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Day care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You can make any other comments on page 12

Section Two: Additional Comments

Please use the box below to share any other comments or suggestions about the proposals in North East Lincolnshire. We would be particularly interested in understanding the impact on you of any of these proposals.

Page:12

Section Three: About You

To help us understand the feedback that you give, please tick the box which best describes you.

- ☐ I use services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus
- ☐ I am a relative, carer or friend of someone who uses services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus
- ☐ I am a resident of North East Lincolnshire and currently have no involvement with services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus
- ☐ I work for an organisation which deals with users of services commissioned and / or provided by North East Lincolnshire Council/ North East Lincolnshire Clinical Commissioning Group / focus (please specify which organisation in the box below)
- ☐ Other (Please specify in the box below)

Thank you for completing this survey.

Please return your completed survey in the freepost envelope (no stamp required) supplied before 1st April 2020.

Appendix 2: Questionnaire (Easy Read)

Changing the way we charge for our services: Tell us what you think



Easy Read



Introduction

About 2700 people in North East Lincolnshire use some adult social care services each year. North East Lincolnshire Council is looking at different ways it could charge people for adult social care services.



The Council will be running a consultation from Tuesday 2nd January 2020 to find out what people think of its ideas. The closing date is the 1st April 2020.



The consultation will give people a chance to let the Council know how they feel about the ideas and how any changes might affect them.



This booklet tells you how you can have your say.



It also says why the Council is looking at charges, their ideas and what will happen next.

Why Is the Council looking at these changes now?



The Care Act 2014 set out a way that Councils could charge people for their care. The law says that Councils can only charge people what they can afford to pay.



Not everyone will have to pay for their care; some people will be able to get their care for free.



The way the Council charges for services in North East Lincolnshire has not changed for a long time and the Council feel now is the right time to look at this.



North East Lincolnshire Council wants to support people and their families to live the best life they can.



This means supporting people to live independently for as long as they can in a community that can support their health and care needs.



When the Council looks at care and support for a person it carries out a financial assessment. This looks at the person's money. It will look at the money the person gets (income) and some of the money they spend (outgoings). It will also look at the person's savings.



The Care Act 2014 is a law that tells the Council how they should do a financial assessment.



When the Council does the financial assessment it will make sure people are not charged more than they can afford to pay for care.



The law says that the Council must make sure that everyone who gets care services must have enough money left, after paying for their care, to meet their needs.

Who is asking us for our views?



The Council and Clinical Commissioning Group has employed an organisation called SMSR Ltd to find out what people think of the Council's ideas.



If you have any questions or would like a copy of this questionnaire in another format, please contact:

Lee Atkinson from SMSR on:



Telephone: 0800 1380845



Email: latkinson@smsr.co.uk

Important Information about this Questionnaire



If you want to complete some questions and then stop to take a break, you can do that as often as you want. You can then carry on working on the questionnaire where you left off.



When you have finished filling out the questionnaire, please post this back in the envelope you have been given with this form. If you would like to complete this questionnaire online you can go to:

<https://www.northeastlincolnshireccg.nhs.uk/current-opportunities-to-have-your-say/>



The closing date is the 1st April 2020
If you can not find the envelope or you did not get one you can send the questionnaire back for free to FREEPOST, SMSR Ltd, Wellington House, 108 Beverley Road, Hull, HU3 1YA



If you want to know more about the charges you can find more information at the Clinical Commissioning Groups consultation page.
<https://www.northeastlincolnshireccg.nhs.uk/current-opportunities-to-have-your-say/>

Who is involved in this work?



North East Lincolnshire Council



North East Lincolnshire Clinical Commissioning Group (CCG),



focus Independent Adult Social Care CIC



SMSR Ltd

What will happen at the end of the consultation?



At the end of the consultation, SMSR will look at everything people have said. SMSR will write a report and show this to the Council's Cabinet. The Council Cabinet are the people who make the decisions about what happens in the Council.



This will happen in June 2020. When the Cabinet have made their decision, the changes may start to happen by June 2020. Some changes might take a few years to fully happen. No one will be affected by any of the changes until they have their own financial assessment.



What are the changes?

The Council is looking at 10 ideas - the Council wants to know what people think about these ideas. BUT no decisions have been made yet.



Idea 1 - Changing the amount the Council allows for Disability Related Expenditure - Social Activities.

When the Council looks at care and support for a person it carries out a financial assessment.



This looks at a person's money. It will look at the money the person gets (income) and some of the money they spend (outgoings). It will also look at the person's savings and Disability Related Expenses (DRE) if the person gets certain benefits.



Disability Related Expenses are any extra costs you might have to pay because of your disability. This can be things you pay for every day, or less often.



At the moment the Council allows certain people to include some costs for social activities as part of their financial assessment. Like going to the cinema, bingo, a disco or going to a private day centre.



The idea is that the Council will set a limit, so that people can only include up to £50.00 per week for social activities as part of their financial assessment.



It is important to note that the Council may allow more than £50.00 per week if there is good reason. The Council will decide about this when a person has a financial assessment.

Who would be affected?






About 60-70 people could be affected by this idea.



Idea 1 - Changing the amount the Council allows for Disability Related Expenditure - Setting a limit of £50.00 per week for Social Activities.

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
	Yes		No		I don't know

Idea 2 - Changing the amount the Council allows for Disability Related Expenditure - Gardening



When the Council looks at care and support for a person, it carries out a financial assessment.



This looks at a person's money. It will look at the money the person gets (income) and some of the money they spend (outgoings). It will also look at the person's savings and Disability Related Expenses (DRE) if the person gets certain benefits.



Disability Related Expenses are any extra costs you might have to pay because of your disability. This can be things you pay for every day, or less often.



At the moment the Council allows certain people to include some costs for gardening as part of their financial assessment.



The idea is that the Council will set a limit, so that people can only include up to £15.00 per week for gardening as part of their financial assessment.



It is important to note that the Council may allow more than £15.00 per week if there is good reason. The Council will decide about this when a person has a financial assessment.

180 people



Idea 2 - Who would be affected?

About 180 people could be affected by this idea.



Idea 2 - Changing the amount the Council allows for Disability Related Expenditure - Setting a limit of up to £15.00 per week for Gardening

Please tell us, do you agree with this idea? Please tick

☐

Yes

☐

No

☐

I don't know

Idea 3- Changing the amount the Council allows for Disability Related Expenditure - Window Cleaning



When the Council looks at care and support for a person, it carries out a financial assessment.



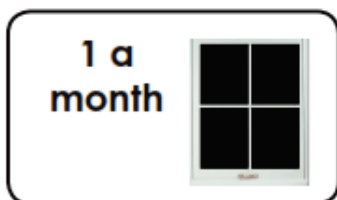
This looks at a person's money. It will look at the money the person gets (income) and some of the money they spend (outgoings). It will also look at the person's saving and Disability Related Expenses (DRE) if the person gets certain benefits.



Disability Related Expenses are any extra costs you might have to pay because of your disability. This can be things you pay for every day, or less often.



At the moment the Council allows certain people to include some costs for window cleaning as part of their financial assessment.



The idea is people can only claim for having their windows cleaned once a month as part of their financial assessment.



It is important to note that people can have their windows cleaned more than once a month but they will not be able to claim this as a disability related expense.






Idea 3 - Who would be affected?

About 320 people could be affected by this idea.



Idea 3 - Changing the amount the Council allows for Disability Related Expenditure - Only letting people claim for having their windows cleaned once a month.

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
	Yes		No		I don't know

Idea 4 – The Minimum Income Guarantee (MIG) for everyone



When the Council carries out a financial assessment, it looks at the amount of money the person gets (income) and some of the money they spend (outgoings). It will also look at savings.



This is to make sure a person has enough money to live on after they have paid for their care and support.



The Government gives all Councils a guide to how much a person needs to keep after they have paid towards their care. This is called a Minimum Income Guarantee (MIG).



At the moment the Council does not use the guide set by the Government, it uses its own guide to do this and this is more than the one the Government uses. This means people have more money to live on after paying for care and support.



The idea is that the Council will use the MIG rate the Government sets in its financial assessments. This will mean people will pay more towards their care and support and have less to live on.

It is important to note that the MIG rate set by the Government may change every April.






Who would be affected?

About 1115 people could be affected by this idea.



Idea 4 - The Minimum Income Guarantee (MIG) - Using the MIG rates set by Government.

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
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Idea 5 – The Minimum Income Guarantee (MIG) for couples



The Care Act 2014 says that every person who gets care and support must have their own financial assessment, even if people are part of a couple.



When the Council carries out a financial assessment, it looks at the amount of money the person gets (income) and some of the money they spend (outgoings). It will also look at savings.



This is to make sure that people have enough money to live on after they have paid for their care and support.



The Government gives all Councils a guide to how much a person needs to keep after they have paid towards their care. This is called a Minimum Income Guarantee (MIG).



At the moment, the Council does not use the guide set by the Government, it uses its own guide to do this and this is more than the one the Government uses. This means people can keep more of their money.



The idea is that the Council will use the MIG rate the Government sets in its financial assessments. This will mean people will pay more towards their care and support and will have less to live on.



The idea is that the Council looks at the finances of a couple when it uses the MIG rate. This is because when people live together, they often share the costs of things, and so may have more money than people who live alone.



1115 people



Who would be affected?

About 1115 people could be affected by this idea.



Idea 5- The Minimum Income Guarantee (MIG) - Using the MIG rates set by Government

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
--------------------------	--	--------------------------	---	--------------------------	---

Idea 6 – Changing the admin fee for care and support



If people have £23,250 or more in savings the Government says that they can pay for their own care and support.

£50.00



In the year 2018-2019, the Council helped around 95 people to get their own care and support. The Council charges an admin fee of £50.00 that covers staff time, postage and phone calls.

£170.00



The idea is that the Council charge people £170.00 per year for this service. This is because the cost to run this service is more than £50.00 per person. It costs the Council £170.00 per year per person for this service.



The Council is not allowed to charge people for giving information, advice or carrying out an assessment.



The charge is for helping people to set up their care service and the paperwork that comes with this. People who have less than £23,250 in savings will not be charged this fee.



Who will this affect?

At the moment this will affect about 95 people.



Idea 6 - Changing the admin fee for care and support.

Please tell us, do you agree with this idea? Please tick

☐

Yes

☐

No

☐

I don't know

Idea 7 – Charging more for short stay in a care home or nursing home from June 2020.



At the moment, the Council charges people a set amount to stay for a short time in a care home or nursing home.



The Council decides how much people will pay. The Council will look at the benefits people get and what money they have.



The Council currently charges three rates:

- Lower rate = £70.00 per week
- Middle rate = £90.00 per week
- High rate = £115.00 per week
- Full cost of care = people who have £23,250 or more in savings will pay the full cost of their care.

The idea is that the Council changes these because the cost of care has gone up. The Council wants to keep up with the costs of care and put charges up every year. The charges from June 2020 would be:



- Lower rate = £82.32 (£12.32 more)
- Middle rate = £105.84 (£15.84 more)
- High rate = £135.24 (£20.24 more)
- Full cost of care = people who have £23,250 or more in savings will pay the full cost of their care.






Who will this affect?

At the moment there are about 750 short stays in a care home or nursing home each year. Anyone who has less than £23,250 in savings and has a short stay will be affected.



Idea 7 - Charging more for short stay in a care home or nursing home from June 2020.

Please tell us, do you agree with this idea? Please tick



<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
--------------------------	--	--------------------------	---	--------------------------	---

OR






The Council knows that changing these amounts from June 2020 may be hard for some people. The Council wants to keep up with the costs of care and put charges up every year. Instead of the changes happening from June 2020 would you like these changes to happen over 2 or 3 years? Please tick

2 years

<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
--------------------------	--	--------------------------	---	--------------------------	---

3 years

<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
--------------------------	--	--------------------------	---	--------------------------	---

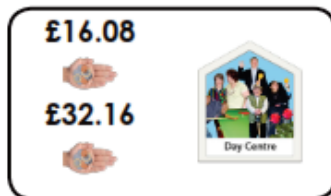
Idea 8 – Charging more for Day Centres.



At the moment, people can go to day centres for half a day or a full day. Day centres offer people lots of different activities like arts, crafts and physical activities.



At the moment, the Council charges people £15.00 for half a day and £30.00 for a full day. The idea is that the Council changes the amount people pay for day centres each year. This is because the cost of care goes up every year.



The Council does not know what the cost will be for 2020 but it will make sure that what people are asked to pay matches any increase in the cost of care. For example if the changes had happened in 2019 the new charge for day services would have been £16.08 for half a day and £32.16 for a full day






Who will this affect?

At the moment, this will affect about 200 people.



Idea 8 - Charging more for Day Centres.

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
	Yes		No		I don't know

18

Idea 9 – Charging more for Transport to Day Centres.



At the moment, the Council offers people transport to the day care centre. This costs people £5.00 per journey. The idea is that the Council changes the amount people pay for transport each year. This is because the cost of transport goes up every year.



The Council does not know what the cost will be for 2020 but it will make sure that what people are asked to pay for transport matches any increase in the cost. For example if the changes to transport had happened in 2019 the new cost would have been £5.36 per journey.






Who will this affect?

At the moment, this will affect about 140 people.



Idea 9 - Charging more for Transport to Day Centres.

Please tell us, do you agree with this idea? Please tick

<input type="checkbox"/>	 Yes	<input type="checkbox"/>	 No	<input type="checkbox"/>	 I don't know
--------------------------	--	--------------------------	---	--------------------------	---

Idea 10 – Charging more for Laundry Services.



At the moment, the Council offers specialist laundry services for people who are very unwell. This costs £4.89 per week. The idea is that the Council changes the amount people pay for this service each year. This is because the cost of laundry services goes up every year.



The Council does not know what the cost will be for 2020 but it will make sure that what people are asked to pay for laundry matches any increase in the cost. For example if the changes had happened in 2019 the new cost would have been £5.24 per week.

Who will this affect?



At the moment this will affect less than 10 people.



Idea 10 - Charging more for Laundry Services.

Please tell us, do you agree with this idea? Please tick

☐


Yes

☐


No

☐


I don't know



Is there anything else you would like to tell us?

Please use the space below to write down anything else you would like to tell us.

What happens next?



At the end of the consultation, SMSR will write a report that shows what people have said. This report will go to the Council Cabinet (these are the people who make decisions).



The Council Cabinet will meet in June 2020 to look at what people have said and make a decision.



The Council's decision will be put on the Council website. No one will be affected by the changes until they have their financial assessment.

About you

We would like to know a bit more about you. You do not have to answer all of the questions if you do not want to.



To help us understand the feedback you give, please tick the box that best says who you are –

☐

I get adult social care services from the Council (including North East Lincolnshire Clinical Commissioning Group and focus independent adult social work)

☐

I am a relative, carer or friend of someone who gets adult social care services from the Council (including North East Lincolnshire Clinical Commissioning Group and focus independent adult social work)

☐

I live in North East Lincolnshire but I have no connection with adult social care services from the Council (including North East Lincolnshire Clinical Commissioning Group and focus independent adult social work)

☐

I work for an organisation that is connected with giving adult social care services in North East Lincolnshire. Please tell us which organisation in the box below

☐

Other. Please tell us in the box below.




This document was created by The Friendly Information Company in partnership with Speakup.
December 2019.

