

## APPENDIX F

### CONSULTATION – CHARGING FOR NON-RESIDENTIAL (COMMUNITY-BASED) ADULT SOCIAL CARE SERVICES

This consultation seeks views on the proposals to make changes to the way Hertfordshire County Council charges for community based adult social care. The current charging policy for community-based services is available on the internet at the following location:

[Paying for your care costs | Hertfordshire County Council | www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

The reasons Hertfordshire County Council want to do this:

- To bring charging arrangements up to date with the guidance on charging set out in the Care Act 2014
- To consider charging for services that the law says the County Council are allowed to charge for, but that are currently provided for free
- To charge an amount that reflects the true cost of providing these services  
To bring Hertfordshire County Council's charges in line with other Local Authorities

The County Council continues to face pressure on resources and seeks to make the best use of funds available to support all care requirements. We continue to be committed to providing a wide range of services to as many people as possible and collect a fair contribution if and when required towards them. If we don't increase our charges we may have to consider reducing the level of services we currently provide and the number of people we are able to support with these services.

The proposals set out in this consultation would produce extra income and help to keep current service levels. Your views on any proposed changes will be provided to County Councillors who will take them into account after hearing all of the evidence from the consultation. County Councillors will then make a final decision.

Any changes to the charging policy would not see a change to the financial assessment process; this will continue to take place to make sure that individuals are left with enough money to meet their essential household expenses and needs, including any extra expenses relating to a disability.

#### **Why am I being sent this consultation?**

You are being sent this consultation document because you, or someone you look after, is receiving a non-residential care service through the Council's social services. We are proposing changes to our charging policy and seek your views and input.

#### **How will this affect me?**

That depends on your circumstances and on which services you are currently receiving. When a final decision has been made on each of the proposals set out in

this consultation, we will re-assess everyone and let them know how they will be individually affected. Charges may increase for some, but not for others.

If any changes are made to the charging policy as a result of this consultation, it is proposed that those who are currently using these social care services and any future users will be affected by the proposals. If there are going to be any changes made, they will be effective from 15 April 2018. Individuals who have a change made to their charges as a result of this consultation will not be expected to make any back dated payments for services previously received before the new charging policy is brought into effect.

### **What do I do if I cannot afford to pay an increased charge?**

When a final decision has been made on changes to our charging policy for non-residential care services, we will write to everyone to let them know how they will be affected. A new financial assessment will need to be carried out for all of those using a care service that may be affected. If you are affected, we will complete a financial assessment and write to you with the outcome. When we write to you, we will tell you what you can do if you feel you cannot afford your charge, such as submitting an appeal.

### **What are you proposing to change?**

The proposed changes are set out below and we ask for your opinion on each proposed item in the enclosed questionnaire. Please note that the Council could decide to make no changes, make some of the proposed changes, or the Council could decide to implement all of the proposed changes. Your views will help the Council to form an opinion on each proposal.

#### **1. Higher Rate Attendance Allowance and Higher Rate Disability Living Allowance (Care Component)**

The Care Act 2014 allows councils to include any money people get from these benefits to be taken into account when we work out how much people should contribute towards the cost of their care. Currently, depending on which benefit is being paid the Council does not take into account the following elements:

- **Attendance Allowance:** the Council doesn't take into account the difference between the higher rate and the lower rate
- **Disability Living Allowance (Care Component):** the Council doesn't take into account the difference between the higher rate and the middle rate.

Both of these benefits are awarded to enable an individual to pay towards the cost of their care. The Council proposes to include the full value of these benefits when calculating the contribution payable towards care.

This change would align how the Council treats those who receive Attendance Allowance and Disability Living Allowance (Care Component) to how the Council treats those who receive Personal Independence Payments, which are already taken into account in full.

#### **2. Double-Handed Care (having more than one carer attend at once)**

In some instances more than one carer is required to deliver a service (sometimes known as ‘double-handed’ care). Currently, the Council only charge for one carer to attend and provide this service. The Council does not charge for the cost of the second carer even though they incur a cost for this service.

So that the client contribution correctly reflects the cost of providing the service, it is proposed that the charge is based on the cost of both carers attending and providing the service.

### 3. Flexi-care Charges

The Council’s Flexi-care service is provided to some people who live in ‘sheltered or assisted accommodation’ and receive a care service to support them to live there safely. Flexi-care is based on levels (or bands), these levels are worked out based on the level of care support an individual requires; for example, if a person receives two hours of care per week they would be classed in the ‘low’ band level and pay a charge which is calculated on 1.5 hours of care. The Council is proposing to increase the amount charged per level/band as follows:

<b>Band</b>	<b>Hours of care received per week</b>	<b>Hours that charges are currently based on</b>	<b>Hours that proposed charges would be based on</b>
Low	0-3	1.5	3
Medium	3-10	7	8.5
High	10+	14	15

### 4. Telecare

Telecare is the term for the use of technology, including monitors and sensors, to sustain and enable independent living at home. This could include remote monitoring or self-monitoring. A ‘responder service’ is usually included providing support to the service user when needed.

