



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

# Impact of Adult Social Care Charging Policies Changes **Consultation Report**

September 2023

# Impact of Adult Social Care Charging Policies Changes: Consultation Report

## Document Governance

Title	Impact of Adult Social Care Charging Policies Changes: Consultation Report
Purpose/scope	To present a summary of the feedback received during the consultation.
Report authors	Damion Clayton, Insight Partner, Policy & Development Sarah Downes, Assurance and Integration Programme Manager, Adult Social Care Clare Hall-Salter, Service Delivery Manager, Assurance, Transformation and Financial Management. Adult Social Care
Date of report	24.10.2023
Version	FINAL v0.6
Disclaimer	Telford & Wrekin Council, while believing the information in this publication to be correct, does not guarantee its accuracy nor does the Council accept any liability for any direct or indirect loss or damage or other consequences, however arising, from the use of such information supplied. For our full Terms and Disclaimer, please see <a href="http://www.telford.gov.uk/terms">http://www.telford.gov.uk/terms</a>

## Contents

Executive Summary .....	4
Introduction .....	7
Methodology.....	7
Survey Responses .....	10
Respondents.....	10
Extent of agreement or disagreement with the principles.....	11
Impact of proposed changes.....	13
Other feedback on the proposed changes .....	16
Survey Respondent Profile .....	17
Feedback from Consultation Sessions .....	23
Session feedback.....	24
Session profile .....	24
Organisational Consultation Responses .....	26
Alternative options suggested .....	26
Comments about services .....	26
Conclusion .....	27
Appendix 1 – Communication Summary .....	30
Appendix 2 - Consultation Session Notes .....	32
Appendix 3 – Organisational response to consultation.....	39
Version Control.....	42

## Executive Summary

- 1.1. The Council is facing a significant financial challenge and increasing demand for Adult Social Care services. At the same time, the Council's Adult Social Care Charging Policies, in particular the application of the Minimum Income Guarantee (MIG), compared to national Department for Health and Social Care (DHSC) charging guidelines, is currently significantly different. In addition, the current charges are not comparable with many other Local Authorities.

With less government funding and a growing demand for social care services from an ageing population and from people with complex support needs, it is becoming increasingly challenging for the Council to cover the rising costs of care provision. This is despite the Council investing an extra £10million into adult social care this year.

The Council would like to continue to deliver the highest standard of care to people who use our social care services, while ensuring that their contributions to the care they receive are affordable and based on their individual circumstances and ensuring that adult social care services are sustainable in the longer term.

In line with the Council's Medium Term Financial Strategy 2023/24 – 2026/27 a review was undertaken on the Adult Social Care Residential and Non-Residential Care Charging Policies. This review identified key areas for proposed change. The proposed changes will directly affect people and as such, in line with the public sector expectations, a consultation was undertaken.

Across the consultation activity held in Summer 2023, we received 396 responses (359 via surveys and 37 via specific consultation sessions). The following images show some of the key headline results and quotes from people.

## Adult Social Care charging policies review consultation survey

June – September 2023 | 359 responses

48.3%



Of respondents agreed or strongly agreed with the charging principles

21.5%



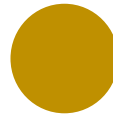
Of respondents disagreed or strongly disagreed with the charging principles

14.2%



Of respondents felt the changes would have a positive impact on them and their families

39.2%



Of respondents felt the changes would have neither a positive nor a negative impact on them and their families

46.6%



Of respondents felt the changes would have a negative impact on them and their families

"A matter of great regret that Government has failed to reform the financial basis for social care provisions"

"I don't believe we should follow these proposals. If there is a need to save money maybe look at other ways."

"You will charge more and offer nothing in return."

"People are financially finding the cost of living difficult and any changes would impact on this."

"I am not sure how this will impact on me - until I know the amount of charge there will be."

"These changes would be devastating."

"It is scary."

"Due to the cost of living increase with food and utility, we are now unable to do the activities we used to do. Also this will and can have a big impact on our mental health in more ways than one."

"Concerns people are choosing not to take their care due to cost ."

"Please don't over complicate the financial assessment and provide adequate time for it to be completed."

"This is effectively a tax on being disabled"



**The findings of the consultation highlight that whilst a significant proportion of people agreed with the charging principles, a significant proportion reported that the changes would have a negative impact on them and their families.**

The purpose of this report is to present a summary of the feedback received during the consultation.

## Introduction

The Council is facing a significant financial challenge and increasing demand for Adult Social Care services.

In line with the Council's Medium Term Financial Strategy, approved by Council following public consultation in March 2023, a review was undertaken on the Adult Social Care Residential and Non-Residential Care Charging Policies. This review identified key areas for proposed change.

The proposed changes will directly affect people and as such, in line with the public sector expectations, a consultation was undertaken.

As at June 2023 (prior to the start of the consultation) there were 1,882 people who were receiving chargeable care and support, of which 1,394 received non-residential care and 488 received residential care. Around half of the 1,882 people receiving chargeable social care services will experience no change to their contribution to care, while others will see their contributions to care increase.

The consultation provided people with information about the proposed changes, how the proposed changes may affect them and gave them an opportunity to have their say. Please refer to [www.telford.gov.uk/ASCCharging](http://www.telford.gov.uk/ASCCharging) for further information on the background to the consultation.

The consultation was open for 11 weeks, from 20 June 2023 to 4 September 2023. It was targeted at those specifically affected by the changes but also engaged the wider community.

This report presents a summary of the feedback received during the consultation.

## Methodology

The approach to the consultation on the proposed Adult Social Care Charging Policies was undertaken with due regard to the Public Sector Equality Duty contained in s.149 Equality Act 2010.

The aims of the consultation were to:

- Communicate clearly to people, residents and stakeholders, the proposed changes to the Adult Social Care Charging Policies.
- Ensure any person, resident or stakeholder, who wished to comment on the proposed changes had the opportunity to do so, enabling them to raise any impacts the implementation of proposed changes may have.
- Allow participants to propose alternative suggestions which they feel could achieve the objective in a different way for consideration by the Council.

- Provide feedback on the results of the consultation to the Cabinet Member for Adult Social Care and Health Systems and Director of Adult Social Care to enable them to make informed decisions about implementation.

The consultation was open for 11 weeks, from 20 June 2023 to 4 September 2023. It was targeted at those specifically affected by the changes but also engaged the wider community. This report highlights the responses and feedback received and from which stakeholder groups. This includes:

- People who are currently in receipt of chargeable care and support
- Unpaid carers
- Family members and those with caring responsibilities
- Co-production / Involvement Groups
- Organisations who support people with care and support needs

### **Consultation methodology**

The consultation was undertaken through a variety of methods to ensure people were able to have their say (and in accordance with the Public Sector Equality Duty and the Adult Social Care Accessible Information Standards). These included:

- Paper copy of survey and consultation document (with free return envelope)
- Accessible versions of paper copy of survey and consultation document (with free return envelope) - including easy read, large font and different languages
- Consultation document (available online and in paper form)
- Online survey
- Public bookable virtual sessions
- Public bookable face to face sessions in community settings
- Independent advocacy offer to support most vulnerable to share their views
- Stakeholder meetings

### **Supporting communication channels**

A communication plan was in place and for each target audience the most appropriate and effective communication channels were used. Please refer to the separate Communication Summary report Appendix 1 for further information.

### **Consultation Questions**

The following questions were asked in the survey:

The Council currently seeks financial contributions from individuals towards the cost of their care services, in line with the **charging principles of the Care Act** as follows:

- Ensure that people are not charged more than it is reasonably practical 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;
- Promote wellbeing, social inclusion, and support the vision of personalisation, independence, choice, and control;



- Support carers to look after their own health and wellbeing and to care effectively and safely;
- Be person-focused, reflecting the variety of care and caring journeys and the variety of options available to meet their needs;
- Apply the charging rules equally so those with similar needs or services are treated the same and minimise anomalies between different care settings;
- Encourage and enable those who wish to stay in or take up employment, education or training or plan for the future costs of meeting their needs to do so; and
- Be sustainable for local authorities in the long-term.

1. After reading the consultation documents to what extent do you agree or disagree with the charging principles.

*Options of: strongly disagree, disagree, neutral, agree, strongly agree*

*Please tell us why: open text box*

2. What impact do you feel the proposed changes to the charging policies may have on you and your family?

*On a scale of 1-5, with 1 being negative impact and 5 being positive impact*

*Please tell us why: open text box*

3. Is there anything else in relation to the proposed changes that you want to tell us?

*Open text box*

The following section of the report will analyse the information received through all the consultation routes.

## Survey Responses

The consultation survey received a total of 359 responses, of which 287 (79.9%) were from the paper survey, including 6 easy read surveys, and 72 (20.1%) from the online survey.

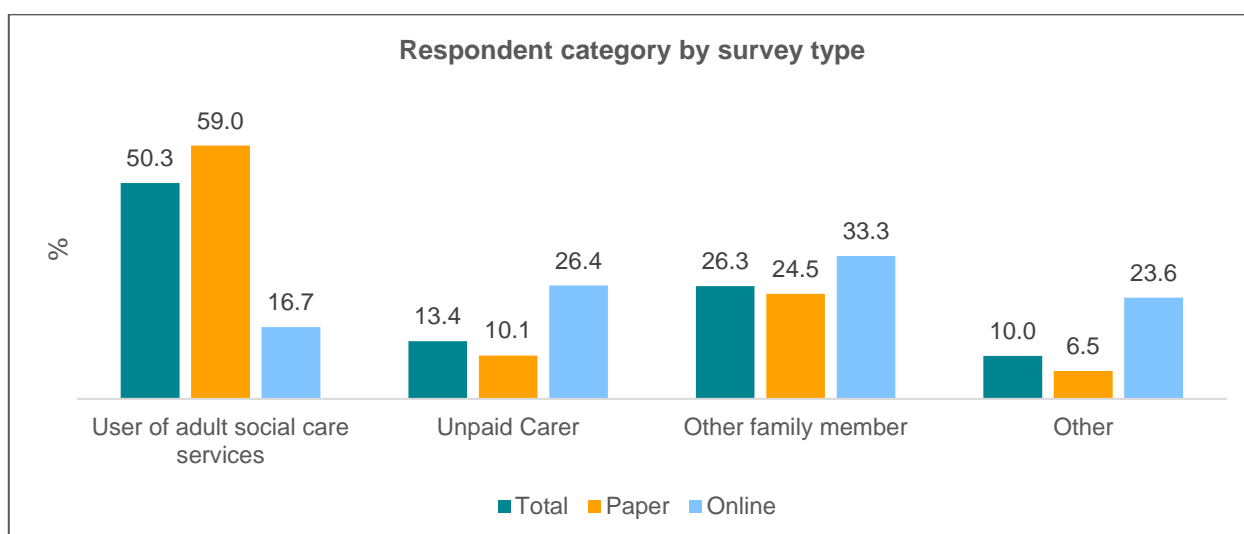
### Respondents

Overall, half of respondents (50.3%) indicated that they were users of adult social care services, around one quarter (26.3%) were other family members, 13.4% were unpaid carers and 10.0% selected other.

Other respondents included people working in supported living, and borough residents who were not users of services, unpaid carers, or other family members.

The greatest proportion of respondents who completed the paper survey (59.0%) were users of adult social care services, 24.5% were other family members and 10.1% unpaid carers.

1 in 3 respondents (33.3%) to the online survey were other family members, 26.4% were unpaid carers and 16.7% users of adult social care services.

