



CHARGING FOR SOCIAL CARE AND SUPPORT POLICY

OUTCOME OF CONSULTATION

Summary

A public consultation took place between Monday 27 November 2023 and Monday 22 January 2024 to get feedback on the proposed changes and clarification to the Social Care and Support Policy.

A total of 23 responses were received to the consultation.

Of these, 9 were interested members of the public and 6 were relatives or friends of someone receiving care arranged or funded by the Council.

There was 1 response from a care provider organisation, 1 from a voluntary and community services (VCS) organisation and 1 from an employee of the Council.

Overall, 67% strongly agreed, or tended to agree, with the proposals. 24% tended to disagree or strongly disagreed.

Comments received

Many comments received were not pertinent to the actual consultation but to national policy, such as the disparity between charging for social care whilst NHS treatment is usually free at the point of access, or an individual's personal circumstances and the affordability of paying for their care.

Those general comments pertinent to the policy changes were mixed. This does reflect the challenge to ensure that the policy provides sufficient information to explain how the Council will treat quite complex technical aspects relating to financial assessments and charging. There will be further work to review the way supporting information is presented and more co-production with the Adults and Communities Engagement Panel (comprising senior leaders, the Director of Adults and Communities, and volunteers who have lived experiences of accessing adult social care) and the Leicestershire Equalities Challenge Group, an independently chaired partnership of people and organisations from across the County.

Relevant comments relating to the Policy are summarised below:

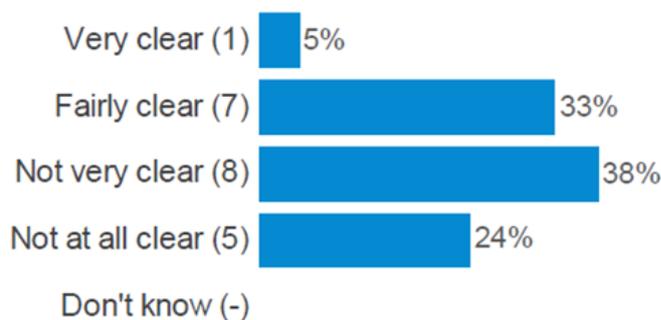
- *The changes do not seem significant enough to disadvantage anyone any more than elements of the current policy might be deemed to do so.*
- *The policy was fair.*
- *The current rules over res and non-res in the same week are really complicated and widely misunderstood.*
- *The policy was unfair and was not fair at all to disabled young adults and elderly adults.*

- *The policy is too long winded it needs to be more precise and condensed down/ simplified.*
- *Most people don't have an idea or understanding of any of this.*
- *Everything needs to be clarified in lay-man's terms, not corporate jargon.*

Feedback on Proposed Changes

Assessment changes where a person receives both short-term residential and non-residential care and support services in the same week. 62% found this to be not very or not at all clear versus 38% who stated it was very or fairly clear.

How clear, if at all, is the policy in explaining how a financial assessment will operate where a person receives both short-term residential and non-residential care and support services in the same week?

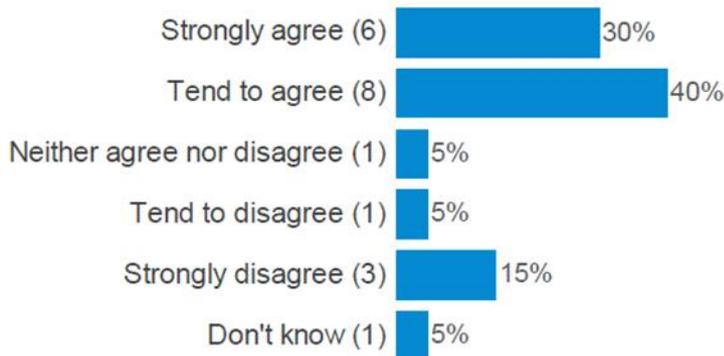


Specific comments on this aspect included:

- *I had to read the policy a couple of times to understand it and am still a bit confused as to what the change is! But that may say more about the complicatedness of the current policy.*
- *Also, when it's individual assessments, so far, everyone seems to get charged differently all depends on who does assessments and then a review comes up and it all changes all over again and again and again. It makes the future a massive cause for concern and very unstable. It's horrendous. Disabled peoples' futures are all dependent on people who often have never even met them before.*
- *No explanation required. If something is clear, it is clear.*
- *All documents received by LCC need clarification and use too many buzz words.*
- *More details on how this will be assessed would be helpful.*
- *Because I don't understand the policy.*

People were more positive on the need to make the change with 70% agreeing.