Appendix 3: Analysis

North East Lincolnshire Charging Review 2019 (457)

MarketSight18 Crosstab
Confidence Level = 95%

<div>  </div>			Which best describes you?					Method		
Overall			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q1 The Council proposes to set a limit on allowances for DRE for social activities at £50 per week. To what extent do you agree or disagree with this proposal?										
	Sample Size	453	85	253	46	20	15	353	71	29
	Strongly agree									
	Count	93	12	50	15	5	6	59	19	15
	Column %	21%	14%	20%	33%	25%	33%	17%	27%	52%
	Tend to agree									
	Count	157	22	103	12	9	2	125	32	0
	Column %	35%	26%	41%	26%	45%	11%	35%	45%	0%
	Neither agree nor disagree									
	Count	53	16	23	2	5	2	50	3	0
	Column %	12%	19%	9%	4%	25%	11%	14%	4%	0%
	Tend to disagree									
	Count	43	8	27	2	0	3	39	4	0
	Column %	9%	9%	11%	4%	0%	17%	11%	6%	0%
	Strongly disagree									
	Count	83	18	41	13	1	4	60	12	11
	Column %	18%	21%	16%	28%	5%	22%	17%	17%	38%
	Don't know									
	Count	24	9	9	2	0	1	20	1	3
	Column %	5%	11%	4%	4%	0%	6%	6%	1%	10%
	Net Agree									
	Count	250	34	153	27	14	8	184	51	15
	Column %	55%	40%	60%	59%	70%	44%	52%	72%	52%
	Net Disagree									
	Count	126	26	68	15	1	7	99	16	11
	Column %	28%	31%	27%	33%	5%	39%	28%	23%	38%

Overall

Which best describes you?

I use services commissioned and / or provided by North East Lincolnshire

I am a relative, carer or friend of someone who uses services

I am a resident of North East Lincolnshire and currently have no involvement with services

I work for an organisation which deals with users of services

Other

Method

Postal

Online

Online - Easy read

Q2 The Council proposes to set a limit on allowances for DRE for gardening at £15 per week. To what extent do you agree or disagree with this proposal?

Sample Size

450

83

252

46

20

18

349

72

29

Strongly agree

Count

122

10

71

18

7

6

78

25

19

Column %

27%

12%

28%

39%

35%

33%

22%

35%

66%

Tend to agree

Count

163

26

107

13

6

3

135

28

0

Column %

36%

34%

42%

28%

30%

17%

39%

39%

0%

Neither agree nor disagree

Count

55

16

24

3

5

2

51

4

0

Column %

12%

19%

10%

7%

25%

11%

15%

6%

0%

Tend to disagree

Count

37

6

21

5

0

2

29

8

0

Column %

8%

7%

8%

11%

0%

11%

8%

11%

0%

Strongly disagree

Count

57

16

26

6

1

4

42

7

8

Column %

13%

19%

10%

13%

5%

22%

12%

10%

28%

Don't know

Count

16

7

3

1

1

1

14

0

2

Column %

4%

8%

1%

2%

5%

6%

4%

0%

7%

Net Agree

Count

285

38

178

31

13

9

213

53

19

Column %

63%

46%

71%

67%

65%

50%

61%

74%

66%

Net Disagree

Count

94

22

47

11

1

6

71

15

8

Column %

21%

27%

19%

24%

5%

33%

20%

21%

28%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q3 The Council proposes to stop letting individuals claim DRE allowances for window cleaning more than once per month. To what extent do you agree or disagree with this proposal?										
	Sample Size	452	64	253	46	20	18	351	72	29
	Strongly agree									
	Count	174	16	98	30	11	7	106	41	27
	Column %	38%	19%	39%	65%	55%	39%	30%	57%	93%
	Tend to agree									
	Count	153	31	101	8	3	4	133	20	0
	Column %	34%	37%	40%	17%	15%	22%	38%	28%	0%
	Neither agree nor disagree									
	Count	45	14	16	4	5	3	42	3	0
	Column %	10%	17%	6%	9%	25%	17%	12%	4%	0%
	Tend to disagree									
	Count	36	8	17	3	1	2	30	6	0
	Column %	8%	10%	7%	7%	5%	11%	9%	8%	0%
	Strongly disagree									
	Count	30	11	16	0	0	1	27	2	1
	Column %	7%	13%	6%	0%	0%	6%	8%	3%	3%
	Don't know									
	Count	14	4	5	1	0	1	13	0	1
	Column %	3%	5%	2%	2%	0%	6%	4%	0%	3%
	Net Agree									
	Count	327	47	199	38	14	11	239	61	27
	Column %	72%	56%	79%	83%	70%	61%	68%	85%	93%
	Net Disagree									
	Count	66	19	33	3	1	3	57	6	1
	Column %	15%	23%	13%	7%	5%	17%	16%	11%	3%

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RESEARCH

Q4 The Council proposes to adopt less generous nationally set rates so that people are left with a lower guaranteed minimum level of income after contributing to the costs of their care and support. To what extent do you agree or disagree with this proposal?		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
	Sample Size	455	85	253	46	20	18	354	72	29
	Strongly agree									
	Count	24	2	12	8	0	1	11	8	5
	Column %	5%	2%	5%	17%	0%	6%	3%	11%	17%
	Tend to agree									
	Count	66	10	43	4	5	1	55	11	0
	Column %	15%	12%	17%	9%	25%	6%	16%	15%	0%
	Neither agree nor disagree									
	Count	32	7	20	3	0	2	28	4	0
	Column %	7%	8%	8%	7%	0%	11%	8%	6%	0%
	Tend to disagree									
	Count	122	24	64	11	9	4	100	22	0
	Column %	27%	28%	25%	24%	45%	22%	28%	31%	0%
	Strongly disagree									
	Count	196	38	109	17	6	9	149	25	22
	Column %	43%	45%	43%	37%	30%	50%	42%	35%	76%
	Don't know									
	Count	15	4	5	3	0	1	11	2	2
	Column %	3%	5%	2%	7%	0%	6%	3%	3%	7%
	Net Agree									
	Count	90	12	55	12	5	2	66	19	5
	Column %	20%	14%	22%	26%	25%	11%	19%	26%	17%
	Net Disagree									
	Count	318	62	173	28	15	13	249	47	22
	Column %	70%	73%	68%	61%	75%	72%	70%	65%	76%

SMSR
RESEARCH

			Which best describes you?					Method		
	Overall		I use services commissoned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q5 The Council proposes to adopt a less generous approach when financially assessing an individual who is part of a couple, so that the individual is left with a lower guaranteed minimum level of income after contributing to the costs of their care and support. To what extent do you agree or disagree with this proposal?										
	Sample Size	453	83	253	46	20	16	352	72	29
	Strongly agree									
	Count	21	3	10	6	0	2	11	5	5
	Column %	5%	4%	4%	13%	0%	11%	3%	7%	17%
	Tend to agree									
	Count	76	10	50	5	5	2	59	17	0
	Column %	17%	12%	20%	11%	25%	11%	17%	24%	0%
	Neither agree nor disagree									
	Count	44	9	26	4	0	1	36	6	0
	Column %	10%	11%	11%	9%	0%	6%	11%	8%	0%
	Tend to disagree									
	Count	81	13	51	6	4	2	67	14	0
	Column %	18%	16%	20%	13%	20%	11%	19%	19%	0%
	Strongly disagree									
	Count	200	41	97	22	11	9	150	29	21
	Column %	44%	49%	38%	48%	55%	50%	43%	40%	72%
	Don't know									
	Count	31	7	17	3	0	2	27	1	3
	Column %	7%	8%	7%	7%	0%	11%	8%	1%	10%
	Net Agree									
	Count	97	13	60	11	5	4	70	22	5
	Column %	21%	16%	24%	24%	25%	22%	20%	31%	17%
	Net Disagree									
	Count	261	54	146	28	15	11	217	43	21
	Column %	62%	65%	58%	61%	75%	61%	62%	60%	72%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q6 The Council proposes to increase its administration charge for arranging care for those who can afford it to £170 per year. To what extent do you agree or disagree with this proposal?										
	Sample Size	453	84	253	46	20	16	352	72	29
	Strongly agree									
	Count	57	4	27	13	6	3	26	16	15
	Column %	13%	5%	11%	28%	30%	17%	7%	22%	52%
	Tend to agree									
	Count	97	14	63	7	5	4	82	15	0
	Column %	21%	17%	25%	15%	25%	22%	23%	21%	0%
	Neither agree nor disagree									
	Count	56	17	31	5	0	2	51	5	0
	Column %	12%	20%	12%	11%	0%	11%	14%	7%	0%
	Tend to disagree									
	Count	89	20	45	7	6	1	73	16	0
	Column %	20%	24%	19%	15%	30%	6%	21%	22%	0%
	Strongly disagree									
	Count	135	23	79	12	2	7	105	20	13
	Column %	30%	27%	31%	26%	10%	39%	30%	26%	45%
	Don't know									
	Count	16	6	5	2	1	1	15	0	1
	Column %	4%	7%	2%	4%	5%	6%	4%	0%	3%
	Net Agree									
	Count	154	18	90	20	11	7	108	31	15
	Column %	34%	21%	36%	43%	55%	39%	31%	43%	52%
	Net Disagree									
	Count	227	43	127	19	8	8	176	36	13
	Column %	50%	51%	50%	41%	40%	44%	51%	50%	45%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q7 The Council proposes to increase charges for temporary stays so that the charges catch up with the rates of increase for permanent stays, and keep up with the rates for permanent stays. To what extent do you agree or disagree with this proposal?										
	Sample Size	445	53	253	46	15	17	349	72	27
	Strongly agree									
	Count	45	3	20	9	4	5	20	13	12
	Column %	10%	4%	8%	20%	22%	29%	6%	18%	44%
	Tend to agree									
	Count	124	20	75	11	5	3	97	27	0
	Column %	28%	24%	31%	24%	44%	15%	28%	38%	0%
	Neither agree nor disagree									
	Count	53	11	41	5	0	2	55	5	0
	Column %	14%	13%	16%	13%	0%	12%	16%	11%	0%
	Tend to disagree									
	Count	76	15	45	5	1	2	65	11	0
	Column %	17%	15%	18%	13%	6%	12%	19%	15%	0%
	Strongly disagree									
	Count	121	27	62	13	5	4	93	13	15
	Column %	27%	33%	25%	28%	25%	24%	27%	18%	56%
	Don't know									
	Count	19	7	7	1	0	1	19	0	0
	Column %	4%	8%	3%	2%	0%	6%	5%	0%	0%
	Net Agree									
	Count	169	23	98	20	12	5	117	40	12
	Column %	38%	28%	39%	43%	67%	47%	34%	56%	44%
	Net Disagree									
	Count	197	42	107	19	5	6	158	24	15
	Column %	44%	51%	42%	41%	33%	35%	45%	33%	56%

SMSR RESEARCH		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q8 Do you prefer an increase over two years or three years?										
	Sample Size	399	66	237	38	20	15	313	71	15
	Two years									
	Count	106	12	59	18	7	5	67	30	9
	Column %	27%	18%	25%	47%	35%	33%	21%	42%	60%
	Three years									
	Count	293	54	178	20	13	10	246	41	6
	Column %	73%	82%	75%	53%	65%	67%	79%	58%	40%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q9a The Council proposes to increase charges for day care, transport and laundry to catch up with the rate of inflation, and to keep up with the rate of inflation every year from April 2020 onwards. To what extent do you agree or disagree with this proposal? - Day care										
	Sample Size	443	62	250	44	20	17	343	72	28
	Strongly agree									
	Count	61	5	30	15	7	1	34	16	11
	Column %	14%	6%	12%	34%	35%	6%	10%	22%	39%
	Tend to agree									
	Count	166	22	110	16	4	5	128	38	0
	Column %	37%	27%	44%	36%	20%	29%	37%	53%	0%
	Neither agree nor disagree									
	Count	55	16	30	1	5	3	53	5	0
	Column %	13%	20%	12%	2%	25%	16%	15%	7%	0%
	Tend to disagree									
	Count	47	14	24	2	1	2	43	4	0
	Column %	11%	17%	10%	5%	5%	12%	13%	6%	0%
	Strongly disagree									
	Count	90	15	45	9	3	6	65	9	16
	Column %	20%	22%	18%	20%	15%	35%	19%	13%	57%
	Don't know									
	Count	21	7	10	1	0	0	20	0	1
	Column %	5%	9%	4%	2%	0%	0%	6%	0%	4%
	Net Agree									
	Count	227	27	140	31	11	6	162	54	11
	Column %	51%	33%	56%	70%	55%	35%	47%	75%	39%
	Net Disagree									
	Count	137	32	70	11	4	6	108	13	16
	Column %	31%	39%	28%	25%	20%	47%	31%	18%	57%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q9b Transport										
	Sample Size	437	80	248	43	20	17	336	72	29
	Strongly agree									
	Count	69	5	37	14	8	1	38	13	18
	Column %	16%	6%	15%	33%	40%	6%	11%	18%	62%
	Tend to agree									
	Count	167	20	110	18	4	7	123	44	0
	Column %	38%	25%	44%	42%	20%	41%	37%	61%	0%
	Neither agree nor disagree									
	Count	59	15	30	1	5	3	54	5	0
	Column %	14%	19%	12%	2%	25%	18%	16%	7%	0%
	Tend to disagree									
	Count	41	16	19	2	1	0	39	2	0
	Column %	9%	20%	8%	5%	5%	0%	12%	3%	0%
	Strongly disagree									
	Count	81	18	41	7	2	6	63	8	10
	Column %	19%	23%	17%	16%	10%	35%	19%	11%	34%
	Don't know									
	Count	20	6	11	1	0	0	19	0	1
	Column %	5%	8%	4%	2%	0%	0%	6%	0%	3%
	Net Agree									
	Count	236	25	147	32	12	8	161	57	18
	Column %	54%	31%	59%	74%	60%	47%	48%	79%	62%
	Net Disagree									
	Count	122	34	60	9	3	6	102	10	10
	Column %	28%	43%	24%	21%	15%	35%	30%	14%	34%

SMSR
RESEARCH

		Overall	Which best describes you?					Method		
			I use services commissioned and / or provided by North East Lincolnshire	I am a relative, carer or friend of someone who uses services	I am a resident of North East Lincolnshire and currently have no involvement with services	I work for an organisation which deals with users of services	Other	Postal	Online	Online - Easy read
Q9c Laundry										
	Sample Size	437	81	249	43	20	17	336	72	29
	Strongly agree									
	Count	79	6	37	17	8	4	37	21	21
	Column %	18%	7%	15%	40%	40%	24%	11%	29%	72%
	Tend to agree									
	Count	157	20	103	15	4	7	124	33	0
	Column %	36%	25%	41%	35%	20%	41%	37%	46%	0%
	Neither agree nor disagree									
	Count	69	16	38	1	5	3	64	5	0
	Column %	16%	20%	15%	2%	25%	18%	19%	7%	0%
	Tend to disagree									
	Count	46	17	24	2	1	0	42	4	0
	Column %	11%	21%	10%	5%	5%	0%	13%	6%	0%
	Strongly disagree									
	Count	67	16	37	7	2	3	52	9	6
	Column %	15%	20%	15%	16%	10%	18%	15%	13%	21%
	Don't know									
	Count	19	6	10	1	0	0	17	0	2
	Column %	4%	7%	4%	2%	0%	0%	5%	0%	7%
	Net Agree									
	Count	236	26	140	32	12	11	161	54	21
	Column %	54%	32%	56%	74%	60%	65%	48%	75%	72%
	Net Disagree									
	Count	113	33	61	9	3	3	94	13	6
	Column %	26%	41%	24%	21%	15%	18%	28%	18%	21%

Appendix 4: Additional comments

Postal and online consultations

1. I do not receive any disability related expenditure for social activities. 2. Proposal 2, I only have a gardener out of desperation now and then £10. 3. I only have windows cleaned once a month £12. 4. We are on the bread line now because when my son gave up his job to come home and care for me, I lost all benefits. They took £43 from me and gave my son £60 which he has to contribute to household expenses. 5. He has taken up a 3-year college course to enable him to earn money when I die. I am 83 and need a lot of care, but my hours allowed by council is severely reduced. I have heart problems/operations. Strokes, crumbling spine and in a wheelchair. 6. The council already pay Penderels about £400 for administration. All they do is transfer my monthly figures on to paper. It seems a lot of money and was far more organised when the council was in charge. 7. With my illness, I cannot be left on my own at night. 8. When one is having a stroke, phone no use because can't speak, but respite care now is a no, no! Fortunately, friends helped out as I have no family in Lincs when son has 1 weeks respite in 2 1/2 years. Sorry not more helpful as most questions do not apply to me. Just grateful to have someone to shower me, dress me, prepare breakfast and do medication.