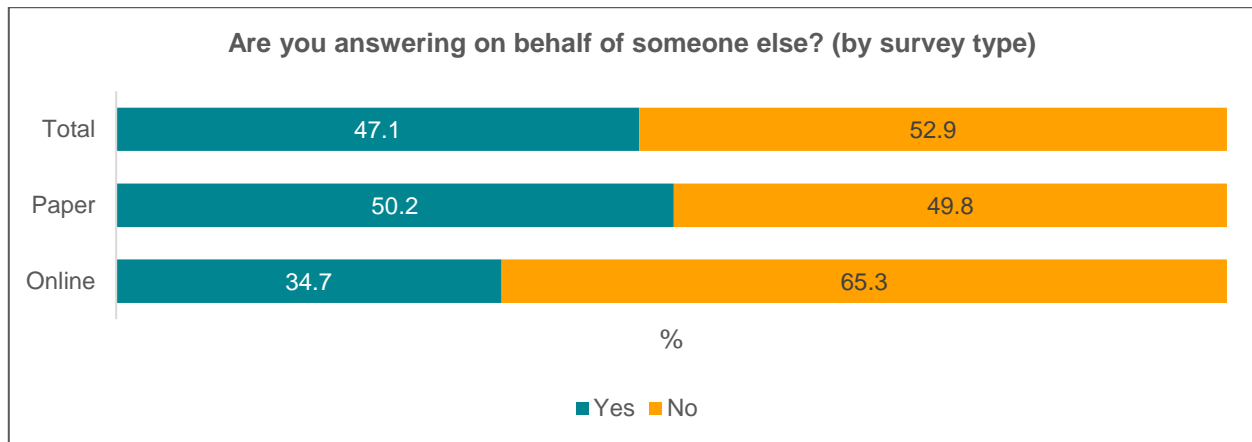


Survey type	User of adult social care services		Unpaid Carer		Other family member		Other	
	n	%	n	%	n	%	n	%
Paper	164	59.0%	28	10.1%	68	24.5%	18	6.5%
Online	12	16.7%	19	26.4%	24	33.3%	17	23.6%
<b>Total</b>	<b>176</b>	<b>50.3%</b>	<b>47</b>	<b>13.4%</b>	<b>92</b>	<b>26.3%</b>	<b>35</b>	<b>10.0%</b>

In total, 52.9% of respondents were answering on behalf of themselves compared with 47.1% of respondents who were answering on behalf of someone else.

Respondents who completed the paper survey were split evenly between those answering on behalf of someone else (50.2%) and those answering on behalf of themselves (49.8%).

Almost two thirds of respondents who completed the online survey (65.3%) were answering on behalf of themselves compared to 34.7% who indicated that they were answering on behalf of someone else.



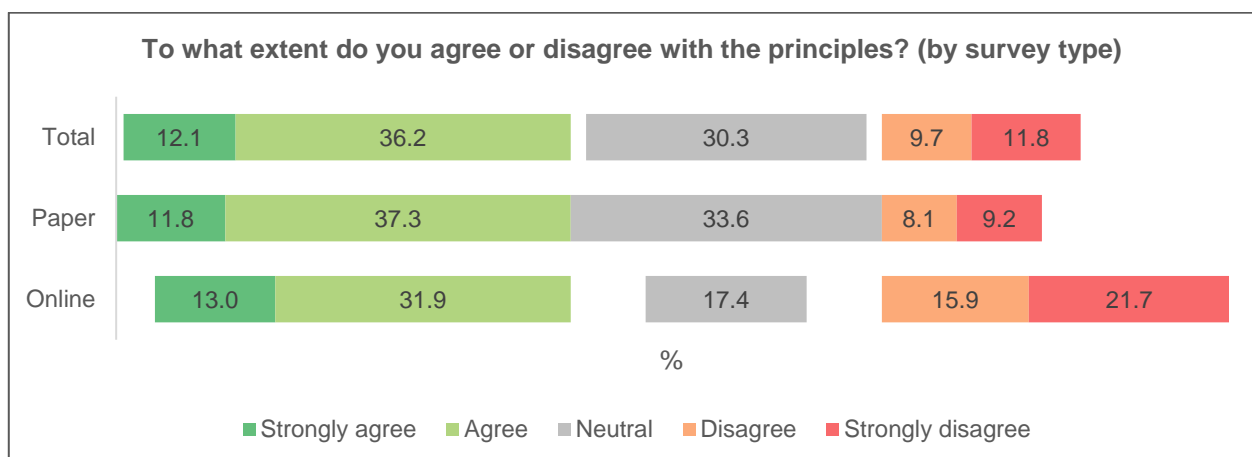
Survey type	Yes		No	
	n	%	n	%
Paper	143	50.2%	142	49.8%
Online	25	34.7%	47	65.3%
<b>Total</b>	<b>168</b>	<b>47.1%</b>	<b>189</b>	<b>52.9%</b>

### Extent of agreement or disagreement with the principles

Overall, 48.3% of respondents agreed or strongly agreed with the charging principles, compared with 21.5% who disagreed or strongly disagreed. 30.3% of respondents neither agreed nor disagreed with the principles.

49.1% of respondents who completed the paper survey agreed or strongly agreed with the charging principles compared with 17.3% who disagreed or strongly disagreed. 1 in 3 respondents who completed the paper survey neither agreed nor disagreed with the principles.

44.9% of respondents who completed the online survey agreed or strongly with the principles, however respondents to the online survey had the greatest proportion who disagreed or strongly disagreed with the principles (37.6%) and the smallest proportion who neither agreed nor disagreed.



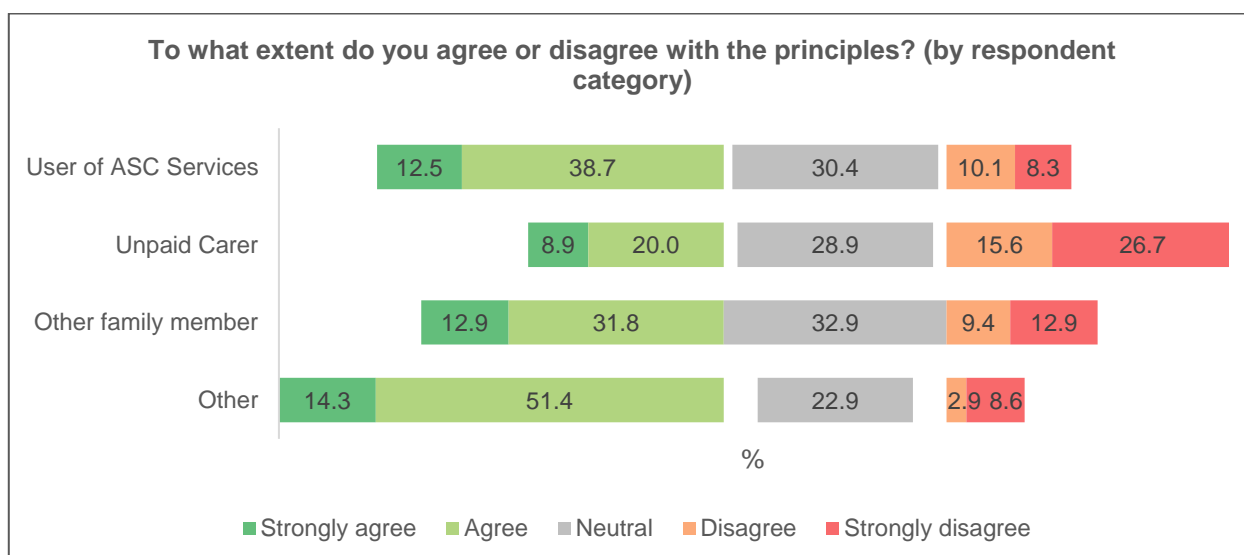
Survey type	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
	n	%	n	%	n	%	n	%	n	%
Paper	32	11.8%	101	37.3%	91	33.6%	22	8.1%	25	9.2%
Online	9	13.0%	22	31.9%	12	17.4%	11	15.9%	15	21.7%
<b>Total</b>	<b>41</b>	<b>21.1%</b>	<b>123</b>	<b>36.2%</b>	<b>103</b>	<b>30.3%</b>	<b>33</b>	<b>9.7%</b>	<b>40</b>	<b>11.8%</b>

More than half of users of adult social care services (51.2%) agreed or strongly agreed with the charging principles compared with 18.5% who disagreed or strongly disagreed.

A greater proportion of respondents who were unpaid carers disagreed or strongly disagreed with principles (42.3%) than agreed or strongly agreed (28.9%).

44.7% of respondents who were other family members agreed or strongly agreed with the charging principles compared to 22.3% of respondents who disagreed or strongly disagreed.

Almost two thirds of other respondents (65.7%) agreed or strongly agreed with the principles.



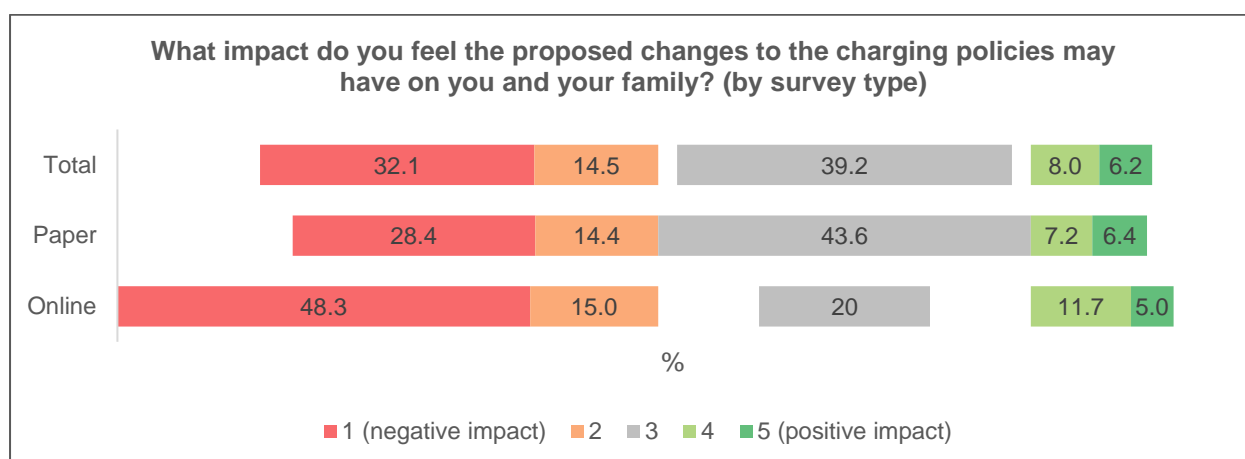
Respondent category	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
	n	%	n	%	n	%	n	%	n	%
User of ASC services	21	12.5%	65	38.7%	51	30.4%	17	10.1%	14	8.3%
Unpaid Carer	4	8.9%	9	20.0%	13	28.9%	7	15.6%	12	26.7%
Other family member	11	12.9%	27	31.8%	28	32.9%	8	9.4%	11	12.9%
Other	5	14.3%	18	51.4%	8	22.9%	1	2.9%	3	8.6%
<b>All respondents</b>	<b>41</b>	<b>21.1%</b>	<b>123</b>	<b>36.2%</b>	<b>103</b>	<b>30.3%</b>	<b>33</b>	<b>9.7%</b>	<b>40</b>	<b>11.8%</b>

The comments provided for this question have been themed to help analysis and grouped by whether the comment was positive, neutral, negative, or related to the consultation in general.

The most common positive theme was that the principles were fair, whilst the most common negative theme was that it would increase financial hardship.