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

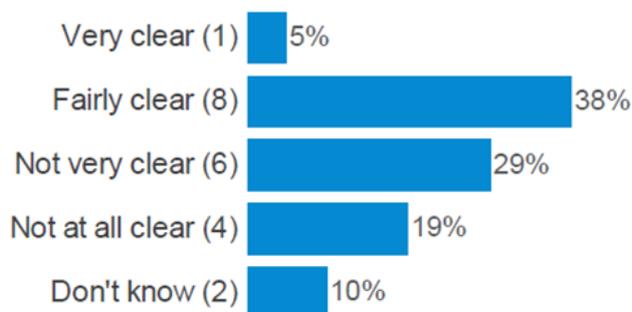


People were asked to provide any feedback on why they agreed/disagreed. Comments included:

- *It is more fair and equitable.*
- *With councils going bankrupt, I've not heard of any system which takes less!!!!!! It would be great, but over the years it's got worse and worse.*
- *As before, there should be no charge for care. If the person was more ill/disabled etc. and in hospital care would be free, why should someone have to pay if they were less needing of healthcare.*
- *Any simplification would be good, the financial assessment and guidance are far too difficult for anyone to understand.*
- *You appear to be reducing support.*
- *Seems only fair not to take away income from someone not in receipt of the care.*

A proposed change to simplify the method for of allowing for a reduction in the contribution towards a person's care and support services where this is necessary to protect the partner's position also had a mixed response. 48% found this to be not very or not at all clear versus 43% who stated it was very or fairly clear.

How clear, if at all, is the policy in explaining this simpler method of allowing for a reduction in the contribution towards a person's care and support services where this is necessary to protect the partner's position? (Section 48 of the policy)



People were asked to provide any feedback on why they agreed/disagreed. Comments included:

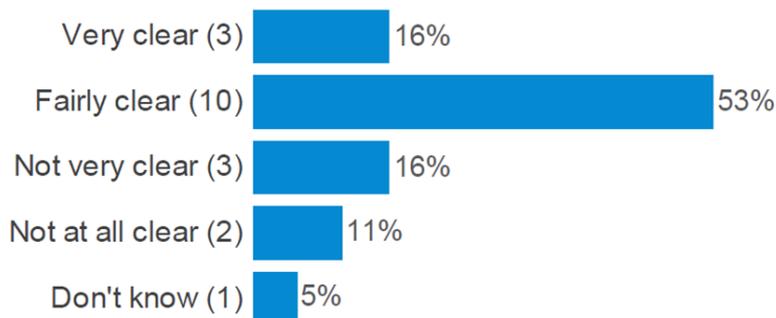
- *I don't understand the assessment process.*
- *I understood it!*
- *Didn't read that, not important to me.*
- *I didn't understand the policy.*

Feedback on Clarification of terminology

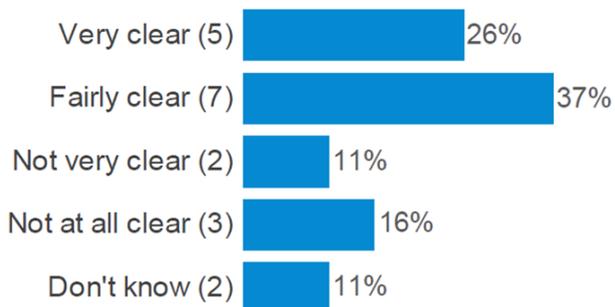
On the whole, people found these types of amendments had helped to make the policy clearer, in particular, definitions used in the policy, how to contact the Council's Financial Operations Team, the treatment of housing costs, the elements of Disability-related Expenditure and the appeals process.

There was a mixed response to the changes that are related to more complex areas of financial assessment. In particular, Court of Protection fees and appointeeship costs and how this related to Disability-related Expenditure.