A lot of the proposals are all about raising the costs of everything to match inflation. The costs of Adult & Social care are expensive enough as none of us choose to have a disability or need that needs help. What is frustrating is yet again all the costs going up, so we cover the Adult & Social care bill. Yet as we are also informed our council tax is also going to be doubled to cover the costs of Adult & Social care. So technically, we are paying twice. Whenever there is a new expense to cover, the disabled and pensioners have to cover it all. Just because we are old or disabled, doesn't mean we are stupid. Every year we face the biggest brunt of all costs. At this minute we are paying twice. Once with all the raises and again with the double council tax. They say our benefits will raise in April. This will not make a difference to us. The extra is immediately wiped out on the council tax. You lower the cost of DRE for activities to £50. Just 1 session at a place like Flourish is £55 a day just for that. What about the rest of the week and activities? All these people who make these decisions don't understand the life we have or lack of it. In my situation I have no life. The simplest things I do I will not be able to do anymore. I am a prisoner in my own home. This is no life to be disabled but hey, why not make it even harder for us?

All charges should relate to income and savings, not just some of them. I would agree with the proposed increases relating to inflation if the trigger savings and earnings went up also in line with inflation.

All gardening must be paid out of one's own pocket if you are the owner of the property. Same with window cleaning, it is not the council's responsibility when you own your own house, if you rent property then this may be different. I have always owned my property for the last 60 years so I don't know of any concessions, it would be better if the council has any money to spare, would be better to give carers more money for their job that they do, then more carers would apply for the job and the job would get along better on both sides of the fence. At the moment it's hit and miss.

All these proposals are all the same to increase costs to people that use them. I would put more pressure on the government to increase their budget for each council. In the labour manifesto at the last election, they promised free social care for people that couldn't afford it. So why can't this government do the same? I hope you will take into account these surveys or will you go ahead with these proposals anyway?

Although we appreciate the council's dilemma in funding a 'care and disability' budget and the cuts imposed upon the council by government cutbacks, we are opposed to any reductions or increases in charges to some of the most vulnerable people in our community. Councils need to demand a proper costed Care Act from the government for the whole country. We are also against any favouritism given to other parts of the UK i.e. Scotland. It is also extremely unfair that those without income,

savings or provision, receive benefits whilst those who have paid taxes throughout their working lives and have made provision, through savings or insurances are made to pay for 'care services' out of those savings, to receive the same benefits. You are a conservative controlled council now and should demand a properly funded Care and Disability Act from your government.

Anyone who requires care and support to be able to maintain some sort of a life shouldn't have to think about the financial side of things, and cost of what any commitments by the council and other organisations have to make. If cuts have to be made, let it be the fit and able that cover these increases. Ask the normal fit people, those that are not suffering with disabilities and poor health who should more. I hardly think they will say, hit the elderly and disabled. They all should be helped as much as possible; don't they honestly deserve it.

As a carer and relative of two family members I understand the pot is only so big. I see the impact care charges have on the most vulnerable people with limited incomes i.e. benefits. Restricted income causes isolation, depression and loneliness. My opinion is no one should have to pay for care and more importantly no one should have to sell their homes to pay to be cared for in care homes. Got it all off my chest but now it will all fall on deaf ears.

As a carer for my wife, if these proposals do happen/take place, I will care for my wife without help of any kind, even though my health is poor. I would rather care for her until it kills me. We are on disability benefits and because of the nature of our health, we spend more on things.

As []'s carer I have assisted [] in filling in this survey, [] suffers with paranoid schizophrenia and following a heart attack he now has severe heart failure. His health both mentally and physically is not good and his future is very bleak and irreversible. Proposal 1,2,3 he does not receive, neither 7,8,9, so cannot comment on his behalf. 4,5,6 could result in his overall care. He is certainly not wealthy and just about managing but struggling to pay for extras like house maintenance or boiler breakdowns or any breakdowns. So basically, any reduction in his finances will affect his long-term care and prospects of remaining in his own home for his final months or years.

As discussed by telephone with Lee Atkinson on 15/1/20, some of the sections on this questionnaire being not applicable to us, we are unable to comment. In our case, as I am totally blind, my wife has to provide 100% care and support to me 24/7; she does not receive any allowance from the local authority or from the government. Therefore, it is very unfair for us to be penalised through our savings.

As I appreciate that the council require to take these measures, all be it, quite drastically. I feel in all fairness to link any person requiring support to take part in any social activity would be wrong, and morally unfair. It is from personal experience, that I know how expensive it is to finance 1 trip to the cinema with a disabled daughter. Each taxi is £30 there and back, so we have already lost 2/3 of our allowance just on the journey alone. As this is her only form of socialising it would become impossible, for her to finance any activity more than once a week. Her world is small enough, without taking away what little she has. With all the changes proposed and agreeing with nearly all. As my daughter will also be making more contributions towards her care and day centre activities. I do strongly disagree with this option. Leave the care as it stands and do not take away their freedom.

As long as the increase in charges are implemented correctly and reviewed periodically, they should pose no issues. The council needs to bear in mind that pensioners are fearful of not being able to afford what they consider to be luxuries and too many increases may result in vulnerable adults/pensioners being forced away from using services they really depend on and may increase social isolation. The council need to keep this in mind at all times and avoid seeing pensioners as cash cows by increasing costs too often and without proper consultation and reassurance to their clients. The council also need to ensure that by increasing costs/charges they have to ensure they provide excellent service for these vulnerable adults at all time.

As my wife is a user of the council provided services there will be an increase in the cost to her. We are both of the opinion that these services, Focus, Navigo and others are really first class and that you should pat yourselves on the back. Any increase is going to upset a few people, but what I don't understand is why there has been no increases in costs to the user for in some cases since 2013. I

don't object to you putting your charges up and I hope the level of expertise and quality you provide continues. Regards, []
As pensions don't increase much yearly the proposals of some of your increases would affect a lot of elderly, vulnerable people. I for one would try and cope on my own looking after a husband with dementia and many other health problems rather than having to pay extra for the services we get.
As per proposal six, the changing of an increased fee for the administration arrangements is low at the current £50.00 charge. However, an increase in fee must be more with better performance of these arrangements. It is not acceptable to charge a fee for the commissioning of services that are either poor or inadequate and it should not be the recipient of those services or their relatives' responsibility to continually ensure that such services are fit for performance. There must be more of a guarantee for payment of the fee.
Consideration should be given to the overall changes within the system as it appears that quality of care is reducing, and prices will increase. The system is very vulnerable and increases charges could cause more issues for individuals and staff working in the sector. The same cohort of people are likely to be hit by these proposed changes, changes to benefits, TV licenses, Council tax reductions so it could become very overwhelming for people to cope with.
Costing for care is all well and good but can you explain why at the same time continuing health care are withdrawing their funds in many cases. I agree that health is free at source but then integrated services to people in other areas are also being withdrawn. Questions asked as to if this person can be supported by single person. Moving and handling techniques may say single person working is being shared with support staff but not all people are capable just because they have the training or more importantly the confidence. Also, companies providing these services training staff should be more responsible for the trading they off their staff. Family and extended family will do the tasks without having to adhere to the legislation or codes of practice the person is their family, so they do. Whilst I agree cost of living goes up each year but where does dignity and everyday living processes for the more vulnerable stand in comparison to cost?
Day care is only available in Immingham if you are an able body person. Immingham day centres have no stand aids or hoists for disabled pensioners. No transport. The only place that that does is Curzon Centre, Cleethorpes but unassisted transport. No transport in Immingham for people who cannot get out without assistance. Day care with assisted transport at Cranwell Court now closed down. No viable replacement found. A review of day care required, it's only really available if you are able to get out, get on bus, go to toilet by yourself. If not, you're confined to the house!
Each year there are things I can claim for at my review, so I save receipts I don't need and not receipts for things I could have claimed for. It would be very good if we could put a page on your website i.e. NE Lincs site at the beginning of the financial year so we know what we are doing as the worse you get i.e. MS secondary progressive it gets harder to sort things out.
Elderly have paid taxes all their life and they should not have to pay more for their basic needs. There should be more effort put into assessing people's needs, many people receiving benefits do not need them.
Engaging with the consultation makes one realise how difficult it is to allocate funding to those in need of support. Having the estimate of how many people will be affected if a particular change is implemented makes it easier to make a choice. Reading through the documentation - I am hopeful that the system will allow some flexibility to take personal circumstances into account when the needs assessment is carried out. I want my local council to strive to provide Dementia sufferers' living at home, especially in the later stages to receive carer visits which meet their needs and that no one will be subjected to a support visit of less than 30 minutes.
Ensuring we pay all we can afford is a good thing. MIG amounts are not shown in survey. Tell us what the MIG values are to enable fully informed responses.
Generally speaking, I feel the proposals are acceptable. However, my experience of the actual care provided is not generally of a good standard and is not monitored rigorously enough. When people are in a situation where they are unable to do many of the aspects of personal care and preparing

drinks and meals and are faced with inadequately trained personnel who demonstrate very little common sense. Maybe this is not the appropriate platform for the above comments, but I feel it is time the council demonstrated more control over the care provided.
Half of this form I didn't understand. The last one I don't have any of them.
Having been in registered care for only three months, I am still coming to terms with the present system, so I have no strong comments to make. I have found nurses and administration staffs very obliging and helpful.
How do people access these services? North East Lincolnshire Council and Social Services are not listed in the telephone book. When we were trying to get help for my husband's sister, we didn't know how to do so and were passed from 'agency' to 'agency' before finding the one person who took charge and co-ordinated her support package.
I am a single man now having lost my wife in 1st July last year. Crippled with arthritis and learning to live with, but struggling with it. My only outside is a small 4mph scooter, my son and his wife brings me Sunday dinner and brings my grocery needs. I pay for gardening and window cleaning.
I am a social worker within adult social care. I understand the budgeting concerns around adult social care. However, in increasing the charges to those using the system I worry that they will be left in financial difficulties, particularly as living costs are rising. I also worry about how implementing these changes will be managed as completing new assessments on the people affected will be a huge undertaking and will also potentially leave vulnerable people struggling and reluctant to accept help that is needed.
I am especially concerned with charging higher administration fee, proposal six. The increase will be exorbitant. In my case I have Parkinson's disease, diabetic, heart patient, glaucoma in both eyes and incontinence. I am the only 24/7 carer for my wife who is chair bound and frail we pay full cost of her care simply because I have worked hard and spent sensibly. We are neither rich nor poor but comfortable and do not mind paying full cost of the care but punishing us by higher charges in every direction is, I strongly believe, not right.
I am married and receive social care and have a care assistant 6 hours a week to accompany me for shopping or we go for a coffee or just go to the park. I have no family apart from my husband, the care assistant is the only person I see all week, apart from my husband. My husband works full time as a bus driver and I receive PIP for care and mobility. We have no other income. We struggle financially to pay rent and bills and shopping; I hope we won't get assessed as a couple and have to pay towards my care. My husband would have to reduce his hours at work and cancel my care.
I am still waiting for a ramp at the front door so I can get out with a chair and a stair lift. Can you advise me when this happen? Are they trialling it after April 6th?
I believe austerity cuts and freezes have led to most people in need being short changed and not being given a decent rate for living as it is without imposing more cuts. I understand local government are trying to save money but there is a need for national government to step in and up the funding rates to give all a reasonable standard of care and living.
I can totally understand the increases over the board however it penalises people who have worked hard all their lives yet when they need support they have to pay, too many people are trying to get something for nothing. Genuine people suffer.
I can understand about prices going up but seems to me people who have been really careful with their money all their lives, get penalised for saving.
I didn't know that DRE existed, another thing that we are missing out on as we have over £23k in the bank. How long will this money last when we are penalised for working hard and saving? None of the proposals affect us apart from the administration fee. How can that be justified to such an increase? We have been with the same care provider for 7 years, even though their service is poor and when we have problems with Willow, what does that admin fee get us? If I wanted to change from one care company to another, I can do it myself. It is another squeeze on the people that have saved money. The council send us our invoices to pay monthly so what do we get for the extra £70 per month? It now all of a sudden costs over £14 for an invoice? Oh yeah, hardly anyone will pay this fee as they

have their care and fees paid for unlike my mother who had a stroke while she was working and saving money at the age of 57. It is a disgrace.
I disagree with increase in cost for short term respite stays as these tend to occur in times of crisis and without the cost to the LA as well as the detrimental effects to the individual and their family would increase dramatically. I also feel that Day Services saves the LA a large amount of money by reducing carer stress and averting crisis situations. These should be used and made better as well as more accessible not cut and charged more to access.
I do not agree with any charging increases for adult social care. The impact on older people is significant. I will not justify an increase in temporary/short stay residential accommodation proposal by answering proposal number 8. This is like saying I don't like the increase but would accept it over a number of years. I do not accept it over any period of time. Once again, the oldest and most vulnerable in society are set to be penalised.
I don't agree with what is allowed by the central government towards caring for those in local communities. They should not put the burden on local governments entirely to meet the needs of those who are in greatest need. Some of these local governments have been neglected by central government. Infrastructure and employment industries have been let down. Sold short and down river by the greedy short-sighted red tape merchants. What they have done is immoral and not at all cost effective in the long term. Both local and central governments should have done more to help people and businesses. The benefit reform meant those who qualified got less to support them. Causing distress, hardship and family breakdowns. These issues were pointed out to them before they foolishly made it Law. That meant less to spend in local economies and so quite a lot of local firms went belly up. The lack of common sense by those who got well paid for this a national disgrace.
I feel individuals who still live with parents should have their parents income taken into account. I am aware of people living with their millionaire parents who don't have to pay a contribution. I feel social care is too generous generally. I feel DRE is allowed too easily and for items that should not be regarded as disability related.
I feel that each decision in relation to DRE should be based on individual cases and not limited. I don't pay a contribution at the moment and I couldn't afford to pay more so I don't think a limit should be set. I worry about throwing receipts etc. out now because I have to prove everything. If more money is taken off me, next year will be even harder.
I feel that the proposals are unfair, and as usual the poorest and most vulnerable will be hit by these changes. I do agree that this all has a cost but these proposals mean people will not be able to afford these charges. My son already pays towards his social care and doesn't get much allowance for activities because he finds activities stressful due to the nature of his disability. The allowance for living costs is very unrealistic as it is, so this will only make it worse. No allowance is made for the additional cost of having a support worker, who we need to cover the cost of their fuel, plus additional expense of their meals, that comes out of my son's money on top of paying for the service.
I feel we are doubling council tax and get less done e.g. all work is done to make Cleethorpes better, yet Grimsby is left behind the times. Roads in Grimsby seem boded and within a year there are more potholes, no community activities for older youth 14+. Which means more kids causing trouble, causing damage to children's parks and buildings or sit smashing bottles all over the children's play area. It is my understanding that council tax goes for upkeep of road, emergency services, environmental health and trading standards. The ambulance service is shocking, it took 90 minutes and 2 calls before an ambulance turned up to a friend that had a massive stroke and later died. There is nothing being done about people who have had property and vehicles stolen. No police presence to try and control the crime. I feel pension age have or will take the brunt of these increases. Tenants are expected to keep alleyways clear, but we try but cannot keep on top if it because people dump a full sofa, bed, mattresses along with their rubbish and occasionally used needles. I believe that lots of services on this form would not be known about by many people, it's also hard to understand for people with learning difficulties if they have no one to help. Luckily, I had someone to explain this form, many people are not lucky enough.