Comment type	Comment theme	Count of comments
Positive	Fair	29
	Acceptable contributions / affordable	11
	Currently not sustainable / long term viability of ASC	10
Neutral	Necessary	15
	No impact on respondent	2
Negative	Increased financial hardship	36
	Unfair	9
	Negative impact on wellbeing	8
	Negative impact on carers	7
	Immoral	6
	Negative impact on standard of living	5
	Discriminatory	4
	Appointee charges extreme	4
	Tax on the disabled / old	4
	Will not seek or accept care and support from social care	3
	Not person-centred	2
	Negative impact on ability to remain at home	2
Consultation	Do not understand	14
	Do not have the financial detail	4
	Decision already made	2

### Impact of proposed changes



On a scale of 1-5, with 1 being negative and 5 being positive, 46.6% of all respondents indicated that the proposed changes to charging policies would have a negative impact on them and their families (1 and 2) compared with 14.2% who indicated that it would have a positive impact (4 and 5).

39.2% indicated a neutral response midway between positive and negative (score 3).

63.3% of respondents who completed the online survey indicated that the changes would have a negative impact.

The greatest proportion of respondents who completed the paper survey (43.6%) indicated that the impact would be at a mid-point between positive and negative, whilst 42.8% indicated that it would have a negative impact.

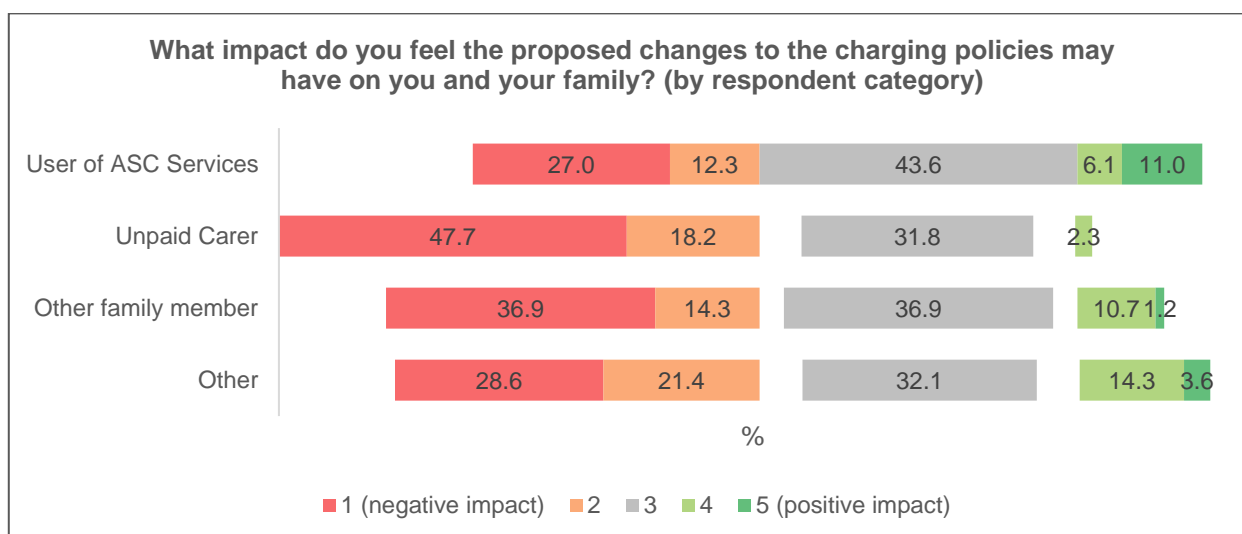
Survey type	1 (negative impact)		2		3		4		5 (positive impact)	
	n	%	n	%	n	%	n	%	n	%
Paper	75	28.4%	38	14.4%	115	43.6%	19	7.2%	17	6.4%
Online	29	48.3%	9	15.0%	12	20.0%	7	11.7%	3	5.0%
<b>Total</b>	<b>104</b>	<b>32.1%</b>	<b>47</b>	<b>14.5%</b>	<b>127</b>	<b>39.2%</b>	<b>26</b>	<b>8.0%</b>	<b>20</b>	<b>6.2%</b>

The greatest proportion of respondents who were users of adult social care services (43.6%) indicated that the impact would be at a mid-point between positive and negative. 39.9% of respondents who were users of adult social care services indicated that the changes would have a negative impact on them and their families, and 17.2% said that it would have a positive impact.

Almost two thirds of respondents who were unpaid carers (65.9%) indicated that the proposed changes would have a negative impact on them and their families.

51.2% of respondents who were other family members said that the changes would have a negative impact compared with 11.9% who indicated that the changes would have a positive impact on them and their families.

Half of other respondents (50.0%) indicated that the changes would have a negative impact on them and their families.



Respondent category	1 (negative impact)		2		3		4		5 (positive impact)	
	n	%	n	%	n	%	n	%	n	%
User of ASC services	44	27.0%	20	12.3%	71	43.6%	10	6.1%	18	11.0%
Unpaid Carer	21	47.7%	8	18.2%	14	31.8%	1	2.3%	-	-
Other family member	31	36.9%	12	14.3%	31	36.9%	9	10.7%	1	1.2%
Other	8	28.6%	6	21.4%	9	32.1%	4	14.3%	1	3.6%
<b>All respondents</b>	<b>104</b>	<b>32.1%</b>	<b>47</b>	<b>14.5%</b>	<b>127</b>	<b>39.2%</b>	<b>26</b>	<b>8.0%</b>	<b>20</b>	<b>6.2%</b>

Respondents were asked to explain why the changes would have the impact that they had indicated. The comments provided for this question have been themed to help analysis and grouped by whether the comment was positive, neutral, negative, or related to the consultation in general.

The most common theme was that the changes would increase financial hardship. Other common themes included there would be no impact on respondent, they did not have the financial detail and it would have a negative impact on wellbeing.

Comment type	Comment theme	Count of comments
Positive	Acceptable contributions / affordable	9
	Fair	4
	Currently not sustainable / long term viability of ASC	2
Neutral	No impact on respondent	39
	Necessary	6
Negative	Increased financial hardship	85
	Negative impact on wellbeing	19
	Negative impact on standard of living	16
	Will not seek or accept care and support from social care	13
	Negative impact on wider family	6
	Unfair	5
	Uses savings quicker	4
	Negative impact on carers	3
	Lead to people disposing of their income / capital	3
	Tax on the disabled/ old	2
	Negative impact on ability to remain at home	2
Consultation	Do not have the financial detail	21
	Do not understand	5
	Decision already made	2

## Other feedback on the proposed changes

Respondents were asked if there was anything else in relation to the proposed changes that they wanted to say. The comments provided for this question have been themed to help analysis and grouped by whether the comment was positive, neutral, negative, or related to the consultation in general. Themes with more than one response are shown in the table below.

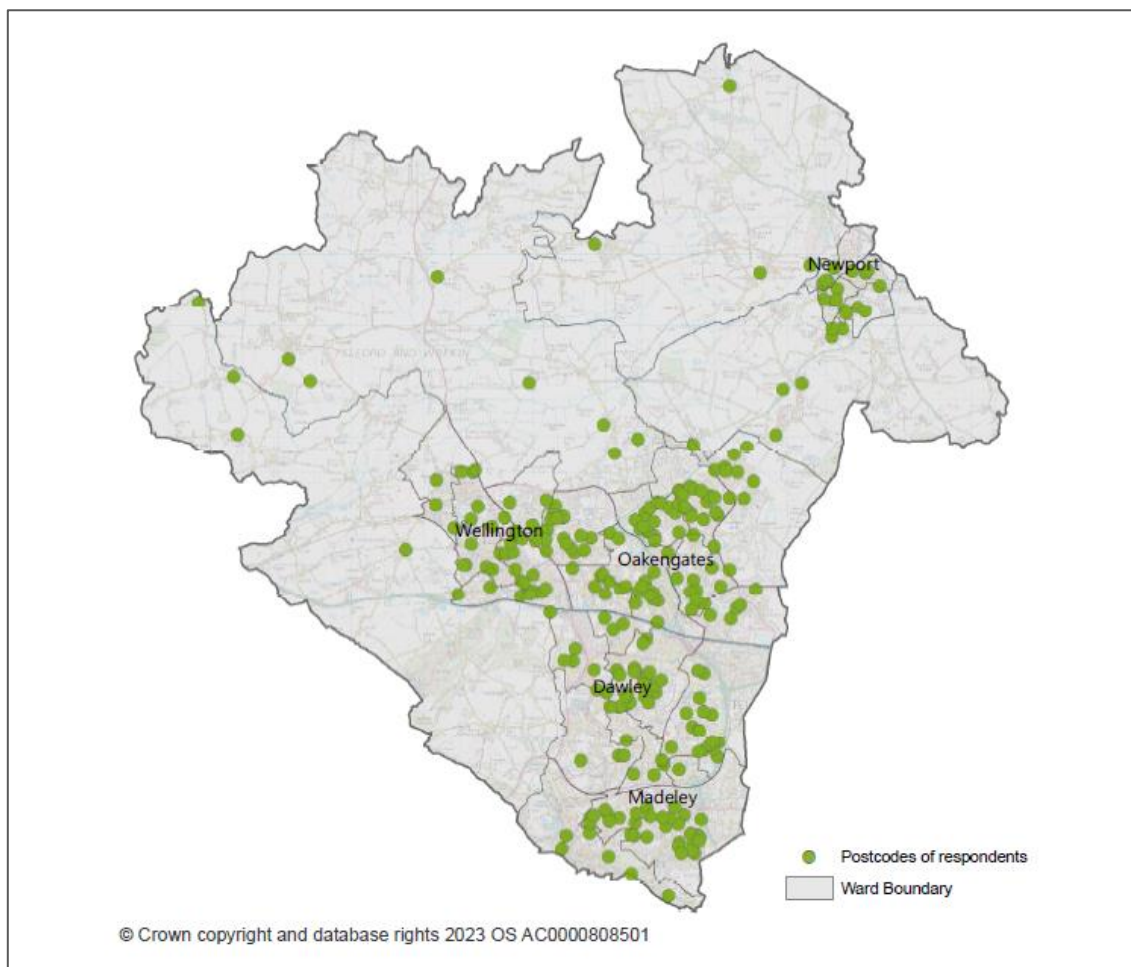
The most common themes were that the changes were unfair, would increase financial hardship, that respondents did not have the financial detail and that the changes were fair.

Comment type	Comment theme	Count of comments
Positive	Fair	7
Neutral	National issue	4
Negative	Unfair	13
	Increased financial hardship	12
	Negative impact on wellbeing	5
	Discriminatory	5
	Tax on the disabled/ old	3
	Will not seek or accept care and support from social care	3
	Negative impact on ability to remain at home	3
	Negative impact on carers	3
	Long term negative impact on Council	2
	Negative impact on standard of living	2
	Negative impact on wider family	2
	Not person-centred	2
Consultation	Do not have the financial detail	8
	Do not understand	4
	Decision already made	3
	Happy with communications and methods of consultation	2



## Survey Respondent Profile

Responses were received from residents of all the borough's 32 Wards. The map below shows the distribution of respondents by postcode where this information was provided.