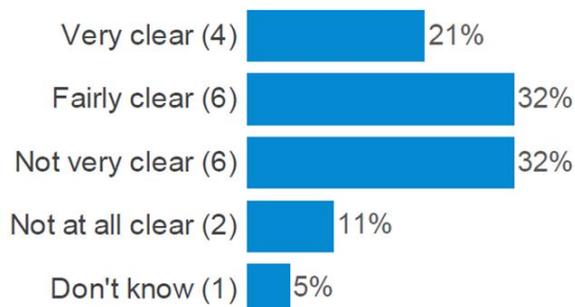
How clear, if at all, is the policy in explaining the following? (The definitions set out in the Policy. (Section 1 of the policy))



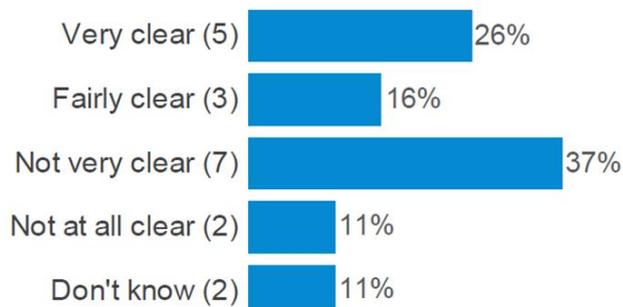
How clear, if at all, is the policy in explaining the following? (How people can contact the Council's Financial Operations Team to make arrangements for a payment plan. (Section 7 of the policy))



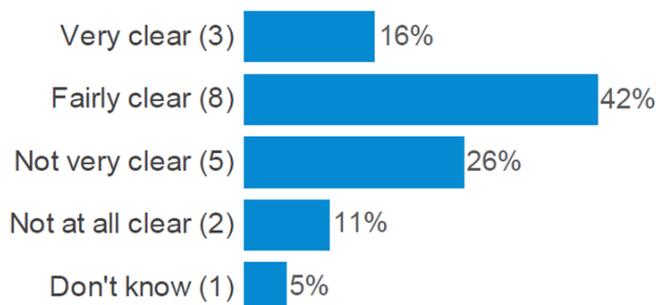
How clear, if at all, is the policy in explaining the following? (How eligible housing costs can be included in a person's financial assessment to reduce the contribution they are required to pay towards the cost of their care services. (Section 47.5 of the policy))



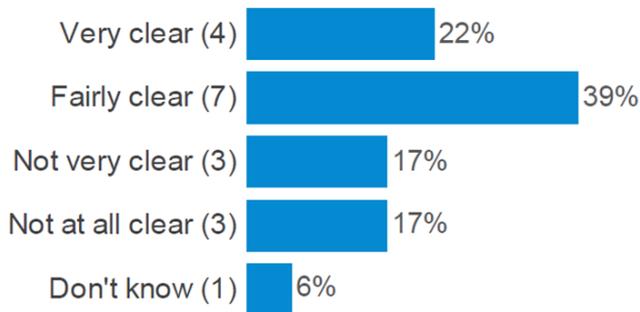
How clear, if at all, is the policy in explaining the following? (That Court of Protection deputyship fees and costs relating to professional appointeeship services are now included in the list of disability related expenditure. (Section 49 of the policy))



How clear, if at all, is the policy in explaining the following? (That the Council may require additional evidence to consider potential disability-related expenditure. (Section 49 of the policy))



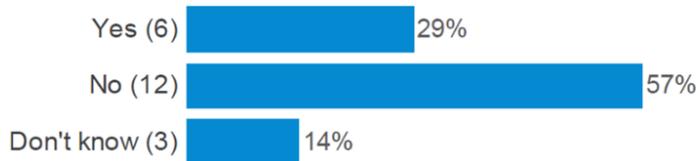
How clear, if at all, is the policy in explaining the following? (That a person can request a review and appeal the outcome of their financial assessment if they think the Council has made a mistake. (Section 52 of the policy))



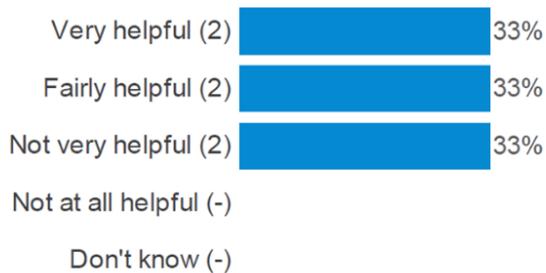
Feedback on the Factsheets relating to Financial Assessments

People were asked for their views on the factsheets that are available explaining a variety of financial aspects of the assessment process. Of those who indicated they had looked at the factsheets, 66% found them very or fairly helpful.

Have you looked at any of the information factsheets?



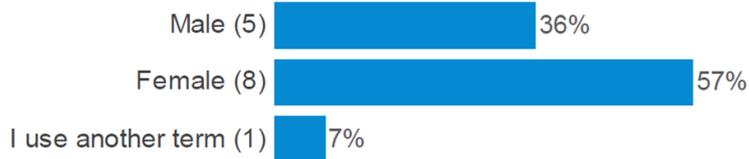
How helpful, if at all, are the information factsheets in clarifying how different aspects of the financial assessment process work?