I fully understand that the cost of social care is rising daily and we all must try to contribute to this. Whilst I agree with most proposals, I believe that to be treated as a couple in proposal 5 would have a huge financial impact on so many.
I have a mother who is crippled with arthritis, she can't walk, stretch her arms out, she can't write as her fingers are bent. She sits in a chair everyday watching TV with a commode at the side of her to shuffle on to when needed. She can't stand up at all as knees are so bent. She has a limited amount of money, a few thousand which she wants to use for her funeral. Like a lot of vulnerable people this will cause stress if it increases the rate, she pays £275 per month which is a lot as some people in better health pay nothing. You need to look at a person's health issues also. My mum needs carers 4 times a day, 2 in a morning, 1 lunch, 1 tea and 2 evening. Yet some people can go out, walk, make a drink for themselves and pay nothing. This is where the system is unfair. Would you like to sit in a chair all day and be in pain, all of the time? My mum can't even stand up. Yet other people I know go out, socially, but have carers in 4 times also and pay £0.
I have no additional comments, as I am aware of the situation regarding care in this country, and yes there does need to be some increases, but across the country each council is different.
I have to financially support my son because of charges by the council, out of my pension. These charges will impact further on myself which is totally unacceptable.
I honestly don't see the point of this. The charges are going to go up whatever box everyone ticks. Just a waste of money.
I know that care costs an awful amount of money but what annoys me, is that if someone has worked their whole life, bought their own house and saved some money, they will be penalised if they need care. Compared to someone who has spent all the money they have had never bought a house never saved gets everything with no problems.
I recognise that; as with all local authorities, N.E Lincs Council has - particularly during the periods of recent Conservative-led governments and their 'austerity' measures - faced declining amounts of funding as part of their financial settlement from central government. Set against a period where, demographically, the population is skewed towards a higher population of elderly citizens, this group have been unfairly penalised against similar age-groups in other times, especially in relation to care costs. These measures will continue to unfairly penalise this age group and local politicians should consider measures which support and protect the elderly and vulnerable as their first priority. I also, realistically, recognise that these proposals are currently necessary to try to provide as fair a distribution of the unacceptably low provision of financial resources, and therefore 'tend to agree' with them. Politicians - locally and nationally - should be considering methods for providing greater resources to support the need for care which we will all require by increasing council tax through a specific 'care' levy and, centrally, resourcing this aspect of government responsibility nationally through increasing national insurance contributions.
I think a greater emphasis should be put into trying to stop people claiming benefits fraudulently then people who genuinely need the benefits are not continuously being made to pay more and more each year.
I think it is appalling to charge my mum a set amount. She has worked and contributed tax and NI contributions all her working life and now, because she is bed ridden, she has to pay again, and pay council tax. I think she's paid enough out. Very sad for her.
I think the council should look elsewhere. Health and Social care is bad enough without the council making it worse.
I think when individual financial assessments are made, the location of the individual should be taken into account in respect to how far away the services they are entitled to are. Access to services for some is far less than for others and can only be accessed with considerable transportation costs. Including local shopping facilities.
I understand that NELC needs to charge more for services, to keep up with inflation as long as the government increase monies given to service users also increase with inflation. I agree that service users who have enough money i.e. £1,000's should pay for their care. As a service user myself that

lives in LHP housing with ESA & PIP as my only income, unable to work due to disability. I will not be able to afford to pay for my care price if it increases this year. This worries me every year.
I understand the council wants to make the best use of its money, but people's disabilities or illnesses will never improve, and I feel most of the proposals are not reasonable and suitable for me. Do you want people to have rights and choices? The cost increase is quite high, and I wouldn't be able to live 'a normal life' without support and services, but I feel penalised for having a disability.
I would expect that the amounts councils charge and receive should cover inflation increases. These to me are the most vulnerable in society so should be protected at all costs. I think they have enough going on without the added burden on extra worries about financial things. Those that are very rich should be means tested.
If it helps the council with these increasing for day care transport and laundry, I do agree it would save money for other things.
If it is a choice between losing these services and paying more, we'd accept that paying more is the only option.
If the council proposals to increase its admin fees to £170 per year, we will definitely take over my father's care as we use to do so before he went into hospital in the summer, I am always in touch with HICA who are the care providers anyway if I have a problem. My father pays for his own care so another increase in admin is definitely a no from us, and it's a lot of hassle if you have a problem to get it sorted through focus. 1, reporting a problem, then someone getting back to you. 2, length of time of getting problem sorted. To be honest it's easier to phone care providers myself so we will definitely not be paying £170.
If you increase monies from service users, people will be struggling, as they already are. There will be more people on the streets, more mental health and other health problems which will make other services struggle.
I'm in bed most of the time day/night paralysed, shoulders, neck, spine, feet and hands. I'm on a lot of medication and morphine patches - nebulisers and pumps. Left hand paralysed, also I fall a lot. Pain in in all joints, COPD, I pay myself for night care, I contribute towards my care, I cannot afford to go anywhere weekly in my state of health. I'm a wheelchair user. [].
In all cases it would be of benefit if allowances can be made. i.e. some people who are alone might have family near and some may not which can make a huge difference.
Increasing charges to match increased costs/inflation pressures seems right and proper, however steps must be taken to ensure this does not result in a decreased quality of life for individuals. It would be a false economy to place vulnerable people in a position where they make e.g. increased calls upon health services due to a deterioration in their wellbeing.
It is essential for the council to cover costs within budget paid by rate payers and for agreed policies in practice e.g. care support.
It's all about taking from the vulnerable and disabled. Druggies/alcoholics who choose to live life like that get everything for nothing. Grants, taxis to and from hospital. It's disgusting how people who are in need don't get anything and carers what work 24/7 don't get a decent wage.
Just because people need additional support in different capacities does not mean that by taking more money from them they should have to rely on family to financially support them, they are still individuals with dignity and should be kept so.
Just because some elderly people have worked and saved all their lives in the hope of being able to leave help in their wills, doesn't mean it should be taken from them, and in some cases their homes being taken from them to be sold. The disabled always seem to be picked on, they seem easy pickings they can't stand up for themselves, in fact the very people who should be helping them, the councils and government just take advantage of them. Why can't it be the council to be the one who says, 'no we won't put our services prices up, we will be supporting the weak and vulnerable'. There is a lot of other ways to make the extra money.
Lobby the Government for national not local funding. The current system is unfair to council's and to taxpayers.

Make sure 'carers' leave clients kitchens and bathrooms reasonable. e.g. not to put mugs on mug trees without washing them first. If toilet facilities are used by carers, to make sure they clean up after themselves. Wipe down sinks and work tops. Do not leave fridge and freezer doors open.
Means testing should not be applied to all sections. E.g. DRE. People have worked hard, paid into the NHS and tax but are being penalised for doing so. I agree it is fair to pay for care but surely a little support is not too much to ask in the tasks of window cleaning and gardening.
Minimum income guarantee - If my mother's minimum income drops any further, financially she will be in the red and would have to borrow money, which she cannot afford to do. My mother is 91 years old, physically disabled and has Alzheimer's disease. Proposal 8 - I'm confused. The increased rates over a three-year period are no different from the increased rates over a two year period.
My mother, who with her late husband, worked hard all their lives and were able to purchase their own property. She now feels penalised by having to pay £402 per month for 2x30 mins visits per day. She is in receipt of pension credit and carers allowance, is 92 years old and partially sighted and deaf and cannot walk unaided. She believes strongly that the majority of care costs should be part of NHS funded by additional tax and not means tested.
My Mum, who I am filling this in on behalf of currently has savings of around £15,000 and is being charged £75 per week for 14 hours of care pw. It doesn't sound much but we were initially told it would be around £40. I would be reluctant to agree with any major increases as this is a large amount for her to pay out of her pension. I think the information given on what is claimable in the beginning is not very clear as we have never heard of DRE and were given to understand having savings of less than £23,250 in the bank meant Mum would not have to pay, clearly this is not the case. We have no idea who to contact if and when her savings are depleted to a level below £14,250.
Need more information regarding question 1. So many are struggling financially as it is. We do not want the people to be put in financial hardship.
No comment.
P.2 Gardening. If you mean help for the maintenance of gardening. P.5. Well, it is expensive. I'm 71 and asked a professional a quote for my garden. £15 per hour. Hello there, my mother is in a home now [], has been for a number of years. I see the day to day running of things whilst I am visiting, and also my mother's supportive help from the state. I feel grateful for that as it sadly got too much for the family to financially and supportively keep my mum at home. I can understand the reasoning for the council to increase/decrease payments. It's a hard task. For people living as couples who are in need of support financially or even singles, I think it is a hard call. Someone people are in need of far more help than others and to cut their payments would be awful for them. On the other hand, you find that perhaps there are people who are less incapacitated who perhaps can manage more in their own home. I think that proposal 9 seems a good idea as the increase seems to balance well... I think though people today who perhaps cannot get out on their own or need assistance, perhaps spend money on recreational needs. i.e. A big one, smoking, which must hit the pocket. To them it's a need and a pleasure. It's true. PS I don't smoke, but I was talking about thus to my friend, if one smokes, the cost is unbelievable and that is just 'one pleasure', for people albeit expensive. PS I must say that when my mother [] was taken into care, as it was decided it was too much at home, the social worker [] was wonderful. Thank you.
P1 - What about people over 70? P2 – I'd love to know who gets gardening done for £15. P3 - Love to know who pays 6p a week for window cleaning. P4 - Would like to be made aware of the allowance for 35 - pension age which covers a greater age group.
P1: Individually may not have enough money to participate in some activities, on a £50 per budget. These activities may greatly impact on a person's emotional wellbeing in they cannot attend, failure to meet these needs may have an impact on the service user's mental wellbeing. P2: There could be issues depending on the size of the garden and the amount of plants/trees in the garden. P3: 24p a month to clean windows. P6: Should individuals be treated differently because they have saved/worked for their money.

P6 - I think charge should be £150. Although definitely agree the charge should increase to cover costs. I agree the increases are justifiable and are not excessive.
People should also be assessed on their disability. i.e. can walk/unable to walk, obviously people who cannot walk should have a free service. As people who are mobile and able to do some things for themselves should pay.
People who are handicapped have to pay twice as they have to pay for a carer also.
Please look into what these providers charge. Please look into their accounts, i.e. what they charge, what they pay their staff and what profit they make. There must be a limit on their profit %.
Proposal 2 - disgraceful.
Proposal 3 - Once a month is sufficient enough for windows to be cleaned. Proposal 6 - A jump of £120 in one year is a lot. Meet halfway, £85. An increase of £35 per year, less than £3 a month and then increase the following year.
Proposal 3. Window cleaning is normally once a fortnight.
Proposal 4. Can't believe NELC are proposing this. Disgusting.
Proposal 6 - There is negligible cost to the council after the initial 'set up' of the care. I would suggest a higher fee for each year in which a care plan is generated only. Proposal 5 - Individuals pay out disproportionately more than on half of a couple.
Proposal 6. I can't see how it could cost £170 to put in place a care plan.
Proposal eight - A choice might be preferable?
Proposal eight Increasing charges for temporary/ short term stays in a residential care home or nursing home gives no opportunity to strongly disagree with the charge and ringfences answers to 2-years or 3.
Proposal one - Not applicable to my mother []. Proposal two - Was not aware that could claim for gardening. Currently son-in-law who is 71 years of age does gardening. Proposal three - Was not aware of window cleaning benefit. Proposal five - Not relevant as mother is widow. Proposal six - Seems a large increase and penalising those who have saved for their retirement would suggest a percentage increase over a few years until actual costs is received. Proposal seven - Seems reasonable increase for short stays. Overall, your recommended changes would be acceptable because of the support of family. [] will always be well cared for.
Proposal one - Social Activities - As you have stated that you still have discretion to allow more money when necessary, I see no reason to disagree with this proposal. Proposal two - Gardening - I think this limit is adequate for gardening, having elderly relatives who pay for theirs I can say that from experience. Proposal three - Windows - No reason to have windows cleaned more than once a month. Waste of money. Proposal four - I consider that reducing the amount of individuals can keep inline with government guidelines would be a backward step. That amount could have a bad impact on their standard of living/health and self worth. The minimum income is inadequate and the council should not reduce payment with this proposal. Please reconsider this proposal. Proposal five - Individuals living as part of a couple: An individual is an individual and should be treated as such. This would have a huge impact on many lives if it were to happen, lives that have already been made difficult by caring for someone in their own homes. Becoming a carer is not a choice. It is limiting and often expensive. Yes living as a couple can be cheaper but when one of the couple is disabled there are many outgoings and expenses not there before. Each one of the couple should be treated as an individual and we should be grateful that people are caring for those disabled people who would otherwise be in expensive care homes. Proposal six - Admin Fee: I tend to agree - This cost should be covered if individuals can afford it. Proposal seven & eight & nine: It is common knowledge that the minimum wage has not kept up with inflation which is why so many people use food banks/become homeless. We are fortunate to have a care system in place but when increases in expenditure happen it can be hard to adjust and I understand that is why you are doing this survey.
Proposal one: So long as those with specific needs are allowed to claim an additional allowance.

Proposal Six - Higher Administration Fee - Although I understand that this fee may well need to increase the current proposal to increase it from £50 to £170 is far too much in one go.
Proposal six: I fail to see how administration charges of £170 are justified when a care provider is already in situ and has been providing care for over a 12 month period, or longer.
RE Transport - It is our experience that there is insufficient transport available especially for wheelchair users. The system needs a complete overhaul to be able to provide the service, at the appropriate cost to the most in need. At the moment assessments are inconsistent with people in similar circumstances paying vastly different amounts. All assessments need to be regularised across the board to be fair and accurate.
Section one proposal five - I disagree with this. It would not be fair if the partner cannot work due to caring for their partner and as a result may not have any savings etc. or income.
Section one, proposal 1 - I think £50 is plenty for social activities per week, wish I had that! Proposal 2, I disagree - It does depend on size of garden, my sister has a small garden, her gardener charges £20 for 1st hour and £15 for 2nd hour, so a total of £35. For two hours a week! Some charge more. Proposal 3, disagree - Every other week would be better, my uncle and cousin were both window cleaners and found that most needed more than once a month. Proposal 4, strongly disagree - Water, gas, electric, phone, TV, food, petrol, rent or mortgage, emergency button would come to more than £200 per week. Proposal 5, tend to disagree - I think if 1 dies, the 1 left would 'struggle to make ends meet'. Proposal 6, tend to agree - I feel that those who can easily afford it should pay a fee. Proposal 7, tend to disagree - If you are on temp care, you still have all your household bills to pay i.e. gas, electric, water, phone, rent or mortgage, insurance. Proposal 8 - 3 years. Proposal 9, tend to disagree - It would mean £42.88 for a day care, it's too expensive! Is that including food and drink?
Service uses need more money, not less.
Sorry to have had to put 'don't know', so far, I haven't had knowledge of these services, hence the fact that I can't really help.
T4 paraplegic and other issues, own home, uses direct payments for care to be able to live or manage at all. As it is, I have many additional expenses that you just ignore over what a non-disabled person has. DRE covers just a tiny part of these, and I struggle to pay my bills as it is. Those making these rules don't appear to have a clue about the real cost of disability. I simply cannot afford to pay more. In fact, you should allow much more for DRE and take less from the truly disabled. I can't survive or continue to live in my own house if you increase my share of the cost of my care.
Taxpayer money, business rates etc. are there to pay for core/essential council services to support those who we are not able to help themselves and most in need, such as vulnerable children, the elderly and those with disability. I would suggest cutting budgets around tourism, that can be delivered by businesses, arts and culture, it's nice to have but not essential and again can be covered by businesses and other funding bodies. Thank you for asking my opinion on your proposals.
Thank you for your help. Without your help I would be lost. Your help and the work you do help so many of us.
The assets figure £23,250 should be higher. People have worked hard through their lives to save and are punished by having to pay for their own care. It pays you to have nothing to spend as you go along in life as you end up with more from benefits. Also, the system encourages you to be dishonest and move persons money so there your assets is under the required and you get more help. Greed and corrupt come to mind. Just reaching this hurdle with both parents with dementia and other medical needs and everything is a battle, whereas if you have little assets you are a winner.
The care that is provided by the local authorities has slowly decreased over recent years. This should not continue and government and local authorities should realise this and make looking after the elderly and vulnerable a priority without 'raiding' their benefits or savings.
The increases are too drastic. Whilst I understand that increases need to be made, they should at the annual rate of inflation. The council are playing catch up at the expense of the vulnerable people who use the services.