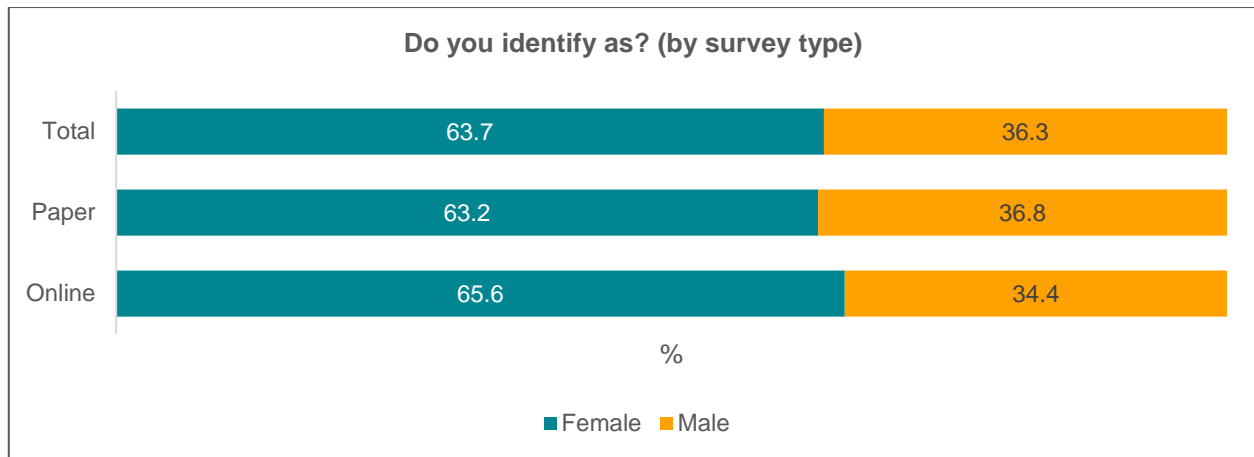
## Gender

In total, 63.7% of respondents who answered this question identified as female and 36.3% as male. This compares with a 51.4% female and 48.6% male split in the overall borough population aged 18 and above<sup>1</sup>.

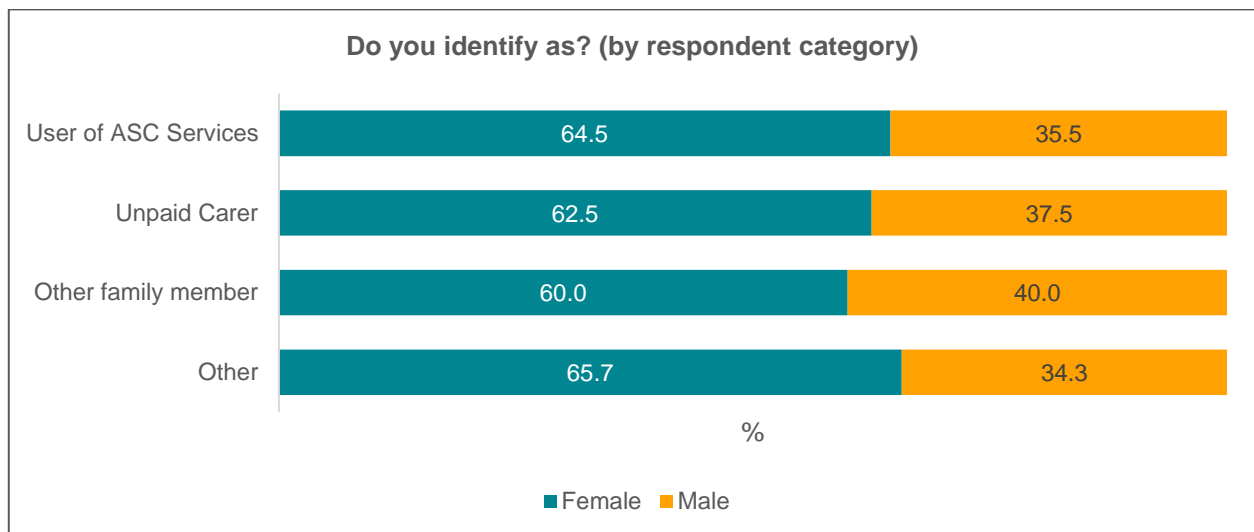
The proportion of female and male respondents was broadly similar across all survey types and respondent categories. For respondents who were users of adult social care services, the profile was 64.5% female and 35.5%. This compares with the actual gender profile of those in receipt of chargeable care and support of 56.2% female and 43.8% male.

---

<sup>1</sup> [ONS:Census 2021](#)



Survey type	Female		Male	
	n	%	n	%
Paper	172	63.2%	100	36.8%
Online	40	65.6%	21	34.4%
<b>Total</b>	<b>212</b>	<b>63.7%</b>	<b>121</b>	<b>36.3%</b>



Respondent category	Female		Male	
	n	%	n	%
User of Adult Social Care Services	107	64.5%	59	35.5%
Unpaid Carer	25	62.5%	15	37.5%
Other family member	51	60.0%	34	40.0%
Other	23	65.7%	12	34.3%
<b>All respondents</b>	<b>212</b>	<b>63.7%</b>	<b>121</b>	<b>36.3%</b>

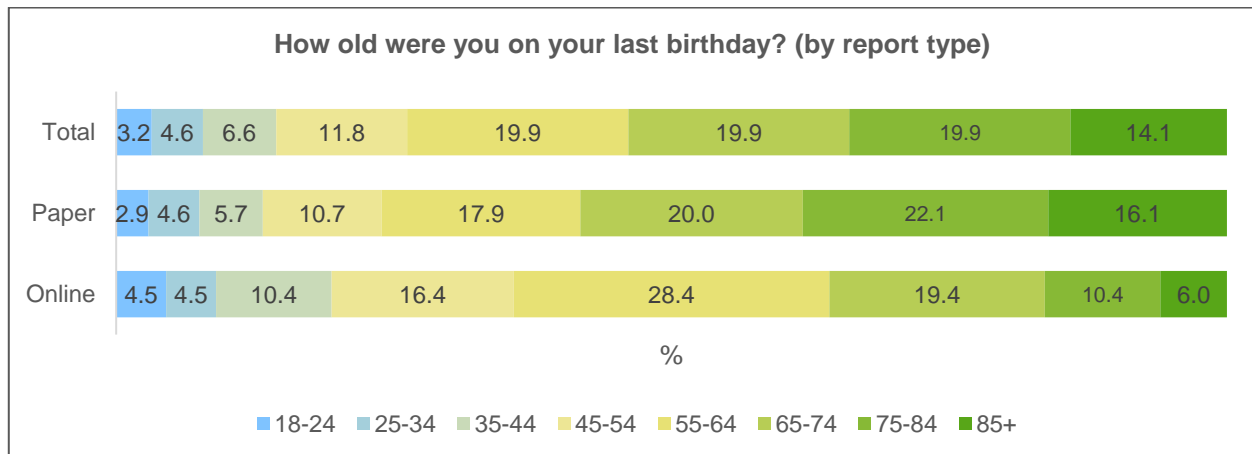
## Age

Responses were received from all age groups from 18-24 to 85 and over.

More than half of all respondents who answered this question (53.9%) were aged 65 and over, with 42.9% aged 25 to 64, and 3.2% aged under 25.

58.2% of respondents who completed the paper survey were aged 65 and over; 38.9% between 25 and 64, and 2.9% aged under 25.

Respondents to the online survey had a younger age profile, with 59.7% aged 25-64, 35.8% aged 65 and over, and 4.5% aged under 25.



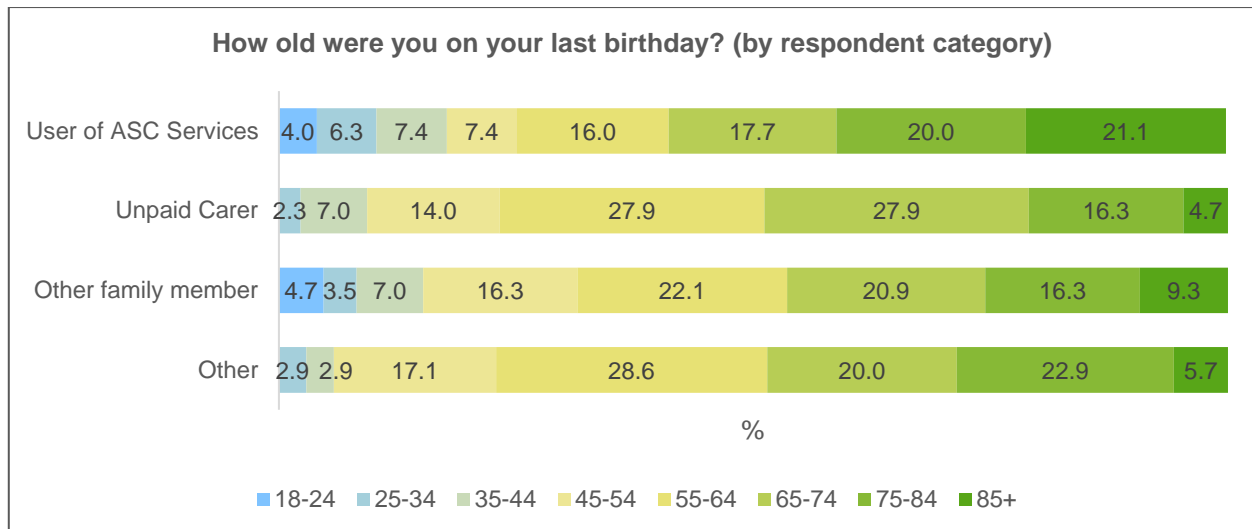
Age Group	Paper		Online		Total	
	n	%	n	%	n	%
18-24	8	2.9%	3	4.5%	11	3.2%
25-34	13	4.6%	3	4.5%	16	4.6%
35-44	16	5.7%	7	10.4%	23	6.6%
45-54	30	10.7%	11	16.4%	41	11.8%
55-64	50	17.9%	19	28.4%	69	19.9%
65-74	56	20.0%	13	19.4%	69	19.9%
75-84	62	22.1%	7	10.4%	69	19.9%
85+	45	16.1%	4	6.0%	49	14.1%

58.9% of respondents who were users of adult social services were aged 65 and over, with 21.1% aged 85 and over. 37.1% of respondents in this category were aged 25-64, and 4.0% aged under 25. This compares with the actual age profile of those in receipt of chargeable care and support of 58.2% aged 65 and over, 22.5% aged 85 and over, 34.5% aged 25-64 and 7.3% aged under 25.

Almost half of unpaid carers who responded (48.8%) were aged 65 and over. 51.2% were aged 25-64 and no unpaid carers responded who identified themselves as being aged under 25.

48.8% of other family members were aged 25-64; 46.5% aged 65 and over, and 4.7% aged under 25.

51.4% of other respondents were aged 25-64, with 48.6% aged 65 and over.

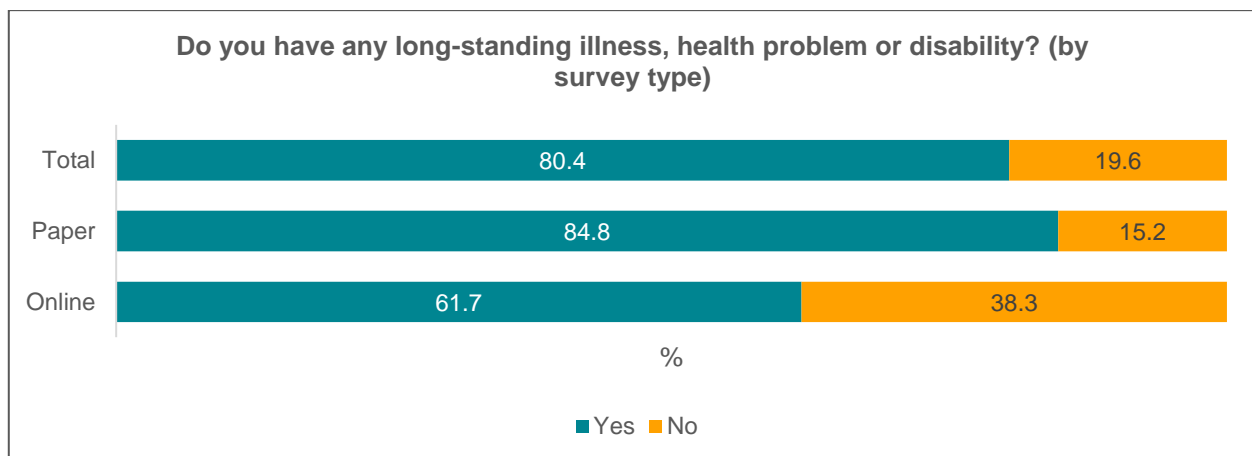


Age Group	User of ASC services		Unpaid Carer		Other family member		Other		All respondents	
	n	%	n	%	n	%	n	%	n	%
18-24	7	4.0%	-	-	4	4.7%	-	-	11	3.2%
25-34	11	6.3%	1	2.3%	3	3.5%	1	2.9%	16	4.6%
35-44	13	7.4%	3	7.0%	6	7.0%	1	2.9%	23	6.6%
45-54	13	7.4%	6	14.0%	14	16.3%	6	17.1%	41	11.8%
55-64	28	16.0%	12	27.9%	19	22.1%	10	28.6%	69	19.9%
65-74	31	17.7%	12	27.9%	18	20.9%	7	20.0%	69	19.9%
75-84	35	20.0%	7	16.3%	14	16.3%	8	22.9%	69	19.9%
85+	37	21.1%	2	4.7%	8	9.3%	2	5.7%	49	14.1%

## Health & Disability

4 in 5 respondents who answered this question (80.4%) indicated that they had a long-standing illness, health problem or disability.