The Council pay a provider to supply and manage this care service which they currently provide free of charge to those with eligible social care needs. The Council proposes to make a fixed charge for this service of £3.25 per week.

### 5. Transport to Day Care Services

Door to door transportation is available for journeys to and from day centres. The current charge for transportation does not reflect the true cost of providing the service and is subsidised by the Council. The cost to the Council per journey is £6.89; however the Council currently charges £1 per journey.

The Council proposes to increase this charge to £2 per journey to reflect a more realistic contribution towards the cost of providing the service.

### The next steps

**The consultation is open between 03 October 2017 and 31 December 2017.**

All feedback provided will be considered by County Councillors before a final decision is made on each of the proposals. Councillors may choose to adopt none, some or all of the proposals. Councillors may also choose to vary any of the proposals to make them fairer or lessen any negative impact on those using one of these care services.

Councillors will be making their decision at the Cabinet meeting dated 19 February 2018.

When the final decision on the proposals are known, we will write to all the people who are currently receiving a non-residential; care service to let them know the outcome of the consultation and to confirm the implementation date of changes, if any.

It is proposed that any changes to policy that are agreed by councillors take effect from 15 April 2018.

**How can I take part?**

We will be sending a paper copy of the Charging Consultation to all of the people who currently receive a non-residential care service. If you need another copy, please contact us at:

Web Address/Email/Phone/Postal Address - TBC

Additionally, you can find the charging consultation on our website. If you would prefer to complete this consultation online, please go to:

WEB Address - TBC

We will be holding two focus groups for people to attend and meet with a group of representatives from the County Council in person to discuss the proposed changes and give us their feedback. If you would like to attend one of the focus groups please call us on Telephone Number, or email us at the address given above.

The focus groups will be held in the following venues at the dates and times indicated:

<b>Date</b>	<b>Times</b>	<b>Venue</b>
TBC	TBC	TBC

Completed consultation questionnaires should be returned to us by **31 December 2017**. Consultation responses received after this date will not be included.

Email: Dedicated Email Address – to be confirmed  
Address: Adult Care Services

Non-Residential (Community Based) Care Charging Consultation  
 SFAR225  
 Farnham House  
 Six Hills Way  
 Stevenage  
 Herts SG1 2FQ

### Charging Consultation Questionnaire

Please give us your views on the proposals set out in the consultation document.

Please can you tell us in what capacity you are responding to this questionnaire:

**Please Tick**

A service user or carer	<input type="checkbox"/>
A representative of a service user	<input type="checkbox"/>
Someone else (for example, if you work for a voluntary organisation)	<input type="checkbox"/>
If someone else please provide further details below;	

### Question 1 (Attendance Allowance and Disability Living Allowance)

The Council will take into account Attendance Allowance or Disability Living Allowance (Care Component only) at the higher rate when completing financial assessments for care services.

Option	Your preference (please tick)
I strongly agree	<input type="checkbox"/>
I agree	<input type="checkbox"/>
I neither agree nor disagree	<input type="checkbox"/>
I disagree	<input type="checkbox"/>
I strongly disagree	<input type="checkbox"/>

Please tell us the reason for your answer:

**Question 2 (Charging for double-handed care)**

Where more than one paid carer is provided to attend and carry out a care service, the Council will charge for both carers, instead of only charging for one carer as it currently does.

<b>Option</b>	<b>Your preference (please tick)</b>
I strongly agree	
I agree	
I neither agree nor disagree	
I disagree	
I strongly disagree	

Please tell us the reason for your answer:

**Question 3 (Changes to the way Flexi-care is charged)**

The Council will increase the current hours used to set the charges in each level/band for Flexi-care services.

<b>Option</b>	<b>Your preference (please tick)</b>
I strongly agree	
I agree	
I neither agree nor disagree	
I disagree	
I strongly disagree	

Please tell us the reason for your answer:

**Question 4 (Introduce charges for Telecare)**

The Council will charge users who receive no other care service for Telecare services, the use of technology, including monitors, sensors and a responder service, to sustain and enable independent living at home. The weekly charge will be £3.25 per week.

<b>Option</b>	<b>Your preference (please tick)</b>
I strongly agree	
I agree	
I neither agree nor disagree	
I disagree	
I strongly disagree	

Please tell us the reason for your answer:



**Question 5 (Changes to Transport charges)**

The Council will reduce how much it subsidises transport to better reflect the cost of providing this service by increasing the amount charged per journey from £1 to £2 per journey

<b>Option</b>	<b>Your preference (please tick)</b>
I strongly agree	
I agree	
I neither agree nor disagree	
I disagree	
I strongly disagree	

Please tell us the reason for your answer:

**If you have any additional comments about this charging consultation, please provide these in the box below:**