The NELC have been fair in their assessments in increasing the costs of health and social care. Those that can pay should pay. Those on higher rates benefits should pay their fair share of costs. That is what the benefits they receive is for.
The overall impact would be minimal, especially for the benefits received.
The situation I am in is this: I have Bronchiectasis and asthma. I have COPD and doing anything physical I will get out of breath, seriously out of breath. Relying on medication and nebulising 4 to 6 times in 24 hours. Help with showering, dressing, cooking, I cannot cook due to lack of breathing. Everything in this questionnaire I require help. Your suggestions will impact on me greatly as well as financially. Multiple fractures of the spine with Osteoporosis. Type 2 diabetes which is steroid induced. I'm wheelchair dependant and in 1993 I was given 3 months to live. To date I take each day as it comes, if it comes. I struggle with severe health problems daily and I have to pay for dental care. I finished from work in 1993 due to ill health.
There are lots of wasted resources in adult social care and poor planning based on experience. Delays are poor and services not always up to standard. I agree more funding could be required but the levels of waste give opportunities for savings too.
There are no thoughts gone into this. The extortionate prices care home cost and the amounts you are supposed to contribute to help our elderly and disabled people. Food in these places are adequate and not expensive. They all buy the basic brands, the cheapest and they give them a small amount. Day care, along with food needs more money for activities for the visitors instead of been put in a corner and forgot about until it's a cup of tea and a biscuit time. All caring sectors need an overall change. They deserve more respect and dignity.
There can be a huge difference in the time taken to maintain a small garden, particularly if it was previously designed as low maintenance and a large garden.
There is an obvious need to increase charges for services as there has not been annual increases in the past to keep up with inflation. The council's policy should take into account that annual increases need to be made not too high so that people receiving social care are aware that services provided cost more each year due to inflation. Financial assessments should be made annually. This is improving, but in the past, we have had longer than 12 months between assessments.
These changes currently have no impact on me. I have tried to answer in a way that is sympathetic with both the councils needs and that of those receiving the services.
To each according to their need; from each according to their ability.
Very little impact as assets are above level set for assistance.
When my mother had 3 falls in four days, the immediate care and help we received was fantastic and this has continued in helping to keep her in her own home. Thank you.
Why do the council pick on the disabled and elderly, what are the most vulnerable people in the area, why not tax people who have more than one car or people what don't recycle or yourselves as quick to give yourself a pay rise.
Why is always the people who are the weakest always made to pay more? Section two proposals four and five is dreadful to be affecting (1115) over one thousand people, nothing else goes up by this amount i.e. Benefits, carers wages, it's as though these people don't matter. Remember these people have feelings too, they sit and cry when they can't afford the very basic things. The old have put in all their lives, the disabled have no choice, we should be supporting these people as much as possible. Not blaming vulnerable people.
Why is it always the case that people who are not able to defend themselves always penalised all the time? Give them a break.
Why is it always the people who need help are always penalised?
Why oh why are the council trying to cut or punish the disabled and vulnerable people in our society. I am a father of a severely disabled son who is 27 and we have this constant crap and unnecessary pressure every damned year. I see the way money is being wasted every day and big wages and bonus' get in the real world.

Why take from disabled people who are not in a position to take on work in order to increase their income and thus their quality of life? What does the council do to assist disabled people to increase their income e.g. through work? Why not increase council tax for those who have the most, so that those who have the most pay the most?
With charges for transport and a full day in day care this is almost the amount allowed for social activities per week. This means a person can only socialise one day per week. Surely this increases loneliness and isolation?
Yes.
You are asking the most vulnerable people i.e. elderly, those with poor eyesight, disabled to complete this questionnaire. Just wonder what impact their responses will have on your decision.
You are decreasing the amount of council tax benefit which will impact more heavily on this group of people and now you are going to increase the cost of their care. This is disgraceful
You say you are increasing charges with keeping up with the rate of inflation. Well the rate of inflation hasn't been maintained with wages and allowances, so how is that fair?

Face to face consultations

Proposal One: changes to allowances for Disability Related Expenditure – part one (social activities)
The idea will help the council balance its books for social care
People will get less activity for their money if they need to take a PA with them for a social activity
I don't agree with the charging framework at all [including this proposal]
Costs [of social activities] are a lot more than £50 per week so this could hit people hard
It's about quality of life and quality of life will be affected by this proposal
I think that's ok because £50 is a fair amount
£50 is greedy
£50 is too much
£20 is enough
I've disagreed with this proposal because it's still too high; I want it to be lower [than £50]
This may impact on individual mental health and wellbeing, depending on need
£50 seems a reasonable limit
There could be a knock on effect on mental health if you make it more difficult for people to get out
If there's a deterioration in mental health, individuals could be more likely to need commissioned services for e.g. via Navigo, which will cost much more
Allowances for social activities are preventative [i.e. they avoid costs elsewhere in the health and care system]
Something as simple as being able to go out swimming each week and have a coffee after makes a real difference
Individual circumstances are key to what triggers the impact; activities can prevent [negative impacts]
If we can get more social activities that would be good – older people don't ask for benefits
Older people don't know what they can claim
I don't think it should be capped. It should be based on need
Loneliness is becoming a mental health issue nationally, so we should be encouraging people to go out. What benefit can a limit offer?
The Government are trying to push the arts and creativity
Costs are going up. People are living longer so costs will increase
Social activities are a big part of our son's life. It would affect him greatly if social activities were taken away. He loves his social life; take it away and he has no life
The Council pays with one hand and takes it back with another. It's wrong. I can't believe the Council has started to penny pinch
It's wrong that the CCG/ Council/ focus workers get paid so much; no one financially assesses them!
Realistically, £50 isn't a lot if you have to pay a carer. It could amount to only one activity per week

Proposal Two: changes to allowances for Disability Related Expenditure – part two (gardening)
That doesn't even cover the minimum wage if you have a gardener for a couple of hours per week
Most gardeners charge more than £15 per hour
£15 isn't enough – people charge that per hour. You won't get much for that
It's not fair for some people. I'm voting against this for them, even though I won't be affected
£15 per week is too high; it should be lower
I don't think £15 per week is too much; people [gardeners] will charge £10 or £15 per go
I think £15 is reasonable for a gardener
My family do my gardening
This is too high; £10 is enough
I disagree; [£15] is too high
Perfectly able people can't always do always do their own gardening every week so an allowance of £32 [the maximum amount currently claimed] is a bit extreme; the money could be spend on something else
Someone with mental health problems may enjoy being outside but may not be able to make their garden look decent; this should be considered on an individual basis
Some people may feel they have to move because they can't manage the garden. An allowance for gardening DRE could enable people to stay at home
Think about the person's environment. They may love living in their home but the garden has just got on top of them
Unmaintained gardens could have negative impacts for the community
Private landlords can evict if the garden is not kept clear
I would rank social activities higher [i.e. more important] than gardening
This is going to affect a heck of a lot of older people
I don't think gardening's an important issue when compared with social activities
I disagree [with the proposal] because some people will live on their own and can't do their garden
There's a lot of community help with gardening

Proposal Three: changes to allowances for Disability Related Expenditure – part three (window cleaning)
Once per month is more than enough
It's more of a luxury [to have your windows cleaned more than once per month]
I pay for window cleaning within my rent so can't comment
I only have my windows done monthly
Monthly is fair
People with complex health problems don't get access to disability related expenditure
It is inequitable that everyone can't claim DRE; a vulnerable elderly person might have a need but not be in receipt of a relevant benefit to enable them to claim DRE
The vulnerable elderly are not entitled to some benefits
[cleaning] once a month meets need; more than that is just a want
I haven't washed my windows in four years
Maybe a reduction here will mean that services are more equitable in other areas
Different people's priorities are very different

Older people may not have much money; it seems unfair
It could be a safety thing [to pay someone else to clean windows] if people are trying to clean their upstairs windows
Once per month is fine
I disagree [with this proposal] so that the Council has less money to pay its staff
I disagree because of the potential to impact negatively on autistic people; it may be especially important to them to have clean windows
People shouldn't have to fight for this [DRE allowance]; it's wrong
Social activities/ inclusion is more important than window cleaning
Fuel poverty/ fuel needs should be taken into account as a priority rather than considering window cleaning

Proposal Four: changes in approach to the Minimum Income Guarantee (MIG) (part one) – all individuals
That could be a monthly food shop to someone
It's quite a chunk out of monthly money when it's added up
Collectively [with other proposals] it really can make a difference
We know people can't live off what the government say people can live off
Expenses like rent and council tax are going up. It will be very hard if they are hit by more than one change to the policy
Do they actually listen [elected members]? Will our views make them change their minds?
I struggled to understand this [proposal]
£20 is a big jump [for pension age people], whereas £2 is a smaller difference [for 18-24 year olds]; could you consider bringing changes in over a couple of years, not all at once?
Older people need more disposable income for necessities e.g. laundry, house cleaning etc as their expenses might be higher; they need higher allowances
It seems ridiculous to reduce this when the costs of living are increasing
The difference [reduction] could represent a couple of meals or result in someone switching off the heating
In the scheme of things, that's a lot of money to lose
Maybe [the council] needs to or has to do it [make this change] but a loss of £20 pw seems excessive
The area is already so deprived. It's quite a lot of money to make people potentially £20 per week worse off. It could be the difference between going out a couple of times per week or not
This makes it very scary to live in NEL. It would be the difference between eating [or not eating] and [having the] heating [on or not]
It seems bleak. If we can keep this deprived area with a little bit more....
There's a heck of a lot of people struggling all over the place
The people making these proposals have more to live on than £209 per week
People who assess don't listen to the people they're assessing
NEL/ Grimsby is a deprived area – financially and [in respect of] the services people could access – so NEL needs a higher MIG
If someone's struggling, this will reduce what they have to live on even more
It's not always easy for someone to appeal if they're in financial hardship

Proposal Five: changes in approach to the Minimum Income Guarantee (MIG) (part two) – individuals living as part of a couple
You always live to your means; that's a big drop
In both MIG proposals, people will have less to live on
People who go through these assessments aren't rolling in it, they're just surviving. Some aren't surviving
To take it [money] from people who need it isn't fair
To bring that in all at once, not even rolled out, it's a big chunk
People wouldn't want their wages to go down and this is like their wages. Taking this money away is very difficult
That doesn't sound very fair does it?
Most people in this room [Friendship at Home group] don't receive a service from social care so it doesn't apply to us
I don't understand financial assessments
I struggled to understand [this proposal]
Does this disadvantage women in any way [if it's the man who usually takes care of the finances]. For example a woman's partner receives the benefit (pension credit is paid to the man)?
Single individuals sometimes get benefits [that] couples don't
One part of the couple could be the carer for the other and this may negatively effect them by making them worse off. This could impact on other services
This may have an impact whereby not leaving one part of a couple with their own MIG their financial independence could be reduced
This could bring more women into charging
You can't assume that people living as a couple share expenses as a couple
Individuals alone sometimes get benefits not available to couples e.g. council tax reduction for single occupants, so this proposal is a significant disadvantage for couples
Older people who've been paying into the system for longer will be negatively affected
Hold off on this; take a handful of couples and use them to see what comes out financially, to help the Council assess the impact before adopting this [proposal]. Try it out on paper first

Proposal Six: charging a higher administration fee when arranging care for those that can afford it
£50 is fine; jumping to £170 is a lot. Do something in between, for example £100, or put it up in stages
People save up for retirement
It's right to charge what it costs, but not such a big hike at once
Where's that figure come from 'cause it's more than triple. That's a drastic hike
It's a big step up from £50
Bring it in slowly
Some people could be overcharged if they don't have any changes [to their care package]
It's not clear in the paperwork that people have a choice about whether to ask the Council
Best not to save up; get rid of your money then you won't have to pay!
If the council don't do it the onus will fall on poorer people
I don't need anything from the local authority and I have a good pension so I don't like to influence decisions that don't affect me. I have good family support
It makes sense [to increase charges] as costs go up

This [increase] is too much
People may not have a choice about whether to ask the council – they may not have the capacity or ability to arrange their own care
Some people won't really have a choice; they may not really be managing and may be unable to do this themselves
[using the service] takes the hassle out of setting up a care package; it's a service
This fee could put people off using the service
Potentially people make a saving, if by using social care to arrange their package, they get the social care rate
It could be advantageous to use social care because the person will get continuity of provider- a self-funder who drops funds below [£23,250] could otherwise have to change provider when they become entitled to a funded service
This could put people off dealing with social care; the involvement of social care could offer better oversight of the person, for example identification of safeguarding issue. [Avoidance of social care] could actually increase costs to commissioners
Service users could have concerns and reduce their care package due to being worried about the costs
It's a big increase from £50 to £170
It would cost people more to commission a package themselves than to pay the fee when spread out over 12 months
Commissioning care via a third party account costs more than £170 per annum
The care provider might offer the service for nothing
People won't get a better care service for this £170; it will be around an extra £3 pw as a cost to them
Would this be fair?
I understand people have to pay for a service but this is about how it's 'sold'; it should be explained as an aspect of wellbeing – explain to people what they will get for their money and how this will help them. Explain what 'deal' people are getting for £170
We understand the costs of doing this and what is involved
People with more than £23,250 reduce the cost to the system [by meeting their own needs/ costs] and this is an additional burden imposed on them
It's not profit driven [the proposed increase]
Looking long term it's not a lot of money
This seems a very dramatic jump
This should be phased in over 2/3 years to avoid a big jump
I would prefer a staged approach over two years
This feels like a punitive increase because of historic undercharging
More people would have been willing to vote in favour of the increase if it had been phased in over a number of years
This [service] is helping people who need it the most
It's a big jump. People try to do it themselves [arrange services] when they can't, to save money. This will cause them more stress and anxiety. It's a £120 difference
You have got a bit of support when you've got [the Council] behind you
If you look at other providers that give advice they charge a lot more than that [£170]
[The increase isn't] going to mean a lot to them if they have £23,250 in the bank. They can afford it
Families won't pay it; they moan now about paying the £50
Not everyone has an option – they can't arrange their own care
It's hitting the people who've worked hard all their lives
I agree in principles but this is too much of a hike

I can see it's a costly thing [i.e. service to provide] but it's such a massive jump. You could put it up over a few years

You could implement a banded rate e.g. a certain fee for those with assets between £23,250 and £70,000, and another fee for those with £70,000 and above

Proposal 7 a): increasing charges for temporary/ short term stays in a residential care home or nursing home

They'll be charging for hospital care next!

While the person's in care their costs go down at home but they might have a partner still living at the property so this could mean they're paying more

If you need respite you're not well, so shouldn't this come under the NHS?

You wouldn't be looking after yourself at home and buying food [while you're in respite] so I agree with this proposal

Fair enough; you've got to pay haven't you?

You can't have it for nothing

Costs go up so it's fair to pay more

People must pay something

This will be much more harsh for the less well off

Respite is valuable for family carers; over many periods of respite throughout the year this is a significant increase

People could be put off accessing respite and this would be a significant disadvantage to carers

Relatives could be worried about the annual cost of respite care

Lots of families rely on respite. It is difficult decision to access respite. This will put people off

From a health and social care point of view there will be no safety net

Respite is really important for wellbeing. It's already not taken up as much as you might hope. Even at the price it is now people aren't taking it up

Accessing respite can be sociable and ease a transition to full time residential care

Why haven't the council kept up with costs so there would not be such an impact on carer and families?

It begs the question why the Council hasn't put its fees up for so many years

The reason for the increase is previously we had a labour administration which protected the adult social care budget. The current administration feels differently

As much as it pains me, the costs need to go up

It's an incentive to squander your money and get care for free

Carers have very limited income so any increase is a lot to them; that said, it's still good value

People without a lot of money won't access respite because they can't afford it

Carers will keep the person at home and risk their own health because they can't afford it. This may result in the carer for person having to go into fulltime care which will cost the Council more

Carers have equal rights under the Care Act too and this could negatively affect them

I knew a carer who had to go into hospital who cried because she was so worried that she couldn't afford the charge of £70pw [to provide respite to her cared for person] while she was in there

Charges should be based on the individual financial assessment; [people] should contribute what they can afford

That's an incredible increase; how can that be justified?