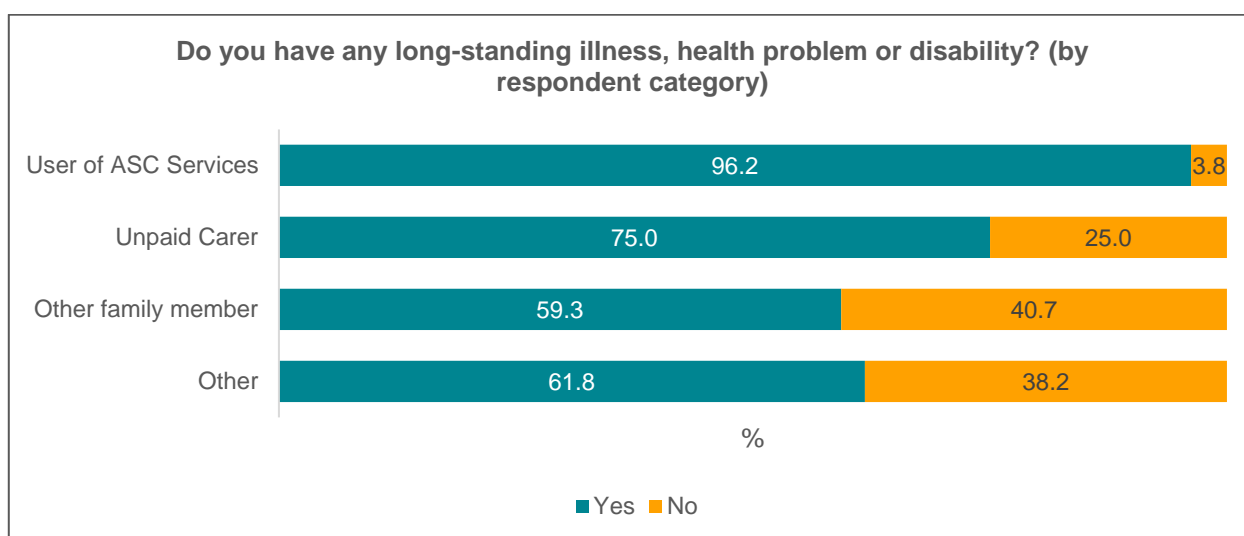
84.8% of respondents who completed the paper survey indicated that they had a long-standing illness, health problem or disability compared to 61.7% of those who completed the online survey.



Survey type	Yes		No	
	n	%	n	%
Paper	217	84.8%	39	15.2%
Online	37	61.7%	23	38.3%
<b>Total</b>	<b>254</b>	<b>80.4%</b>	<b>62</b>	<b>19.6%</b>

Almost all respondents who were users of adult social care services (96.2%) had a long-standing illness, health problem or disability.

Three quarters of those respondents who were unpaid carers (75.0%) had a long-standing illness, health problem or disability, as did 59.3% of other family members and 61.8% of other respondents.



Respondent category	Yes		No	
	n	%	n	%
User of Adult Social Care Services	153	96.2%	6	3.8%
Unpaid Carer	27	75.0%	9	25.0%
Other family member	48	59.3%	33	40.7%
Other	21	61.8%	13	38.2%
<b>All respondents</b>	<b>254</b>	<b>80.4%</b>	<b>62</b>	<b>19.6%</b>

## Ethnicity

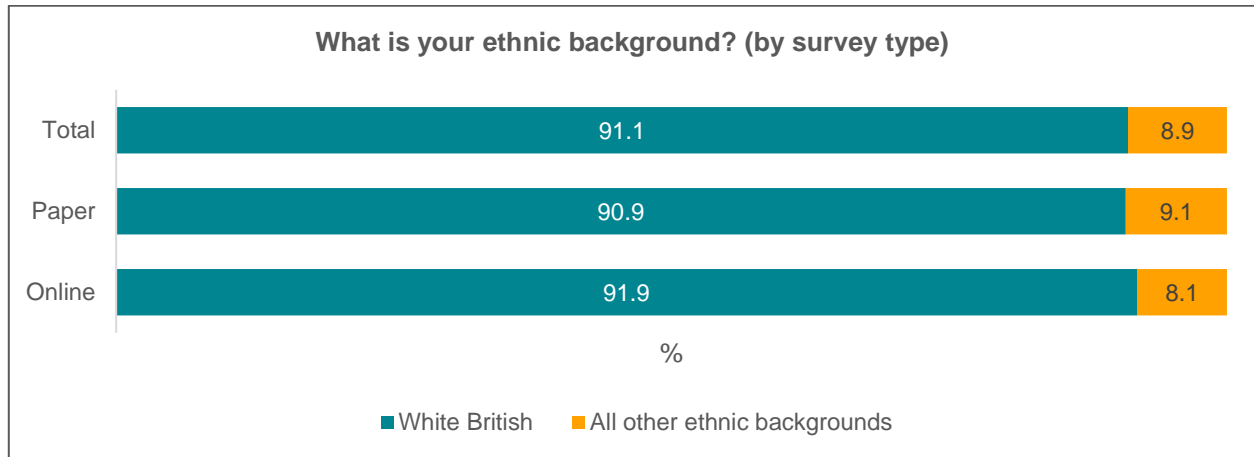
In total, 91.1% of respondents who answered this question were from a White British ethnic background and 8.9% from all other ethnic backgrounds.<sup>2</sup>

The proportion of respondents from a White British ethnic background was 90% or higher for all survey types and respondent categories. This compares with 83.0% from a White British background in the overall borough population.<sup>3</sup>

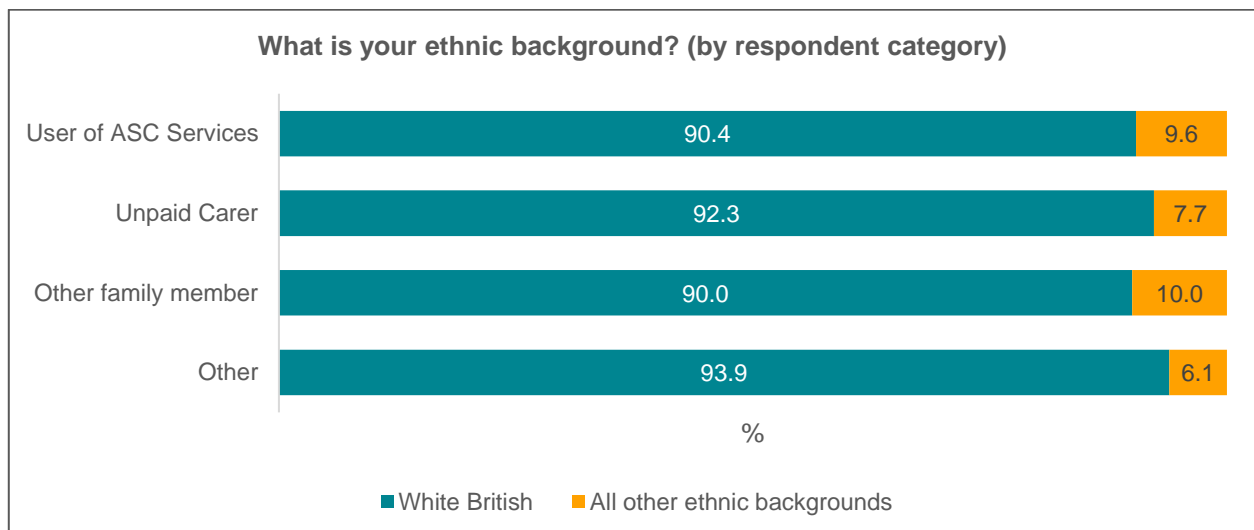
<sup>2</sup> This includes all Asian, Black and Mixed ethnic backgrounds plus White: Irish, White: Roma, White: Gypsy or Irish Traveller and White: Other White.

<sup>3</sup> [ONS: Census 2021](#)

The ethnic profile of respondents who were users of adult social care services of 90.4% White British and 9.6% all other ethnic backgrounds compares to an actual profile of those in receipt of chargeable care and support of 92.9% White British and 7.1% all other ethnic backgrounds.



Survey type	White British		All other ethnic backgrounds	
	n	%	n	%
Paper	239	90.9%	24	9.1%
Online	57	91.9%	5	8.1%
<b>Total</b>	<b>296</b>	<b>91.1%</b>	<b>29</b>	<b>8.9%</b>



Respondent category	Yes		No	
	n	%	n	%
User of Adult Social Care Services	151	90.4%	16	9.6%
Unpaid Carer	36	92.3%	3	7.7%
Other family member	72	90.0%	8	10.0%
Other	31	93.9%	2	6.1%
<b>All respondents</b>	<b>296</b>	<b>91.1%</b>	<b>29</b>	<b>8.9%</b>

## Feedback from Consultation Sessions

To provide people with the opportunity to share their views on the consultation, face to face and virtual consultation session were available.

During the consultation period 9 consultation sessions were planned – 4 face to face and 5 virtual. Due to unforeseen circumstances 1 face to face session was cancelled but was replaced with an additional virtual session date. The sessions are shown in the below image, taken from the website:

Consultation Sessions		
The following sessions are available for anyone to book on to.		
This table shows the Face to Face Consultation Sessions.		
DATE	TIME	VENUE
Wednesday 12 July 2023	11am	Interfaith Council. 19 New Street, Wellington, TELFORD TF1 1LU  This session will be British Sign Language (BSL) interpreted
Thursday 20 July 2023	9.30am	The Hub on the Hill, 106 Southgate, Sutton Hill, Telford, TF7 4HG
<b>Cancelled</b>  Thursday 10 August 2023	  2.30pm	  Cosy Hall, Water Lane, Newport, Shropshire. TF10 7LD  <b>Due to unforeseen circumstances this session has been cancelled.</b>
Wednesday 23 August 2023	6pm	Ketley Community Centre, Holyhead Road, Ketley Telford, TF1 5AN
This table shows the Virtual Consultation Sessions.		
DATE	TIME	VENUE
Wednesday 28 June 2023	11.30am	Microsoft Teams
Thursday 13 July 2023	3pm	Microsoft Teams
Monday 24 July 2023	11am	Microsoft Teams
<b>NEW</b> Wednesday 2 August 2023	12.30pm	Microsoft Teams
Monday 7 August 2023	1.30pm	Microsoft Teams
Tuesday 29 August 2023	2pm	Microsoft Teams

As well as the scheduled consultation sessions, other stakeholder sessions were also available upon request. Three such sessions were held:

- Making it Real Board consultation session on 30 June 2023
- Telford & Wrekin Scrutiny consultation session on 25 July 2023
- Expert by Experience consultation session on 24 August 2023

All consultation sessions were bookable through Eventbrite so to capture basic data and ensure any accessibility requirements of individuals attending were met. Through

conversations with individuals and VISS<sup>4</sup> one of the face to face sessions had British Sign Language Interpreters present and was in a suitable location for the deaf community – Wellington on 12 July 2023. The virtual sessions were held via Microsoft Teams, with instructions shared with the people that had booked on to enable them to access it with ease. All known accessibility requirements were met at the consultation sessions.