Demography

The following charts show the demographic make-up of respondents.

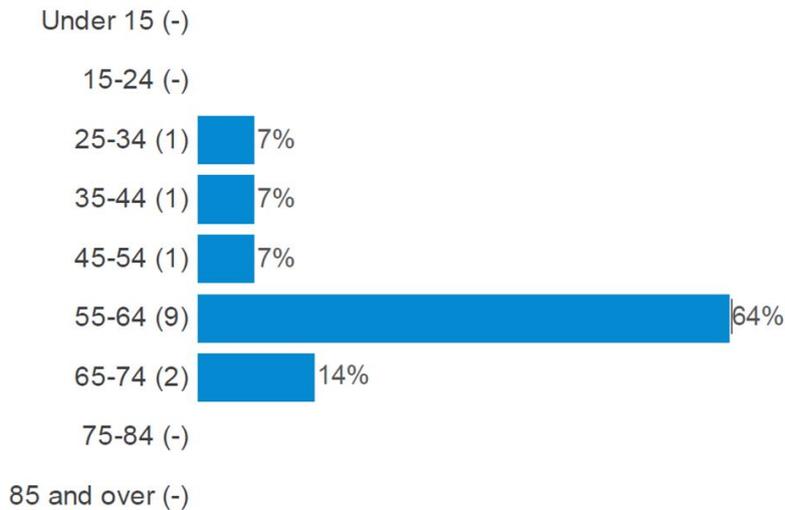
What is your gender?



Is the gender you identify with the same as your sex registered at birth?



What was your age on your last birthday? (derived)



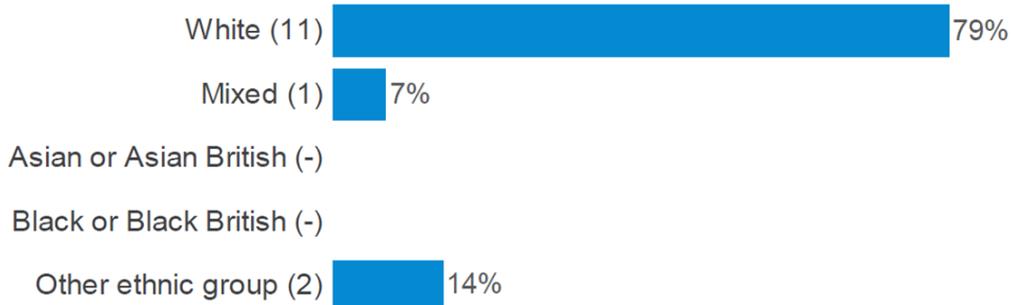
Are you a carer of a person aged 18 or over?



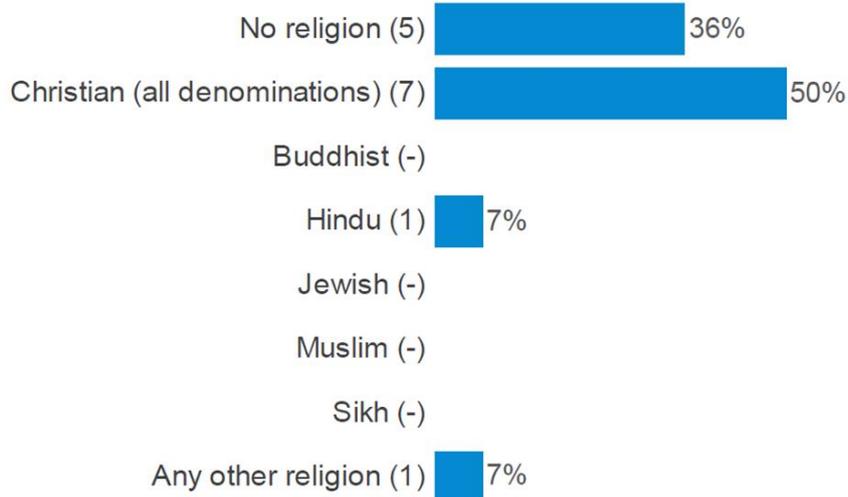
Do you have a long-standing illness, disability or infirmity?



What is your ethnic group? Please tick one box only.



What is your religion?



Are you an employee of Leicestershire County Council?



What is your sexual orientation?