Proposal 7 b): increasing charges for temporary/ short term stays in a residential care home or nursing home over a period of years

It will have to go up at some point because prices go up

I don't want the increase [over any period]

Proposal 8: increasing charges for day care

I agree it should go up

I understand that paying the cost is fair but it's the effect on the individual that worries me

People may get less for DRE social activities and you might also have to pay more for day care, so it's a double loss

A full day isn't a full day - it depends on transport

If people can't afford to come here [to Cromwell Road Resource Centre] that would affect their quality of life. A lot of people rely on their service; it's so important to their daily living. It's a smack in the face

People like to interact with people like themselves

To take from people who need it, it isn't fair

You want to take from the most vulnerable people but people at the council get paid a lot

They [people with disabilities] don't do the holidays or activities they used to do

If people can't do the activities it will affect their mental health

[the proposals] are geared at the wrong people

The council is looking at the wrong area [adult social care] to cut money on

My sister didn't turn out the way she did through her own fault

I agree the charges need to go up but the activities on offer have already been lost. Some people lose out because of the amount of travel time as journeys can take a long time.

[Charges] are going up for less of a service

At some point it's got to go up; if it doesn't maybe the service will go altogether

If people can afford it I don't think it's a problem. If they can't afford it, it's a worry. People worry about money

There's a lot of people that need those services

Blaming people for living longer is rubbish

Its swings and roundabouts; if we don't pay more [for social care support] council tax will just increase

It's not a large increase considering it's not gone up for a few years

In relation to hobbies and what people might pay for those it seems reasonable as long as people are getting a good quality service

Individuals in this cohort often have really significant needs. They could be severely compromised if access was removed

I don't think it is a large amount considering no change for some years. May increase the impact if you go several times a week

We provide day care and have some extremely complex individuals – it would impact on carers if this was not available

It's a crucial service; even though the elderly struggle to get out there should be something for them to go to
If the Council is going to charge more for the day care they'll need to make it [the service] better
Have two different costs: one for giving carers' respite, and one for [the person with needs to] access social aspects; they should be treated differently
A day should mean a day, and not end at 2:30
A lot more people would attend if day care was cheaper

Proposal 9: increasing charges for transport
Costs have got to go up because petrol goes up
This seems reasonable
I don't think what you're increasing by is a lot
People need to realise the cost is a double because people have to get there and back
It's cheaper than a taxi
Have we considered some individuals may get mobility allowance and subsidised travel?
If the Council supplements transport costs it will have less to spend on other things and the cost [of the proposed increase] to the individual is small
It's your choice to go on the bus or go a different way, or don't go
That's a door to door service
It seems reasonable because it's a small increase
That's ok if it doesn't go up much more than that [35p per journey]
The Council needs more recycling boxes and bins

Proposal 10: increasing charges for laundry
When you think about how much it costs to run a washing machine that's cheap
I couldn't do mine for that
Good service
This is good value still
I think your laundry's so important
I appreciate there's only 10 people but knowing what it's like [to need care and be a carer] I think it's a fundamental right to be clean in your own home
It's 32p per week so it seems reasonable
That's very reasonable; it costs more than that for a [packet] of Persil
I disagree with this [proposed increase] because it's a service for very poorly people

Any other comments/ comments on impact
They are good ideas but it's a big impact on some people. It needs to happen gradually
People understand that the costs/ prices go up as they do in every area of life
Look at the [implementation over] 2 or 3 years for all the proposals to help people slowly adapt
My private pension covers my current needs. I feel sorry for people on benefits
It's hard to answer [the consultation questions] when you're not in the [social care] system
Please don't get rid of the bus pass; it's a place to socialise for some
This is too complicated; I needed handouts. It needs to be simpler to understand [note to reader: a briefing had been provided prior to the session]
You won't know the impact until it's implemented

That's a hell of a lot [of additional money to find] for people on benefits who need care
Small increases could really add up for people
Social services should be funded rather than the palm tree. A palm tree isn't necessary; the elderly are more important
Benefits have been capped for a number of years so haven't kept pace with inflation
The cumulative impact the proposals will have on individuals
At what point will these changes result in a hospital admission?
People may be affected by many of the proposals so it would be a bigger hit for them
This may push vulnerable individuals to stop using the services they need and/ or push them into poverty
Concerned about individuals who will be affected by more than one proposal and individuals who are on the cusp of charging
Some savings could create pinch points elsewhere; they could create impacts elsewhere in the system
[the proposals are] not helping people to improve their lives. There could be unintended consequences across the system
Care plans hardly include social inclusion. How can social inclusion be capped at £50 when the current care planning process hardly covers social inclusion needs?
The cost of care packages could increase if allowances for social inclusion are capped
Changing the MIG could move a number of people into self-funding, resulting in some people reducing their package to save money and putting people at risk
There could be inequity between those with physical and mental health issues
The council should cap the number of proposals it implements in one go
I'm surprised that window cleaning and gardening support is available [as DRE] - should they be included at all – this is only available to the select few – responsible tenants should be doing this
Can we calculate the effect of these changes? We need to think this through
To be honest I'm glad I'm not one of those families [being subject to the proposed charging regime]
I don't think it's well enough known that you're doing a consultation so [people] can voice their opinion. They should know because it gives you ownership
When you're in the care system every penny is essential to your living standards
I appreciate costs go up
Social activities are so important and these really make a difference. [Our son] looks forward to them
We're lucky enough [to be able to afford] to pay for some of this ourselves but it's difficult for people who can't afford it
Councillors should make a reduction to what they claim [instead of putting adult social care charges up]
It's unfortunate that people will think it's the Conservatives hammering those who can least afford it. I've always voted conservative; it's [the proposals] just bad timing
I don't think carers are taken seriously. They don't appreciate how hard it is for parents supporting adult disabled children; we don't have a life
Rock Foundation charge for day care even on bank holidays when the place isn't utilised. We use our direct payment to pay for the place. They shouldn't be allowed to charge when the place isn't used
I disagree with all of PIP [personal independence payment] being taken into account as part of the financial assessment as this is given to meet additional needs
I am not happy that a service users' representative cannot attend the charging appeals panel in person
Additional petrol costs need to be allowed as part of the financial assessment

Petrol costs should be reviewed as people who have a car on Motability need to use this to get around and to access social activities
Re housing repairs – “as a homeowner I have to pay for repairs and agree to repay the loan for the lift being fitted [to my home]. This is not fair when this item is for my son and not for my use. E.G. Shower needed repairing, I use a bath; however, my son needs a shower so I used the PIP monies to pay for this”
LHP [Lincolnshire Housing Partnership] are charging excessive costs for redecoration and repairs and this is not appropriate
Benefit increases have not gone up a lot so charges should not increase
The fuel allowances that are used are not fit for purpose and are too high
The CCG should be ashamed for looking at these proposals
It would cost the Council a lot more money if they were to care for my son full time and cover the care I deliver
The Council should be supporting people to live independently and maximise their life as it is limited
The Council have interpreted the charging rules incorrectly and if I had the money I would fight this in court
You should not ask me what I spend my money on as this is private – the staff are nice and doing their jobs but it’s not right
Currently my son is nil charge but this will change with these proposals
The non-dependent housing benefit rate comes up a lot with the people that we work with [i.e. carers in receipt of support]
This is a minefield. It is difficult when you’re battling on behalf of someone you love
People need more transparency so they understand what’s being taken in to account as part of the financial assessment
I hope there are no proposals to end transport all together
There isn’t enough staff at my supported living placement for me to have the one to one help I want
Vulnerable adults are worse off [if the proposals are implemented]
If you don’t do some of this care providers will go out of business. Increased costs (such as the minimum wage) need to be mitigated
The fact that costs haven’t been increased for so many years has made it worse
Why do we charge for adult social care and Scotland doesn’t? Let’s hope our government decides to get rid of charges [in England]

Opportunities
Capping supported living costs; review these costs, set rates and consider void costs
Explore the potential for community businesses to offer services e.g. the laundry service, to generate more income by offering this to a wider customer base
Introduce financial penalties for providers who don’t deliver the services they’re commissioned to, in conjunction with better contract management

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Appendix C

Adult Social Care Charging Policy Consultation, January to April 2020

Impact Assessment

April 2020

(with addendum, November 2020)

**Conducted by North East Lincolnshire Clinical Commissioning
Group on behalf of North East Lincolnshire Council**

1. Introduction

Access to social care is means tested. How much each individual contributes to the costs of their care depends on a financial assessment. Councils have some discretion regarding how they apply the complex charging and financial assessment rules set out within the Care Act 2014.

A substantial change to the charging and financial assessment rules – which would have included the introduction of a cap on lifetime social care charges and a more generous means-test - was expected in 2016. The changes have been postponed indefinitely. A national Green Paper on social care funding was expected in 2017, but remains outstanding.

Whilst further national direction is awaited, councils must continue to develop local charging policies that reflect local circumstances and which are mindful of the legal requirement to:

- ensure that people are not charged more than it is reasonably practicable for them to pay
- be comprehensive, to reduce variation in the way people are assessed and charged
- be clear and transparent, so people know what they will be charged
- apply charging rules equally so those with similar needs or services are treated the same and anomalies between different care settings are minimised
- be sustainable for councils in the long-term.

2. Scope and evidence

This impact assessment is intended to support members' understanding of local circumstances, and so to facilitate their decision making in respect of the community potentially affected by any change to the adult social care charging policy, generally (those who may require chargeable support in the foreseeable future) and specifically (those in receipt of chargeable support during the consultation period). Impact is considered in the broadest sense i.e. not solely in connection with protected characteristics under the Equality Act 2010 (EA). Information focusing on EA requirements can be found at the rear of this document, in support of the Council's Public Sector Equality Duty.

The evidence utilised in creation of this assessment has been drawn from:

- a) General population data held by public health in December 2019 (Table One)
 - b) Specific data on those receiving care, held by adult social care in December 2019 (Table One)
 - c) Information provided by respondents to the consultation, which took place between January and April 2020.
- The consultation specifically requested comments on impact.

Table One (public health data correlated with service user data, as at December 2019ⁱ)

Location of service user by postcode	Service user by postcode and deprivation	Service user by postcode and wider determinants
Charging Policy Map (northeastlincolnshireccg.nhs.uk)	service-user-by-postcode-and-wider-determinants.pdf (northeastlincolnshireccg.nhs.uk)	Location by postcode of service users (northeastlincolnshireccg.nhs.uk)

Further data at: <http://www.nelincsdata.net/>

In addition to a written consultation sent to service users (standard and easy read versions), efforts were made via a programme of face-to-face events to engage those with protected characteristics. Consultees of all ages and both genders were represented, as well as those with mental and physical disability and carers. Minimal known input was secured in respect of race or faith; contacts with the Mosque and Hindu Cultural Society received no response, a Jewish focus group did not proceed due to inadequate interest and a Catholic Church event aimed at parishioners of other ethnicities was cancelled due to Covid-19. A planned LGBT event was also cancelled due to Covid-19. Limited data on race, religion, sexuality and marital status was secured via written consultation.

Note: evidence types a) and b) offer quantitative data; c) offers qualitative data, to enable members to gain an understanding of how impact might be perceived or experienced by those affected. Anonymised consultee comments have been used as qualitative illustrations throughout. As service users move in and

out of adult social care regularly, the cohort consulted is not necessarily the same as the cohort to which any future policy changes might apply.

3. Local circumstances

a) Population profile – health

North East Lincolnshire (NEL) has an ageing population; it is expected that by 2032, 25.7% of our population will be aged 65 or older compared with 18.8% in 2012. While life expectancy has improved substantially over the last decade, there is no corresponding reduction in the years of life with illness and disability. In NEL, 19.5% of people report that their day-to-day activities are limited by long-term illness or disability; in East Marsh this number rises to 24.2% (compared with 18.8% for Yorkshire and Humber (Y&H) and 17.6% for England). Long standing illness and health inequality is also correlated with deprivation; the highest number of those reporting that their health is bad or very bad are found in East Marsh: NEL's most deprived ward and the ward with the greatest number of individuals to whom the adult social care charging policy applies. Physical frailty and dementia are the main causes of entering long-term social home or residential care. This combination of ill health and deprivation means demand for help from the Council is likely to continue to increase.

b) Population profile – finance

NEL has substantially higher levels of deprivation than the national average, with 40% of populations in local neighbourhoods falling into the nationally most deprived (this is twice the rate of an average population nationally). The greatest number of individuals to whom the adult social care charging policy applies are located in NEL's most deprived wards, with the highest number in East Marsh. East Marsh has the highest levels of deprivation and number of older people living in poverty (46.73%, compared with 19.89% in Y&H and 18.90% in England); it also has the highest levels of longer-term unemployment (30.9 per 1000 working age adult, compared with 7.2 in Y&H and 6 for England). There is strong evidence to suggest that worklessness is associated with poorer physical and mental health. Average earnings in NEL were consistently lower than the regional and national average in 2013-17. These socio-economic factors mean that local people have lower disposable incomes and less opportunity to save for the future, including to meet the costs of social care needs.

c) Costs of providing adult social care

In recent years, the Council has experienced significant increases in contacts from those in need, and in the demand for assessments and follow up support by way of care at home or in a residential setting (for example). The costs of delivering the care that people need have increased, due for example to the national minimum wage, increased regulatory requirements, and the on-going costs of training, recruiting and retaining staff. The demand for help, and the costs of providing that help, have increased, but available funding has not.

d) The adult social care budget

Local budgets are under increasing pressure. Significant funding reductions have been addressed by seeking to manage demand, reshaping how services are delivered, working smarter, and increasing income from those who receive help. There has been limited ability to invest in quality and over the last three years, overall levels of satisfaction of people who use adult social services has decreased.

Over the last three years, the Council has spent an average of £42 million per annum on chargeable packages of adult social care, and recovers around 23% of that via assessed individual contributions. The Council needs to continue to seek assessed contributions towards the cost of their care from those who can afford it, if the system is to remain sustainable. As is evident from sections 3a) and b) above, securing sustainability is challenging in the context of high demand and high levels of deprivation.

4. Potential changes to the charging policy - proposals consulted upon

a) Proposals limiting the amounts people can claim as disability related expenditure (DRE)

DRE relates to expenditure on needs not met by the Council, and reflects reasonable additional costs directly related to a person's disability, or necessitated by their disability. Individuals must be in receipt of

a qualifying benefit to be considered for DRE (Attendance Allowance, Personal Independent Payment, and the care element of Disability Living Allowance).

There are three proposals, which if adopted, would limit the sums allowable as DRE, in relation to social activities (proposed limit of £50 per week), gardening (proposed limit of £15 per week) and window cleaning (proposed limit of once per month). The proposals could affect approximately 70 (social activities), 180 (gardening) and 320 (window cleaning) people respectively.

The vast majority of those in receipt of DRE in the lead up to the consultation did not claim more than £50 per week for social activities and £15 per week for gardening, calculated as an average across the year. The Council utilised the average costs to create a limit (subject to the discretion to depart from this limit in appropriate individual circumstances; *note: consideration of individual circumstances must be balanced with the need to ensure fairness and consistency for all*).

More disabled people will be affected by DRE proposals than non-disabled people (DRE is only available to those in receipt of qualifying i.e. disability related benefits). The proposal in relation to a limit on social activities may be more likely to affect younger disabled adults, who may express greater inclination to engage in activities which result in them incurring additional cost due to their disability. More older people may be affected by limits to DRE regarding gardening or window cleaning; older adults may be less likely to live in communal settings such as supported living, where such services and their costs are included in accommodation fees.

Case Study example (anonymised, for illustrative purposes only)

“John” is a service user aged over 65, who receives 10.5 hours of care at home per week, at a cost of £153.72. John’s weekly income is £284.60, and he contributes £36.43 per week to the costs of his care. If proposals were implemented to limit DRE, John would be impacted in respect of both gardening and window cleaning; his weekly contribution would increase to £72.48 (an increase of £36.05 per week).