The sessions were anonymous, with only minimal information being noted about the attendees. The comments and views shared by attendees was captured at each session and can be viewed in Appendix 2.

## Session feedback

The feedback from the consultation session has been grouped into the following themes:

- Negative impact – finances, wellbeing, wider family, standard of living
- Will lead to people not seeking or accepting care and support from social care
- Do not understand
- Do not have the financial detail
- Communication needs to be better, understandable and accessible
- Lack of accessible public transport
- Everyone should be treated fairly
- Lack of support for unpaid carers
- No choice on care given
- Financial assessment not clear what it does and does not include and why
- Disability related expenses – unclear what it does and does not include and why
- Lack of carers assessment/ no impact from them
- Lack of consistency of assessment/practice
- Lack of support outside school time for young adults
- Council needs to be transparent where funding is spent
- Transparency needed
- Central government funding needs to be addressed and the Council should influence
- Council needs to prioritise spending on adults

## Session profile

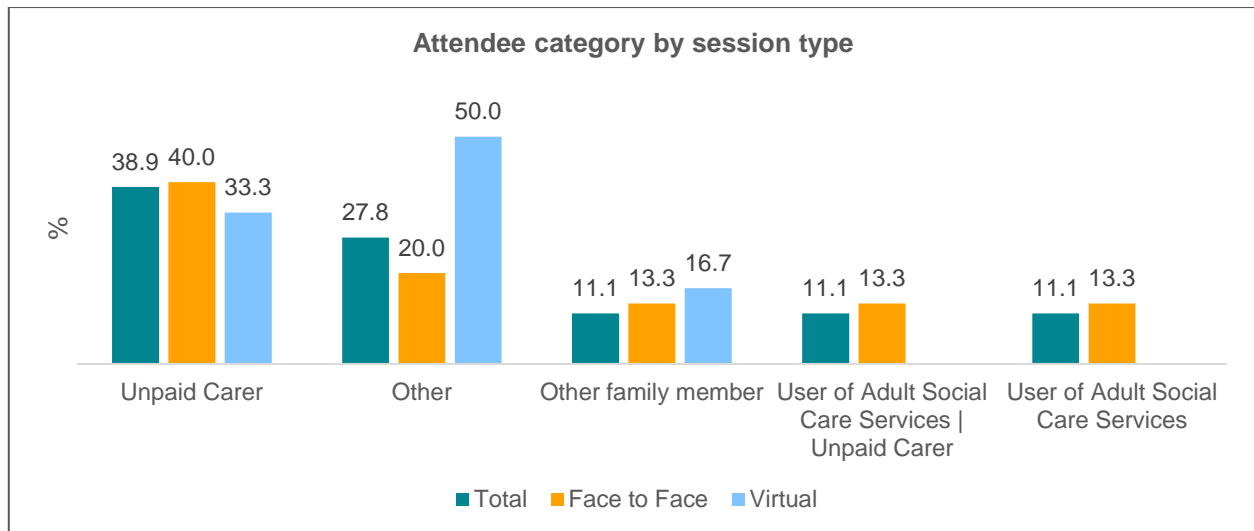
In total 29 consultation session bookings were made (this included 4 people who booked multiple sessions). Across all the consultation sessions 37 people attended and shared their views.

18 unique individuals booked onto sessions through Eventbrite, with the following profile of attendees by session type.

---

<sup>4</sup> VISS Sign Language Interpreting Service (Shropshire) Ltd <https://www.viss.org.uk/>





Session type	Unpaid Carer		Other		Other family member		User of ASC Services & Unpaid Carer	User of ASC services		
	n	%	n	%	n	%	n	%		
Face to Face	6	40.0%	3	20.0%	2	13.3%	2	13.3%	2	13.3%
Virtual	2	33.3%	3	50.0%	1	16.7%	-	-	-	-
<b>Total<sup>5</sup></b>	<b>7</b>	<b>38.9%</b>	<b>5</b>	<b>27.8%</b>	<b>2</b>	<b>11.1%</b>	<b>2</b>	<b>11.1%</b>	<b>2</b>	<b>11.1%</b>

Other attendees included people working in the Adult Social Care and Voluntary sector.

Although further data was captured in Eventbrite, the small numbers involved prevent any further analysis.

<sup>5</sup> This is the total unique individuals attending sessions and not the sum of those attending face to face and virtual sessions as some attended both virtual and face to face sessions.

## Organisational Consultation Responses

During the consultation period one organisational consultation response was received from Age UK Shropshire, Telford & Wrekin. Please refer to Appendix 3 for a copy of their submission received on 11 July 2023.

The Council responded to Age UK STW to confirm that that the points they raised would be considered as part of the review of the consultation responses.

## Alternative options suggested

Within the survey responses and consultation sessions 49 other options for consideration were shared. These have been grouped into the below themes:

- Not to proceed with any of the proposals
- Not to proceed with some of the proposals:
  - DLA and AA should not be taken into account
  - Higher rate disability should not be included
  - Self-funders should not pay charges
  - Should not charge for community alarms
- The implementation date should be extended to allow for more notice time
- It should not be means tested
- People should not pay for care at all
- The Council needs to prioritise spending on adults and invest differently
- Increase council tax
- Develop more in-house services

## Comments about services

The consultation also provided an opportunity for people to share their views on the Council and Adult Social Care in particular. In addition to the information in the above sections, people raised the following:

Comments in relation to care and support services	Comments in relation to other services
<ul style="list-style-type: none"> <li>• Communication               <ul style="list-style-type: none"> <li>○ Communication needs not taken into account in assessments</li> <li>○ Accessible communication needed ASC (all methods)</li> </ul> </li> <li>• Care not value for money / too costly</li> <li>• Everyone should be treated fairly</li> <li>• Unpaid carers:               <ul style="list-style-type: none"> <li>○ Lack of support for unpaid carers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Council needs to be transparent where funding is spent (e.g. 2% precept)</li> <li>• Gratitude for TWC support / Good Council services / grateful</li> <li>• Transparency needed (generic)</li> <li>• Communication needs to be better, understandable and accessible</li> <li>• Lack of accessible public transport</li> <li>• The Council should tackle disability fraudsters</li> </ul>

<ul style="list-style-type: none"> <li>○ Lack of carers assessment/ no impact from them</li> <li>○ No respite offered</li> <li>• No choice on care given</li> <li>• Assessments: <ul style="list-style-type: none"> <li>○ Financial assessment - not clear what it does and does not include and why</li> <li>○ Lack of consistency of assessment/practice</li> <li>○ Assessments take too long</li> <li>○ Not enough time to complete assessments</li> <li>○ Principles not happening in real life</li> <li>○ Wellbeing should be considered in financial assessment</li> <li>○ Re-assessments needed</li> </ul> </li> <li>• Disability related expenses – unclear what it does and does not include and why</li> <li>• No support received from TWC</li> <li>• Lack of support outside school time for young adults</li> <li>• No appeals process</li> <li>• Not comfortable with technology</li> </ul>	<ul style="list-style-type: none"> <li>• Central government funding needs to be addressed and Council should influence</li> <li>• Benefit rates not taking into account cost of living</li> <li>• Challenges around Personal Independence Payment (PIP) assessments</li> </ul>
---	--

## Conclusion

The consultation on the impact of the proposed changes to the Adult Social Care charging policies during Summer 2023 included a wide range of engagement and feedback from people who use adult social care services as well as carers, family members and organisations.

Overall, half of respondents (50.3%) indicated that they were users of adult social care services, around one quarter (26.3%) were other family members, 13.4% were unpaid carers and 10.0% selected other (e.g. people working in supported living, and borough residents who were not users of services).

The greatest proportion of respondents who completed the paper survey (59.0%) were users of adult social care services. 16.7% of those completing the online survey were users of adult social care services.

The findings of the consultation highlight that whilst a significant proportion of people agreed with the charging principles, a significant proportion reported that the changes would have a negative impact on them and their families.

The following images show some of the key headline results and quotes from the consultation.

## Adult Social Care charging policies review consultation survey

June – September 2023 | 359 responses

48.3%



Of respondents agreed or strongly agreed with the charging principles

21.5%



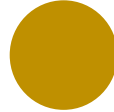
Of respondents disagreed or strongly disagreed with the charging principles

14.2%



Of respondents felt the changes would have a positive impact on them and their families

39.2%



Of respondents felt the changes would have neither a positive nor a negative impact on them and their families

46.6%



Of respondents felt the changes would have a negative impact on them and their families

"A matter of great regret that Government has failed to reform the financial basis for social care provisions"

"I don't believe we should follow these proposals. If there is a need to save money maybe look at other ways."

"You will charge more and offer nothing in return."

"People are financially finding the cost of living difficult and any changes would impact on this."

"I am not sure how this will impact on me - until I know the amount of charge there will be."

"These changes would be devastating."

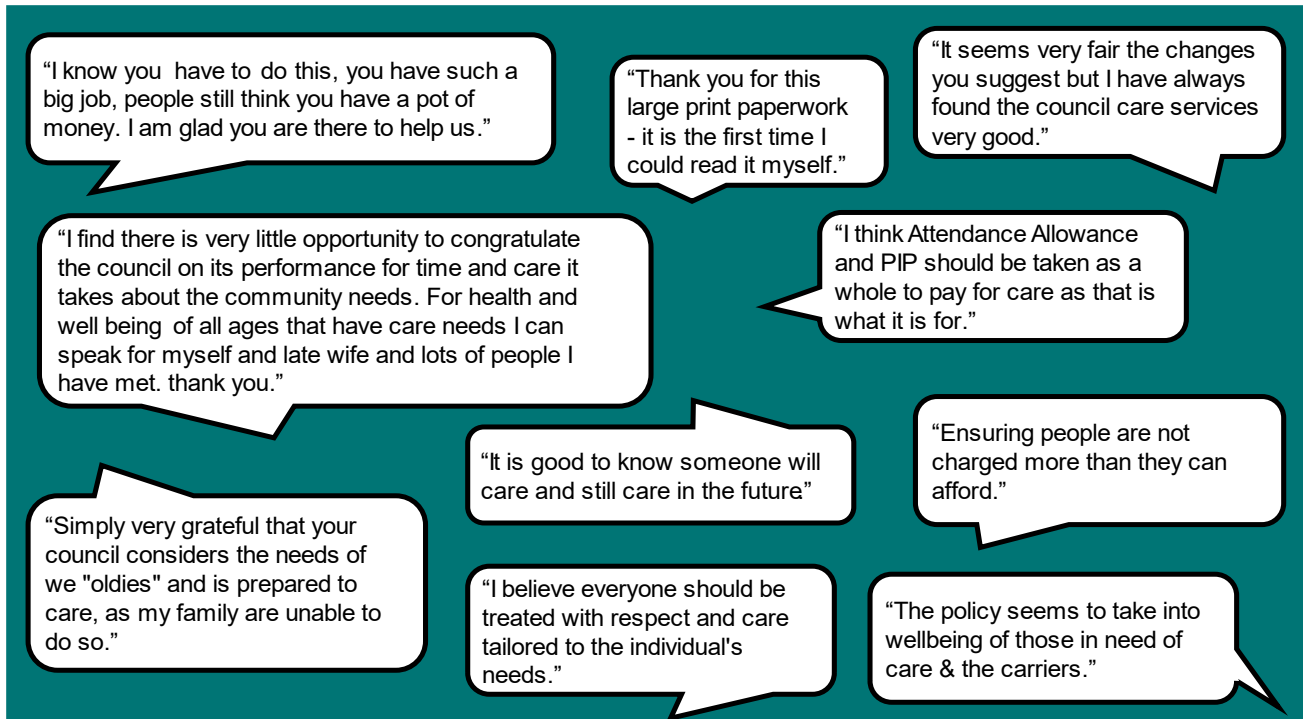
"It is scary."

"Due to the cost of living increase with food and utility, we are now unable to do the activities we used to do. Also this will and can have a big impact on our mental health in more ways than one."

"Concerns people are choosing not to take their care due to cost ."

"Please don't over complicate the financial assessment and provide adequate time for it to be completed."

"This is effectively a tax on being disabled"



In addition to the areas highlighted in the above quotes, a proportion of respondents stated that they did not have enough financial detail (33 respondents, 9.2%), or they did not understand the proposals (23 respondents, 6.1%), to enable them to have a view.

The consultation received responses from:

- all the borough's 32 wards;
- all age groups (18 years +);
- 63.7% of respondents identified as female and 36.3% as male
- 4 in 5 respondents (80.4%) indicated that they had a long-standing illness, health problem or disability; and
- 91.1% of respondents were from a White British ethnic background and 8.9% from all other ethnic backgrounds. This is comparable to the profile of those in receipt of chargeable care and support of (92.9% White British and 7.1% all other ethnic backgrounds).

58.2% of respondents who completed the paper survey were aged 65 and over, whereas respondents to the online survey had a younger age profile, with 59.7% aged 25-64.

The information shared by people through the consultation, as summarised in this report, will be shared with the Director of Adult Social Care and Cabinet Member for Adult Social Care and Health Systems to inform their decision about the proposed changes and next steps (as agreed at Cabinet in June 2023).

## Appendix 1 – Communication Summary

### Adult Social Care Proposed Changes to Charging Policies Communications Summary 20 June to 4 September 2023

Telford & Wrekin  
Co-operative CouncilProtect, care and invest  
to create a better borough

#### Campaign Aims

- To raise awareness of the proposed changes to the Adult Social Care Charging Policies and to promote and encourage people to take part in the consultation.
- To engage with external and internal stakeholders (including media, council staff) to explain the rationale of the proposals and to ask them to promote the consultation.

#### Main Message:

We are tackling financial challenges, a rising demand for adult social care services and growing pressures on the care market. We are committed to continue to provide people with the care and support package that best meets their needs and to ensure that they are not charged more than they can afford to pay.

#### What we did

- **Individual letter, consultation pack and paper copy of questionnaire** - sent to 2,307 people who would potentially be impacted by the proposed changes.
- **Consultation sessions** – in person and virtual
- **Direct promotion with people with care and support needs** through the workers supporting them
- **Social Media** – posts on corporate channels and council's service accounts encouraging people to share their views by taking part in the consultation (online survey, virtual/in person sessions)
- **Internet** - dedicated webpage detailing the proposals and ways to take part in the consultation (accessible formats available – e.g. easy-read, BSL)
- **Digital newsletters** – articles in council newsletters (e.g. Council Leader News, Community News, Adult Social Care News, SEND Newsletter) and partner newsletters.
- **Posters** - Posters in council's locations
- **Newsroom stories/media coverage**- Dedicated briefings with key media representatives, interviews (print, radio) with Cabinet member/ Newsroom articles
- **External stakeholders** - emails to key stakeholders, including providers, to encourage them to share the information, take part and to support people to get involved and have their say.
- **Internal stakeholders** – internal staff briefings, Elected Members briefing, Staff News, Intranet article, David's news

[www.telford.gov.uk/ASCcharging](http://www.telford.gov.uk/ASCcharging)

#### Outputs



21 social media posts



12 in person and virtual meetings



2,307 individual letters sent



2 press releases &amp; 2 radio interviews



300 website clicks from social media

#### Outcomes



72k reach



27 comments



70 shares/retweets



Local press and radio coverage

#### Impact

359 responses to the consultation survey received.

Over 1,700 visits to the dedicated webpage

37 people attended the virtual and in person sessions

38 people requested further financial detail

Please refer to the consultation summary report for the full detail.



## Examples of the communications during the consultation



Telford & Wrekin  
Cooperative Council

Protect, care and invest  
to create a better borough



Share  
your views!

### Share your views- Adult Social Care Charging Policies

Share your views!

We want to get your views on the impact proposed changes to social care charges may have on you and your family.

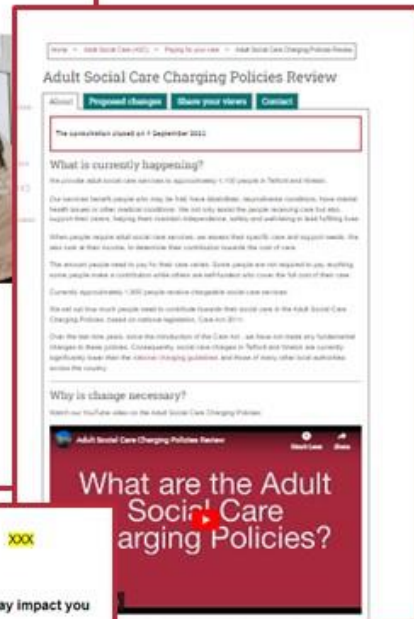
We want to hear from as many people as possible, including residents who use social care services, their families and carers.

Share your views by 4 September 2023.

Visit the Adult Social Care Charging Policies Review page below to find out about the proposed changes and to:

- complete a questionnaire
- book your place to a face-to-face or virtual session

Find out more



Re: Proposed Changes to Adult Social Care Charging Policies – how it may impact you  
Dear xxxxx

We are writing to inform you about proposed changes to the amount you contribute towards your care services.

You may have heard about the proposed changes in the media and we want to reassure you that we are taking account of individual circumstances and the possible impact of any increase for you.

#### Why are these changes proposed?

We want to continue to provide the highest standard of care to you and all the people in our borough benefiting from our social care services.

However, covering the rising costs of care provision is becoming increasingly challenging even with additional investment this year. Government funding has significantly decreased and there

## Appendix 2 - Consultation Session Notes

# Adult Social Care Charging Consultation

## Comments from Consultation Sessions and Stakeholder Meetings

### September 2023



## **28 June 2023 - Virtual Session**

- 0 bookings and 0 attendees

## **30 June 2023 – Face to face session with the Making it Real Board**

- 8 Making it Real Board members attended
- Felt they were left behind
- Did not want the consultation and proposals to go ahead
- Fear around the implications of the increased charges on people who are already struggling due to the cost of living crisis
- Numbers should be removed from the letters so it would be less worrying
- Queried the affordability of it for people and what would happen if people shut down and give up
- Disability related expenditures are changing again and what individuals were entitled to previously they are now not.
- Queried whether the assessment questions would be changing
- Emphasis should be placed on the consultation
- Asked for the message to go out on Facebook and Instagram
- Message needs to be clear that it will be based on individual assessments
- Stress and anxiety will push people into hospital
- There is no money so this is needed
- Disabled people are being picked on
- Framework will make assessments fair as some do not have enough money
- Biggest worry is that people stop their care – some people have already opted out due to affordability
- It is scary
- ASC does a good job but the issues is the budget hole and not being able to fill this.
- Queried if there is a plan B
- Nobody should have a special priority while others are suffering
- There are constraints everywhere, but the money needs to come from somewhere and the public need to know and understand this
- The nation need to be taking care of the most vulnerable.
- The situation could get worse but vulnerable people should not be paying increased charges.

## **12 July 2023 - Face to face session in Wellington**

- 1 booking
- 8 attendees - deaf community and unpaid carer
- DRE – have to pay for interpreter, will they have to pay twice?
- Who is doing the assessments? Generic social workers a big issue for deaf community
- Would like to be engaged with in the future regarding what social work services look like
- Deaf community not involved in any decision but want to be – across health and social care
- Communications not there, they get ignored.
- Means people get very confused as no interpreter most of the time
- Awareness of deaf needs
- Involve deaf community in Making it Real Board or other appropriate groups
- Telephone and online is not enough
- BSL video needed
- Currently individuals use VISS to translate letters. VISS taking over role of social workers – working with them more than just an interpreting service

- Very important to have contact with Council
- Texting service needed
- Most of services only accessible by phone – need to think about that
- Written letters to be translated in BSL – VISS provide this service
- When attend Council they should have an interpreter; they are forgotten about. Means a wasted journey
- Outside/external interpreters not easy – local best
- VISS been around for many years
- Clarified residential not affected by proposed tariff income as already in place
- Staff in hospital and residential homes don't sign - makes it very lonely as they can't communicate, there's no way to communicate and the person's mental health goes down dramatically
- If deaf people end up in residential home but they can't meet the needs of deaf community
- Training of staff, support of staff and awareness of needs
- Need to find different ways of working
- Care homes inappropriate places for deaf community, need another type of provision. It's not equal provision. A specific deaf provision is needed.
- Care home in Blackpool and Isle of White have deaf specific provisions. One in Shrewsbury too.
- Bring all individuals together so they can support and be a community together
- Deaf community are involved with the council – maybe 3-4 people represent community and help shape services.

### **13 July 2023 - Virtual Session**

- 4 bookings, 2 attendees – VCSE organisation and unpaid carer
- Why so generous in the first place?
- How can people in CVS help to get message across?
- Clearly thought about the needs of people being able to access the consultation
- Want to prevent people's anxiety and any myth busting
- Great doing consultation and great to reassure people
- Pleased to hear no proposals to charge carers directly.
- In Equality Impact Assessment says one of the risks is people start to reduce care and the impact this would have on unpaid carers. This needs to be carefully assessed as move forward.
- Very lucky to have all age carers services and back up for CVS, VCSE and Council Services. Not the same in other parts of the country. Hopeful this will continue.
- Community Alarms – how much looking at?
- Perception of this is key – feels like it's a tax on people who live alone (single and childless) and have limited income. Hate to think they take on more than others.
- Why save up if its all going to be taken from me?
- Is there anything for lone carers? Is there a gap?
- Opportunity to raise awareness of the Carers Network and awareness people are family carers
- Loneliness and isolation key and looking at dealing with it in different ways
- Make sure the "Share your Views" page is more explicit about how people can share their views (like the presentation slides)

### **20 July 2023 – Face to face consultation session in Sutton Hill**

- 9 bookings, 7 attendees - unpaid carers, Carers Network representatives and people accessing ASC services

- If inflation goes up but benefits do not rise, and our costs then increase then someone could lose out
- For appointee/deputyships is there someone independent to support them?
- Social workers saying already that the decision has been made (*this was addressed with the social workers and confirmed at the session that no decision had been made*)
- Inaccurate invoices from FCM already taking PIP and went on for 4 weeks
- Need to publish how people's financial assessment is calculated. Need the break down.
- Would like to know what the DREs are
- Needs to be equitable and transparent
- Makes people anxious for transition into adulthood.
- Need information to be the same. Want people to use the same ways of working and people come to the same financial outcome.
- Level of parent anxiety is not helpful
- Sit in rooms with Council officers but daily experiences do not reflect the processes they are saying.
- Reasonably practical for people to pay – who makes the decision, how do we ensure equity
- SWs doing financial assessment without input from the person. Fed back to the Learning Disability Group a few weeks ago.
- What can be considered as a financial commitment, what can be considered as a disability related expense. MENCAP advised to go through all the home bills and divide by number of individuals in household. One page briefing would be good.
- When at Southall School 50% of vulnerable adults have vulnerable children.
- Lack of consistency across practice
- Lottery of which social worker and how well they understand.
- It's all grey – feels a blunt instrument for taking and wiping out PIP regardless of how much they use.
- It's a national issue
- No special schools have breakfast and after-school provision, or anything in holidays. Affects ability to work – it's taken away.
- Impact on people's income overnight
- Only support for the most vulnerable – not everyone
- No one contact for people
- Need to see the difference of what we say we are doing
- Dedicated phone line for FCM needed
- Understand trying to do a lot with limited resources
- So many families won't challenge as they are vulnerable
- Derwen / Wallatree college let them know
- Want the system to work for me – it feels like it's not serving me
- Transparency is key
- Clear communication needed
- Safety net in the system for those most vulnerable people
- Dial a ride – only access if do not get enhanced mobility – means parents have to be available 24/7
- Long to see something different from politicians
- How much is wellbeing taken into account as part of the financial assessment. The £10 could be helping people to get out and prevent social isolation
- Need to save for the future – mobility vehicle deposits – not classed as DRE
- Not always getting the disability grant
- Parents helping each other to go through DREs and breakdowns as no information given from social workers