Consultees were keen to highlight the impact of DRE proposals, particularly on social activities. Comments included “Her world is small enough, without taking away what little she has”; “Something as simple as being able to go out swimming each week and have a coffee after makes a real difference”; “If there’s a deterioration in mental health, individuals could be more likely to need commissioned services for e.g. via Navigo, which will cost much more”. Some felt that limits to DRE for gardening could impact more on those who live alone or are less physically able, which may predominantly mean older people. The lowest level of concern was in relation to the impact of window cleaning limits, although one consultee noted “I disagree because of the potential to impact negatively on autistic people; it may be especially important to them to have clean windows”.

In respect of DRE proposals collectively, one consultee made the following plea for recognition: “Whenever there is a new expense to cover, the disabled and pensioners have to cover it [...]. All these people who make these decisions don’t understand the life we have or lack of it. In my situation I have no life. I am a prisoner in my own home. This is no life to be disabled but hey, why not make it even harder for us?”.

b) Proposals on changes to the Minimum Income Guarantee (MIG) for individuals and couples

The MIG is the amount that the Government sets as the guaranteed minimum level of income an individual must be left with after paying for their care and support. The Council currently allows people to keep more than the Government-set minimum, but proposes to adopt the less generous Government-set amount.

The two proposals on the MIG, if adopted, would result in people having less to live on after contributing to their care and support. The proposals could affect approximately 1115 people.

The impact will differ depending on the individual’s age, and the benefits they are in receipt of (as set out annually by the Government). For example:

- In the financial year 2019/20, an individual who is over pension age and single, was allowed to retain £209.06 per week. If the Council adopts the less generous national MIG rates, this would reduce to £189 per week (a difference of £20.06 per week)

- In the financial year 2019/20, an individual who is aged 18-24 and single, was allowed to retain £115.31 per week. If the Council adopts the less generous national MIG rates, this would reduce to £112.75 per week (a difference of £2.56 per week).

This proposal is more likely to affect older people because the proposed new weekly MIG figure is significantly less than the current MIG figure for those aged over 65.

Numerous consultees noted that benefit increases have been minimal for some years, and this may be particularly pertinent for pensioners; one cautioned: "The council needs to bear in mind that pensioners are fearful of not being able to afford what they consider to be luxuries and too many increases may result in vulnerable adults/pensioners being forced away from using services they really depend on and may increase social isolation. The council need to keep this in mind at all times and avoid seeing pensioners as cash cows".

This proposal (and the linked proposal below) attracted the greatest level of concern about impact: "This makes it very scary to live in NEL. It would be the difference between eating [or not] and [having the] heating [on or not]". Consultees feared that even small income reductions could have a big impact: "When you're in the care system every penny is essential to your living standards".

In addition to proposing to adopt a less generous MIG for all individuals, a second proposal relates to application of a couples' MIG. This would mean that when an individual is married/ in a civil partnership or living as if married/ in a civil partnership, the relationship would be taken into account when selecting the appropriate MIG figure to apply to them. Couples would be assessed in line with Department of Work and Pensions benefit entitlements, and their interpretation of what constitutes a couple. For example:

- In the financial year 2019/20, an individual over pension age was allowed to retain £209.06 per week (as noted above). If the Council adopts a less generous approach to the MIG which takes account of the fact that the individual is living as part of a couple, this would reduce to £144.30 per week (a difference of £64.76)
- In the financial year 2019/20, an individual under pension age was allowed to retain £155.31 per week. If the Council adopts a less generous approach to the MIG which takes account of the fact that the individual is living as part of a couple, this would reduce to £114.70 (a difference of £40.61).

Concerns around the impact of this second proposal were similar to those above: "People wouldn't want their wages to go down and this is like their wages. Taking this money away is very difficult". The proposal could affect those of all ages; however, the reduction in MIG for those aged over 65 is greater than for those under 65. Some consultees identified a potential impact for women, including a reduction to financial autonomy: "This may have an impact whereby not leaving one part of a couple with their own MIG their financial independence could be reduced". A number noted the difference relationship status makes to the receipt (or not) of benefits, and the importance of benefits: "My husband works full time as a [...] and I receive PIP for care and mobility. We have no other income. We struggle financially [...]. I hope we won't get assessed as a couple and have to pay towards my care. My husband would have to reduce his hours at work and cancel my care".

In the context of couples (and otherwise), some consultees queried the impact on carers, who may feel obliged to manage without commissioned support if contributions increased; for example:

- "As pensions don't increase much yearly the proposals of some of your increases would affect a lot of elderly, vulnerable people. I for one would try and cope on my own looking after a husband with dementia and many other health problems rather than having to pay extra for the services we get"
- "As a carer for my wife, if these proposals do happen/take place, I will care for my wife without help of any kind, even though my health is poor. I would rather care for her until it kills me. We are on disability benefits and because of the nature of our health, we spend more on things".

The Council's current policy, which takes no account of whether individuals are married/ in a civil partnership or living as if they are, is clearly more favourable to couples than a new policy would be if this

proposal was adopted. The level of any disadvantage on the basis of relationship 'status' is difficult to assess, given the limited, clear data available on service users who are married/ in a civil partnership or living as if they are. How a couple's finances interact with the financial assessment process is complex, and will alter (for example) depending on whether one or both partners are in receipt of social care. Assessments which take account of relationship status have never been conducted locally, making understanding the proposal's impact more difficult. Experience from other local authorities who have adopted this approach does not offer definitive guidance.

c) Proposal on changes to the administration fee for arranging care for those that can afford it

People who have assets above the upper capital limit (UCL) must meet the full costs of their care and support. The UCL is a figure set by the Government annually (for the years 2019/20 and 2020/21 this is £23,250). People who have more assets than the UCL and want to receive care in their own home, can choose to arrange their own care, or ask the Council to arrange it for them. If the Council is asked to arrange this care, it must do so. The Council currently charges an administration fee of £50 each year for this service. To cover the costs of making people's care arrangements (taking into account the things the law allows) the Council proposes to charge £170 each year.

The proposal affects those with assets above the UCL; this could be around 95 people.

A significant number of consultees objected to the extent of the increase and felt that it penalised those who had saved their money: "The increase will be exorbitant. [...]. I am the only 24/7 carer for my wife who is chair bound and frail we pay full cost of her care simply because I have worked hard and spent sensibly. We [...] do not mind paying full cost of the care but punishing us by higher charges in every direction is, I strongly believe, not right". Some felt that this was a "punitive increase because of historic undercharging".

In terms of impact, concerns were raised that such a high charge could "put people off dealing with social care; the involvement of social care could offer better oversight of the person, for example identification of safeguarding issue. [Encouraging avoidance of social care] could actually increase costs to commissioners". Reduced take up of help with care arrangements by those with more assets than the UCL will reduce the Council's opportunity to fulfil Care Act obligations to identify preventative and life planning (including financial planning) opportunities for this cohort. Also, such opportunities could prove crucial if phase two of the Care Act, on hold since 2016, is implemented.

d) Proposals on changing charges for temporary or short term stays in residential/ nursing homes

At the moment, the Council offers a range of set charges for people who need to stay in a care home temporarily. The Council decides which of the set charges an individual will pay depending on what benefits they receive, and what assets (money and investments) they have. The weekly rates are £70, £90 or £115; those with assets above the UCL pay the full cost of their care.

The Council proposes to increase charges for temporary stays to match the increase in its costs since the last fee increase (2013/14), and to add a further increase to match any additional costs each year from 2020 onwards. Calculated to 2019/20 costs, this is an increase of 17.6%. The proposal could affect an unquantified number of individuals. There are around 750 temporary stays (also called 'respite') each year, comprised of individuals having either a single or multiple stays.

Some individuals accessing a temporary stay could have to pay both for that stay, and for support usually received at home; this is most likely where the need for respite occurs unexpectedly, and the person will need to return home to their 'usual' package in the near future. Others may be required to pay more for a temporary stay than they would contribute to the costs of their care at home.

Case Study example (anonymised, for illustrative purposes only)

"Ann" is over 65 and receives a weekly package of care at home, at a cost of £1366.09. Ann's weekly income is £272.55. After making allowances for DRE and the MIG (using current figures), Ann contributes £64.78 per week to the costs of her care. If Ann were to access a temporary stay in a care home, she would contribute £70 per week to the costs of her placement (calculated at the lower rate, due to Ann's level of savings and benefits). This means that whilst temporarily in residential care, Ann

will pay £5.22 more for the costs of her care than she would if she stayed at home. If the proposals are adopted, Ann would make a contribution of at least £82.32 per week whilst in temporary residential care; this is £12.32 more per week than she would pay for such a placement currently, and £17.54 more than she would pay if she stayed at home.

Consultation comments focused on the impact of the proposals on the economically disadvantaged “People without a lot of money won’t access respite because they can’t afford it”. It was noted both that those accessing temporary care “still have all your household bills to pay i.e. gas, electric, water, phone, rent or mortgage, insurance” and that “they might have a partner still living at the property so this could mean they’re paying more”. The importance of temporary care as a “safety net” in times of crisis was noted, and concerns for carer impact were recurring “[If costs increase] Carers will keep the person at home and risk their own health because they can’t afford it. This may result in the cared for person having to go into fulltime care which will cost the Council more”.

Consultees also noted that potentially negative impacts are exacerbated by the failure of charges to keep pace with costs: “what I don’t understand is why there has been no increases in costs to the user for in some cases since 2013”. Many remained unconvinced that impacts could be sufficiently mitigated by the accompanying proposal to introduce the fee increase over two or three years.

e) Proposals on changing charges for day care, transport, and laundry services

The Council has not increased its charges for day care centre sessions, transport journeys, or laundry services since at least 2015. The Council proposes to increase these charges to catch up with the rate of inflation, and to increase them every year by reference to inflation. Between April 2016 and the end of 2019, inflation increased by around 7.2% (calculated using the consumer price index).

Around 350 people could be affected by these proposals. Comments on them focused on the value of day care for older and disabled people (“People like to interact with people like themselves”) and carers ([day care helps] “some extremely complex individuals – it would impact on carers if this was not available”). Carers often rely on the time while their cared-for person is at day care to attend to other matters – or simply have time for themselves (“I don’t think carers are taken seriously. They don’t appreciate how hard it is for parents supporting adult disabled children; we don’t have a life”). It was noted that day care has been reduced over the years (“[people with disabilities] don’t do the holidays or activities they used to do”) and people were asked to pay more “for less of a service”.

Consultees raised concerns about the impact on mental health, quality of life and associated service provision; for example: “Increasing charges to match increased costs/inflation pressures seems right and proper, however steps must be taken to ensure this does not result in a decreased quality of life for individuals. It would be a false economy to place vulnerable people in a position where they make e.g. increased calls upon health services due to a deterioration in their wellbeing”.

There was some feeling that the increases were punitive (“My [disabled] sister didn’t turn out the way she did through her own fault”), particularly in combination with Council Tax increases; for example: “A lot of the proposals are all about raising the costs of everything to match inflation. The costs of Adult & Social care are expensive enough as none of us choose to have a disability or need that needs help. Whenever there is a new expense to cover, the disabled and pensioners have to cover it all. Just because we are old or disabled, doesn’t mean we are stupid. Every year we face the biggest brunt of all costs. At this minute we are paying twice. Once with all the raises and again with the double council tax”. Linked concerns focused on the length of time since the previous increase:

“The council are playing catch up at the expense of the vulnerable people who use the services”.

5. The cumulative effect

Ensuring that each proposal was clear, and that support or opposition to each could be appropriately identified, necessitated consultation on individual proposals. However, those in receipt of care may be affected by many, or all, of the proposals. Cumulative impact across the proposed changes should be considered in the context of increases in the cost of living, and reductions in Council Tax and TV licence benefits (for example). Numerous consultees raised concerns that such cumulative impact “could become

very overwhelming for people to cope with". Paying a few pounds more across several of the proposals may make significant inroads into already reduced assets, particularly given the relatively static rates of benefit payments over recent years ("We know that people can't live off what the government says they can live off").

Individual impact can only be fully understood on completion of financial assessment, although many consultees gave personal examples of anticipated difficulties ("any reduction in his finances will affect his long-term care and prospects of remaining in his own home for his final months or years"). Substantial concern related to the proposal's potential to exacerbate financial difficulty, and in turn result in leaving "vulnerable people struggling and reluctant to accept help that is needed".

6. Summary

The evidence utilised in creating this assessment identifies that higher numbers of those in receipt of adult social care live in more deprived areas and that larger number of them are older or disabled. The proposals will have a greater impact on those within these categories. Consultees recognised this, and felt the burden on these groups to be unfair or disproportionate: "Anyone who requires care and support to be able to maintain some sort of a life shouldn't have to think about the financial side of things[...]. If cuts have to be made, let it be the fit and able that cover these increases. Ask the normal fit people, those that are not suffering with disabilities and poor health". However, the policy is intended to apply equally to all via financial assessment, which is the legal mechanism intended to ensure appropriate application of policy to individual circumstances.

Impact is not solely relevant to deprivation and protected characteristics. Consideration of the wider caring system, both formal and informal, is key. Many consultees recognised the Council's difficult financial circumstances, but feared the knock on impact of the proposals, in terms of increasing the burden for carers (who fill gaps in care service users feel they cannot afford) and for the system as a whole (a saving in social care may result in increases to mental or physical health services). Introducing changes over a period and undertaking regular reviews of impact (prioritising the greatest areas of risk) may help to ensure none are disproportionately affected.

Impact Assessment – Addendum, November 2020

Further examples based on adopting Scrutiny's recommendations to implement a lesser number of proposals (November 2020)

1. Charles

- Charles is over pension age and pays the full cost of his care.
- His current level of service is 5 days at a day centre.
- His current charge is £150.00 per week.
- If Scrutiny recommendations are adopted, Charles' charge will increase to £160.08 (an additional £10.08 per week).

2. Ellen

- Ellen is under pension age.
- Ellen attends day care 1 day per week and has transport to and from the day care centre. This is at a cost of £40.00 per week.
- Ellen's disposable income is £50.00 per week, however she is charged £40.00 per week which is the cost of service.
- If Scrutiny recommendations are adopted, Ellen will pay £42.88 per week (an additional £2.88 per week).

3. Stan

- Stan is over pension age and attends day care 2 days per week. He has transport to and from the centre, and also has a laundry service. The current cost for this is £84.89 per week.
- Stan's disposable income is £60.00 per week.
- As Stan is already capped at his disposable income level, he will not pay a higher client contribution under the recommendations Scrutiny are proposing.

Further examples based on adopting all of the recommendations consulted on

4. Susan

- Susan is over pension age and receives 12.25 hours care per week, plus a direct payment of £253.57 per week totalling £445.47 per week.
- Susan's current client contribution is £25.48 per week.
- If all of the proposals consulted on were implemented, Susan's revised contribution would be £54.54 per week (an additional £29.06 per week). The increase to Susan's contribution would mainly come from changes to the MIG allowance.

5. James

- James is under pension age and receives a direct payment of £313.36, plus a 'sitter service' of 4 hours (£60.96).
- James' current client contribution is £22.26 per week.
- If all of the proposals consulted on were implemented, James' revised contribution would be £26.12 per week (an additional £3.86 per week). The increase to James' contribution would come from changes to the MIG allowance.

6. Irene

- Irene is over pension age and receives 5.75 hours of care at home per week, at a cost of £84.18.
- Irene's weekly income is £291.80.
- Irene's current weekly charge is £46.68.
- If all of the proposals consulted on were implemented, Irene's contribution would be £65.68 per week (an additional £19 per week). This increase would be due to the MIG allowance change.

7. Patricia

- Patricia is over pension age and receives 14 hours of care at home at a cost of £204.96 per week.

- Patricia's current weekly income is £284.60.
- Patricia's current weekly charge is £61.57.
- If all of the proposals consulted on were implemented, Patricia's contribution would be £79.57 per week (an additional £18 per week). This increase would be due to the MIG allowance change.