## **24 July 2023 - virtual consultation session**

- 1 booking, 0 attendees

## **25 July 2023 - virtual consultation session for Telford and Wrekin Health and Care Scrutiny Committee**

- 7 questions posed ahead of the meeting:
  - Has every individual client affected by this policy been contacted by letter setting out what the effects of the change of policy will be for them personally?
  - Has every individual affected been offered an independent advocate if they need it. If so who would that independent advocate be?
  - You state in the consultation document that around 50% of clients will be affected by the changes to the policy. By approximately how much will it affect the 50%? I understand this to be in the region of a 30% increase.
  - How much money will this change of policy save T&WC? Is this significant for the Council, taking into account the cost of living crisis affecting clients?
  - If any clients can't afford the changes, you have stated in the Equality Impact Assessment that you will carry out a full financial assessment and if this causes hardship that you won't go ahead with the increased charges. Can you confirm this?
  - Going forward will this (bullet point above) apply to new clients?
  - Please could we have an update on all of the above questions 6 months after the new policy has been implemented.
- 1 attendee. The session was cancelled by the Chair due to low member turnout.
- Response to the 7 questions, along with the presentation slides, were shared with all scrutiny members on 25 July 2023. A reminder that they could attend any of the public consultation sessions was also included.

## **2 August 2023 - virtual consultation session**

- 0 bookings, 0 attendees

## **7 August 2023 - virtual consultation session**

- 2 bookings, 2 attendees – Expert by Experience and Partnership and Scrutiny Member
- Ethos is good idea
- Understand why need to happen – massive cost to ASC, especially when measure care vs cost
- Clear what is happening and why
- Concerns people choosing not to take their care due to cost
- Challenge around whether we've benchmarked against others
- Have the risks been taken into account
- Has ICB responded to the consultation?
- Are we seeing changes in residential vs domiciliary/home care? Yes
- Negative publicity of recruitment nationally. Do we have the same problems? What is the recruitment like?
- Happy with range of communications, methods of consulting – but maybe consider more posters, in newspapers, pharmacies and GP practices
- Always be people come out of woodwork when changes happen and say they did not know about it.

## **23 August 2023 – face to face consultation session in Ketley**

- 5 bookings, 7 attendees – parent carers, person accessing services, VCSE officers, family member
- MIG similar to DWP levels?

- Disregard mobility? Yes
- If a self-funder, but not have capacity would they be charged – not under DRE?
- Lots of vague elements
- Not able to get through on the FCM phone lines
- Communication biggest failure
- Needs to be clearer
- Haven't got the time to pick apart
- Very scared for what it means for them
- Impact on wider family members not considered
- Makes carer feel very guilty
- Massive changes
- National charging changes under review – will review again?
- Should not read about it on Facebook first
- Timing awful over summer holidays
- Keep communicating
- Can't volunteer
- Send out MIRB joining details
- Proud enough – more challenging to get them to use alarms
- Community alarms – do they work? Massive potential for waste
- Any examples we share?
- Can we afford it?
- Would they have to do a new financial assessment
- None the wiser as to what the changes mean to them
- Do you have the resource to answer all calls?
- Already made the decision
- Risk of family out there where it will impact on them and their wider family
- Even the slightest increase will impact
- Impacting on the most vulnerable people
- So many costs
- Covid destroyed adult social services
- Social Workers don't help and they have to do everything themselves
- Mobility cars – have to pay deposit
- Impact on those around them
- Try to wash over things
- Clubs might be the only social aspect, but this might go if they have to pay more for care
- There are costs you don't think of
- Paying for a service great – but not when it's failing us and there is no transparency
- TW have good services available but have to find them themselves
- Thank you for what you do provide
- Want TW to understand what families are doing, if pressure then families might just have enough.
- Carers not charged for
- Carers assessments not happening
- Not consistent social workers
- Sessions should be upfront in the consultation communications
- Some good staff
- More support about what is and isn't included in DRE
- CHC (Continuing Health Care) does it link? No

## **24 August 2023 - expert by experience consultation session at the Independent Living Centre**

- 5 bookings, 2 attendees
- How strong to we go to government regarding funding? Very
- Parents have to also think about their age and what their needs might be in the future
- Will it affect people's benefits?
- Where will the money come from?
- Will it require more staff/financial investment to get blood from stone? No
- Carers soaking up cost
- Hospital not allowed to leave until had increase in carers, family in place but still was not able to leave
- Is it sustainable?
- Lots of sharks, lots of very large NHS contracts
- Who will get depressed, suicidal
- If have a carers assessment, nothing comes of it so lose hope
- Incredible work in person for autistic non-verbal people in Sheffield
- Where is the investment that went into residential homes
- All has to be paid for, understand that
- Have to prove and justify what spending everything on, even though spend 1/3 of income on care.
- How are people going to survive, they will stop receiving care and do something daft
- No consistency in social workers
- When comes financial becomes target driven
- DRE – unknown what they are, lack of consistency and need to be clearer
- How people communicate – first impressions are bad
- Feel have to apologise for having a pet that is their life and reason for getting out of bed
- Until you're in it you just don't know
- No appeal, no process
- Appreciate openness and chance to have discussion
- If get money in, then services have to improve
- Too much bureaucracy – overkill
- What other avenues explored as well? Other ways to invest council's money? Want this money spent on ASC not other things
- Too much jargon in letters – all council letters – bin changes leaflet is the best. Often the letters are lawyer speak
- Don't have legal reps if don't understanding something
- Not all simple everyday things for dignity covered in DRE
- Did not choose to be disabled
- Choice is huge for people

## **29 August 2023 - virtual consultation session**

- 2 bookings, 0 attendees

Author: Sarah Downes, Assurance and Integration Programme Manager, Telford & Wrekin Council

## Appendix 3 – Organisational response to consultation

During the consultation period one organisational consultation response was received from Age UK Shropshire, Telford & Wrekin. The following is a copy of their submission received on 11 July 2023:

### **Overview**

Since the announcement was made by Telford & Wrekin Council to make changes to their adult social care charging policies, we at Age UK have been greatly concerned about the financial impact this will have on the 1900 people presently estimated to receive chargeable social care services. We are also concerned that these 1900 people are the most vulnerable in our society and are going to be clearly the most impacted by these changes. However, we cannot find any evidence that any of these 1900 people or their carers have been contacted to explain how these changes will impact on them financially as individuals.

Furthermore the consultation is almost entirely online and requires a high degree of legal literacy to understand. We do not feel that the face to face consultation will aid the understanding of the huge impact this will have on the 1900 individuals impacted by these changes.

### **Proposals of most concern**

We at Age UK Shropshire, Telford and Wrekin are concerned on levying more charges on anybody in receipt of vital and needed services but we are in particular the most concerned by the following two proposals:-

**Proposal 1: To change the calculation of the Minimum Income Guarantee (MIG) figure used in the non-residential financial assessment to the level permitted by the Department of Health & Social Care (DHSC).**

Firstly we wish to challenge the very misleading language that has been used around this particular proposal. The consultation mentions that the Council wish to bring the charges “in line with national guidelines”. To be clear, charging even a penny for care is at the council’s discretion. What the Council are actually proposing is a change that will mean the minimum income guarantee will be set at the minimum amount allowed by law. The LA circular rates are not “guidelines” for local authorities to set their charging policies to.

This particular proposal is also short on detail on the financial impact for the people in the system. The average person is not going to understand this proposal without an understanding of legal literacy in this area.



To be more transparent, the council should explain the individual financial impact. For example the difference between the TW Current MIG and the proposed MIG rate is approximately **£56.61 a week** for those who live alone and **£43.13 a week** if you live as part of a couple.

This means that anybody with income over the current MIG rate will be looking at **£226.44 / 172.52 extra to pay every four weeks**

This proposal means that clients may be paying as much as **30%** more. This increase is significantly above inflation which is currently at a record high. It is an increase during a time of great struggle with the wider cost of living and finally targets a cohort of people who should be protected from such extraordinary financial shocks as they can do nothing to alter their financial position. We feel that the council should be clear and transparent with everyone affected by this proposed change before it takes place so that clients understand the full financial impact it has on them as individuals. We fear that without properly being consulted, people will be shocked by the impact it has on them causing stress, anxiety, trauma with some even cancelling their care packages, creating a concerning rise of unmet care needs in the Borough.

Finally, we feel it is also dangerous to use the language that the policy will be applied to everyone equally, this could lead to unlawful discrimination to individuals who by their very circumstances require greater support and where the councils discretion on charging should be used more flexibly. The High Court Case [\*SH v Norfolk County Council \[2020\] EWHC 3436 \(Admin\)\*](#), highlights the circumstances where a policy change akin to this one caused unlawful discrimination to an individual. We wish to ask the council how revising their policy in a similar way will avoid the unlawful discrimination shown in this particular case.

### **Proposal 3: To include as income the high rates of Attendance Allowance and Disability Living allowance in the financial assessment.**

This proposal even with a certain level of legal literacy is difficult to understand but it appears that the Council are proposing to scrap the current automatic disregard of the “night-time” element of these benefits.

The Council’s current policy towards AA and DLA reflects the High Court’s judgement in *R (on the application of Carton and another) v Coventry City Council November 2000* (the ‘Carton’ judgment). In Carton, the High Court found it was unlawful and unfair to take income into account for services provided during the day time where that income was paid in respect of night time care needs.

Though the Carton judgement came into force before the Care Act in 2014. It is still our view that if the proposed change to the charging policy is “irrational, unlawful and unfair” for the income to be taken into account prior to the Care Act 2014 – it is difficult to see how, in the absence of statutory authority to the contrary, it ceases to be...irrational, unlawful and unfair post CA 2014’. This is a view shared by esteemed notaries in the field such as Professor Luke Clements. It is therefore hard to see how such a proposed change would stand up to judicial review.



None withstanding if the proposed change does go ahead, despite our comments, then the individuals set to be financially impacted by this proposal need to be consulted upon and fully informed before the changes go ahead. Just as we have said for proposal 1.

### **Conclusion**

In conclusion, we feel that the points we have raised are significant and wish for a response from the council before the consultation comes to a satisfactory conclusion

## Version Control

Version Number	Purpose/Change	Author	Date
0.1	Initial draft for review	D Clayton S Downes	22/09/2023
0.2	Initial draft update following feedback.	D Clayton S Downes	25/09/2023
0.3	Correction of figures/text in tables.  Revisions to survey infographic.  Revisions to Impact of Changes survey section	D Clayton S Downes	28/09/2023 02/10/2023
0.4	Updated finance in Exec summary	S Downes	12/10/2023
0.5	Update with typos	S Downes	16/10/2023
0.6	Updated Exec Summary	S Downes	18/10/2023