8. Verity

- Verity is under pension age and lives in supported living at a cost of £800 per week.
- Verity's current weekly income is £269.75.
- Verity's weekly client contribution is £111.75.
- If all of the proposals consulted on were implemented, Verity's contribution would be £115.61 per week (an additional £3.86 per week). This increase would be due to the MIG allowance change as her social activities are under the proposed cap.

9. Adam

- Adam is under pension age and lives in supported living at a cost of approx. £1,600 per week.
- Adam's weekly income is £286.75.
- Adam's currently weekly client contribution is £148.06.
- If all of the proposals consulted on were implemented, Adam's contribution would be £151.42 per week (an additional £3.36 per week). This increase would be due to the MIG allowance change.

10. Dean

- Dean is under pension age and receives a direct payment of £197 per week.
- Dean's weekly income is £223.00.
- Dean's currently weekly client contribution is £40.81.
- If all of the proposals consulted on were implemented, Dean's contribution would be £44.67 per week (an additional £3.86 per week). This increase would be due to the MIG allowance change.

Revision to examples given within the main body of the impact assessment – revised, based on adopting all of the recommendations consulted on

11. John

- John is over pension age and has 10.5 hours of care at home per week at a cost of £153.72.
- John's current weekly income is £284.60.
- John's current client contribution is £36.43 per week.
- If all of the proposals consulted on were implemented, John's contribution would be £56.49 per week. This increase will be due to MIG Allowance change (John's DRE is unaffected because his DRE allowances are under the limits proposed).

12. Ann

- Ann is over 65 and receives a weekly package of care at home at a cost of £1366.09.
- Ann's weekly income is £272.55.
- Ann's current contribution to her care at home is £64.78 per week.
- Ann's revised contribution to the costs of her care at home would be £84.84 if MIG allowances were to change (an increase of £20.06).

Note: the MIG allowances utilised are those set by the Government and relevant to 2019/20; the Government is likely to revised MIG allowances for 2020/21.

Equality Impact Risk Assessment: Adult Social Care Charging Policy

Date of analysis: 01/04/2020

Analysis rating: (see completion notes)
(Please tick by clicking in the box)

☐ Red
☒ Red/amber
☐ Amber
☐ Green

Type of analysis performed:
(Please tick by clicking in the box)

☒ Systematic policy analysis
☒ Consultation
☐ Meeting
☐ Service proposal
☐ Other

Please list any other policies that are related to or referred to as part of this analysis:

Adult Social Care Charging Policy

Who does the policy, project, function or service affect?
(Please tick by clicking in the box)

☒ Employees
☒ Service users
☒ Applicants
☒ Members of the public
☒ Other (please list)
Providers of chargeable adult social care services

What are the aims or intended effects of this policy, project or function?

The aim of the policy is to produce a consistent and fair framework for charging and financial assessment for all service users that receive care and support services, following an assessment of their individual needs and their individual financial circumstances. The policy has been reviewed and amended, and subject to public consultation.

Is any equality data available relating to the use or implementation of this policy, project or function?
(See completion notes)

☒ Yes
☐ No

Data is available via SystemOne and ContrOcc and can be provided when necessary. Information is also available via the North East Lincolnshire Data Observatory <http://www.nelincsdata.net/>

List any consultation eg with Employers, service users, unions, members of the public that has taken place in the development or implementation of this policy, project

or function?

The policy has been reviewed by members of staff within NELC, CCG and focus. Proposals to amend the policy have been subject to public consultation. The consultation included: a) inclusion of the draft policy on the CCG's website with on-line questionnaire, b) email to members of ACCORD, HealthWatch and key partners with background information and link to online survey, c) written questionnaire sent to service users likely to be affected by the proposals, d) attendance at various community groups to secure qualitative as well as quantitative data, e) public open events with presentation and opportunity to ask questions. Consultation activities closed on 1st April. The results of the consultation were reported to elected members.

Financial analysis: (Costs £m*)

Est 10,000 Implementation

If applicable, state any relevant cost

** Max est 80,000 Projected returns if all proposals were implemented; this reduces to around **£10,000 if Scrutiny's recommendations are adopted.

** NOTE – THIS IS THE MAXIMUM SUM RECOVERABLE DURING A FULL YEAR OF APPLICATION OF A NEW POLICY (DEPENDENT UPON INDIVIDUAL'S FINANCIAL CIRCUMSTANCES). THE MAXIMUM SUM WILL NOT BE RECOVERABLE PRIOR TO THE FINANCIAL YEAR 2021/22

Implications (eg expenses, returns, or savings) as a direct result of the implementation of this policy, project or function

N/A Projected savings

Equality Impact Risk Assessment Test

What impact will the implementation of this policy, project or function have on employees, service users or other people who share characteristics protected by the **Equality Act 2010**?

Protected characteristic	Neutral impact	Positive impact	Negative impact	Evidence of impact and if applicable, justification where a <u>genuine determining reason</u> exists
Gender (men and women)			X	More older people are in receipt of care and support services than younger people. Women form the largest part of the ageing population, and therefore the policy is likely to impact on women more than men (in NEL, around 41% of those in receipt of care and support are men, and 59% are women). Where they made it known, a majority of consultees identified as women. However, charges will only be levied against those the law says can afford to pay them, following individual financial assessment.
Race (all racial groups)			X	Around 2.6% of NEL's population is from a black or minority ethnic (BME) group, which is much lower than the Y&H (11.2%) and England (14.6%) average; Park Ward has the highest BME population and Haverstoe the lowest. Where they made it known, a majority of consultees identified as white. Around 0.6% of NEL's population report that they cannot speak English well or at all. East and West Marsh have the largest number of people unable to speak English well or at all. Whilst the policy itself is unlikely to impact on grounds of race, it is recognised that some nationalities may have difficulty understanding the policy due to limited English language skills. Communication needs are noted by staff and copies of the policy can be made available in other languages on request.
Disability (mental and physical)			X	More people with disabilities are in receipt of care and support services than those without disabilities. A majority of individuals in receipt of care and support in NEL are recorded as having a 'primary support reason' associated with physical or mental disability. Where they made it known, almost all consultees identified as having a disability. The policy is therefore likely to

Protected characteristic	Neutral impact	Positive impact	Negative impact	Evidence of impact and if applicable, justification where a <u>genuine determining reason</u> exists
				impact more on disabled people than non-disabled people. However, charges will only be levied against those the law says can afford to pay them, following individual financial assessment.
Religion or belief	X			No specific impact on grounds of religion or belief has been identified. The numbers of those in receipt of care and support recorded as being with and without a known religion are almost even. This was broadly similar in the written consultation, although where contributors made it known, a small majority identified a religion (primarily Christian).
Sexual orientation (heterosexual, homosexual and bisexual)	X			No specific impact on grounds of sexual orientation has been identified. Where contributors made it known, a majority identified as heterosexual. This data is not routinely collected from service users.
Pregnancy and maternity	X			No specific impact on grounds of pregnancy and maternity has been identified. This data is not routinely collected from service users.
Transgender	X			No specific impact on grounds of transgender has been identified. This data is not routinely collected from service users.
Marital status			X	Whilst all those in receipt of adult care and support are financially assessed as individuals, one of the proposals is that the Council will change its approach to application of the minimum income guarantee in a way less favourable to couples (whether married or not). This may mean that those living as a couple are worse off when compared with application of the current policy. In NEL 32.5% of people live alone (with the highest number of them – 50.7% - located in East Marsh); it cannot be assumed that those who do not live alone are part of a couple. This data is not routinely collected from

Protected characteristic	Neutral impact	Positive impact	Negative impact	Evidence of impact and if applicable, justification where a <u>genuine determining reason</u> exists
				service users. Where they made it known, more than half of consultees were part of a couple
Age			X	NEL is known to have higher numbers of older people when compared with other areas. More older people are in receipt of care and support services than younger people (in NEL, around 35% are aged 18-64, and around 65% are aged 65+). Where known, consultees were predominantly in the 25-74 years age group, although some responses were received from those over 75. Overall, the policy is likely to impact more on older people than younger people. However, charges will only be levied against those the law says can afford to pay them, following individual financial assessment.
Unpaid Carers ⁱⁱ	X			It is the Council's policy not to charge for support provided to unpaid carers. In this respect the policy has a positive impact on carers. However, during consultation carers and others raised the possibility that higher charges for their cared-for person could increase the burden on them (where they increase their caring to supplement paid care which may be viewed as unaffordable).
Deprivation ⁱⁱⁱ			X	Those in receipt of adult care and support may be amongst the most deprived (correlation of service user postcodes and areas of deprivation features earlier in this assessment). However, charges will only be levied against those who are deemed able to afford it, following individual financial assessment. Levying charges against those who can afford it will increase the Council's cost recovery, and contribute to the continued funding of adult care and support services.

This equality impact assessment was completed by: Emma Overton, Care and Independence Team, North East Lincolnshire CCG
Date: updated November 2020

Action Planning

As a result of performing this analysis, what actions are proposed to remove or reduce any risk of adverse outcomes identified on employees, service users or other people who share characteristics protected by the **Equality Act 2010**?

Identified risk	Recommended actions	Responsible Lead	Completion date	Review date
Gender: women form the largest part of the ageing population, and therefore the policy has the potential to impact more on women.	Charges will only be levied against those the law says can afford to pay them, following financial assessment.	Bev Compton	April 2021	December 2021
Race: some nationalities may have difficulties understanding the policy due to limited English Language skills.	A clear process to be implemented to ensure all relevant staff are aware of translation services.	Bev Compton	April 2021	December 2021
Disability: more people with disabilities are in receipt of care and support services than those without disabilities. The policy has the potential to impact more on disabled people than non-disabled people.	Charges will only be levied against those the law says can afford to pay them, following financial assessment.	Bev Compton	April 2021	December 2021
Marital status: a change in approach to application of the minimum income guarantee may mean that those living as a couple (whether or not married) may be worse off.	Charges will only be levied against those the law says can afford to pay them, following financial assessment.	Bev Compton	April 2021	December 2021
Age: more older people are in receipt of care and support services	Charges will only be levied against those the law says can afford to pay them, following financial assessment.	Bev Compton	April 2021	December 2021

Identified risk	Recommended actions	Responsible Lead	Completion date	Review date
than younger people. The policy has the potential to impact more on older people than younger people.				
Deprivation: those in receipt of adult care and support services are likely to be amongst the most deprived.	Charges will only be levied against those who are deemed able to afford it, following a financial assessment. Levying charges against those who can afford it will increase the Council's cost recovery, and contribute to the continued funding of adult care and support services.	Bev Compton	April 2021	December 2021
General: data collation could be improved to support better identification of the impact of adult social care support on individuals with protected characteristics	Some data is already collected. This requires review to identify gaps, and make recommendations for addressing those gaps.	Bev Compton	April 2021	December 2021

COMPLETION NOTES

Analysis ratings

After completing this document, rate the overall analysis as follows:

Red: As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share *Protected Characteristics*. It is recommended that the use of the policy be suspended until further work or analysis is performed.

Red Amber: As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share *Protected Characteristics*. However, a genuine determining reason may exist that could legitimise or justify the use of this policy and further professional advice should be taken.

Amber: As a result of performing the analysis, it is evident that a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the *Action Planning* section of this document.

Green: As a result of performing the analysis, the policy, project or function does not appear to have any adverse effects on people who share *Protected Characteristics* and no further actions are recommended at this stage.

Equality data

Equality data is internal or external information that may indicate how the activity being analysed can affect different groups of people who share the nine **Protected Characteristics** – referred to hereafter as ‘**Equality Groups**’.

Examples of **equality data** include: (this list is not definitive)

1. Application success rates **Equality Groups**
2. Complaints by **Equality Groups**
3. Service usage and withdrawal of services by **Equality Groups**
4. Grievances or decisions upheld and dismissed by **Equality Groups**

Legal status

This document is designed to assist organisations in “**Identifying and eliminating unlawful Discrimination, Harassment and Victimisation**” as required by **The Equality Act Public Sector Duty 2011**. An Equality Impact Analysis is not, in itself, legally binding and should not be used as a substitute for legal or other professional advice.

Genuine determining reason

Certain discrimination may be capable of being justified on the grounds that:

- (i) A genuine determining reason exists
- (ii) The action is proportionate to the legitimate aims of the organisation

Where this is identified, it is recommended that professional and legal advice is sought prior to completing an Equality Impact Analysis.

ⁱ The cohort used to create the visual representations (maps) are those consulted on the proposed changes to the charging policy. However, the following cohorts have been removed –

1. Those who live outside of North East Lincolnshire (a very small number of individuals)
2. Those who died during the consultation
3. Those who ended care and support (the charging policy no longer applies to them) during the consultation
4. Those whose care and support became funded by health instead of social care budgets (the charging policy no longer applies to them) during the consultation
5. Those who moved to permanent residential care (to which the consultation did not apply) during the consultation.

ⁱⁱ Unpaid carers are also considered in NEL equality impact

ⁱⁱⁱ Social deprivation is also considered in NEL equality impact

APPENDIX D

Adult Social Care Charging– possible additional client contributions

When the items listed in the table below were considered by Scrutiny on 11th November 2020, the projected additional client contributions generated for adult social care was approximately £80,000 based on full year effect.

This figure reduced from the original figure of £100,000 projected additional client contributions at the start of this process due to the following items not being progressed to the consultation stage:

1. Charging for carer services
2. DRE - incontinence products
3. DRE - hairdressing
4. Charging for the additional carer on two carer calls.
5. Non-Dependant housing options (no potential for increased contributions here, just listed for clarity of full list)

Item	Recommendation from Scrutiny on 11/11/2020	Impact
Cap social activities at £50 per week	To go forward to cabinet	Minimal additional contribution generation for this item based on a very low number of clients being over the proposed cap and officers having the ability to use discretion. However, adopting this proposals does “future proof” this item by avoiding spiralling allowances.
Gardening to be capped at £15 per week	To go forward to cabinet	Minimal impact based on the current data as most people are below the £15 allowance and again, discretion can be applied if an individual has a larger garden. However, adopting this proposals does “future proof” this item by avoiding spiralling allowances.
Window cleaning to be capped at once per month	To go forward to cabinet	Data not held on frequency of cleans, only weekly calculated values – anticipated this change will be low value as it is suspected most individuals have a monthly service for window cleaning based on feedback received. However, adopting this proposals does “future proof” this item by avoiding spiralling allowances.
Individuals MIG to fall in line with the national levels	Not to progress	This proposal was one of the biggest proposed generators of client contributions and would have resulted in NEL adopting limits in line with the national MIG amounts. As this has not been recommended by Scrutiny it has a significant impact on potential for additional client contributions.

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Introduction of a couples MIG	Not to progress	Minimal data is held on couples, and so this proposal is likely to need further work to ensure the correct approach is applied and limited in terms of generation of client contributions.
Increase the admin fee to £170 per year from £50 per year	To go forward to cabinet but to implement over a 2 year period	As this proposal is now over 2 years, it is likely to generate an additional £6,000 in year one of implementation. The original proposal was to implement in 1 year which would have generated a further £6,000 i.e. £12,000 in one year (as opposed to across two years)
Respite charges – catch up and keep up	Further work needed on this item so not to progress at the moment	This proposal would have increased client contributions in a higher value however; further work has been requested on the correct approach in terms of the future charging framework for this area.
Day Care charges – catch up and keep up	To go forward to cabinet	Impact of Covid-19 and day care remodelling unknown – likely to be some additional client contributions from increasing charges.
Transport charges – catch up and keep up	To go forward to cabinet	Impact of Covid-19 and day care remodelling unknown but there will be a knock on effect to the client contributions to transport – likely to be some additional client contributions payable from increasing charges.
Laundry charges – catch up and keep up	To go forward to cabinet	Very small numbers having this service so additional client contributions very small.

Conclusion

Based on the Scrutiny recommendations the additional client contributions generated now is likely to be an estimated £10,000 for a full year effect (NB as individuals will 'transition' to being assessed under a new policy at different points across the year, it will take a full year before all individuals are making contributions in accordance with the new policy). The options that have been chosen by Scrutiny are relatively small in terms of monetary value.