

Adult Social Care

**Charging Review for Non-Residential
Services 2015**

**Report on the Consultation and
Engagement**

1. Introduction

- 1.1. This paper is a summary of the consultation and engagement on Adult Social Care charging. There is an explanation of some of the wording that people may not be familiar with on page 7.
- 1.2. The reasons for the review of charging relate to the Council's difficult financial position and the choices that councils can make following the implementation of the Care Act in April 2015. Demands on social care services continue to increase and it is clear that councils will face substantial reductions in government funding over the next five years in addition to those incurred over the last five years. Adult Social Care customers in Leeds continue to pay less than in many authorities. Within this challenging financial context the Council needs to consider changes to charging to help fund the adult social care services that people rely on.
- 1.3. Between September and December 2015, Adult Social Care, Leeds City Council, consulted with a range of people and groups on proposals to amend the way customer contributions for non-residential adult social care services are calculated.
- 1.4. The changes proposed related to:
 - Changing the way we work out how much people are asked to pay towards the services they receive (see Appendix 1 for more details).
 - Removing the maximum weekly contribution which currently caps the amount anyone pays for their services at £215 per week.
 - Phasing in the increases for those people who would face the largest increases.
- 1.5. Following this period of consultation, an analysis of the results was undertaken and used to inform the completion of an Equality, Diversity, Cohesion and Integration Impact Assessment. This will accompany the report to the Council's Executive Board on 10th February 2016 with final recommendations on changes to charging.
- 1.6. This paper provides a summary of the consultation that was undertaken between September and December 2015 and the feedback that we obtained from people and organisations taking part in this consultation.

2. The Consultation Process

- 2.1. A Service Expert Advisory Group was set up to support council staff with the review of charging. The group consisted of ten members with a range of experiences and contacts with other people that they could draw on. They covered a range of age groups and impairments. Most, but not all, members of the group use adult social care services and some have been involved in previous charging reviews. The group met regularly to comment on the consultation, review the documentation and produce an overview of the consultation as a whole.
- 2.2. The Service Expert Advisory Group was concerned about the size of the consultation documents, but felt that it was more important to give people all the information they needed than to make the documents shorter. The group contributed some important suggestions that improved the clarity of the documents and reduced the anxiety that they would raise with service users.
- 2.3. Information was sent out to as many people as possible who may be affected by the proposals either now or in the future. All current Adult Social Care customers using

financially assessed services were written to individually. Consultation documents outlining the proposals and seeking feedback on their potential impact were sent to 7,589 customers from 25th September with a final return date of 11th December. The information packs sent to customers contained:

- A covering letter providing introductory details
- An information leaflet outlining the proposals, including an explanation of the terms used that people may not be familiar with and examples of how the proposals would affect customers in particular circumstances
- A feedback form to complete and return
- A reply paid envelope for the response

A copy of the feedback form is included at Appendix 2. A freephone helpline was set up to assist people and the consultation documents encouraged people to ring if they were concerned or unsure about what the proposals meant for them. The helpline calls were answered by staff who undertake financial assessments and are very experienced in explaining financial matters to customers and reassuring them as appropriate. They were able to talk to people about their individual circumstances and give them a reasonably accurate assessment of how they would be affected by the proposals.

- 2.5 The consultation documents were available on the Council's Talking Point consultation portal for a 12 week period from 21st September. They were also sent to 121 third sector organisations working in the adult social care field, including the Neighbourhood Networks. Many of these organisations have mailing lists that were used to publicise the consultation. Information about the consultation proposals was also provided to staff, members and health partners. All these were offered the opportunity to discuss the consultation proposals in more detail with members of the charging review project team. A total of 22 discussion sessions were held with 16 groups, including Scrutiny Board (Strategy & Resources) and Scrutiny Board (Adult Social Services, Public Health, NHS). The Adult Social Care lead members for each party group were also invited to a cross party members group to discuss the proposals. Details of these discussion sessions are set out in Appendix 3. The consultation discussions were particularly helpful as they enabled to project team to get a better understanding of the reasons for people's concerns about the proposals.
- 2.6 In addition to this report the Service User Expert Advisory Group wrote their own report on the consultation, their role in the process and their thoughts on the proposals.

3. The Consultation Findings

- 3.1 712 customers and organisations provided feedback form responses, including 19 received through the Talking Point consultation portal. 633 responses indicated that they had been completed by service users or on their behalf, which represents a response rate of 8.3%. Whilst the percentage response rate is quite low, the total number is high enough for the responses to be considered sufficiently representative. The low response rate and the comments received during the consultation indicate that many people did not understand the proposals and how they might be affected. In view of this, the input from the Service Expert Advisory Group was particularly important.

- 3.2 The narrative responses to each of the questions on the feedback form were recorded verbatim on a spreadsheet. This was done by a small number of people from the project team and it enabled them to get a good understanding of the issues being raised. This was passed on to the project lead officer through weekly update meetings and helped to shape the final proposals being recommended. Where the information on the feedback forms raised concerns about people's wellbeing these were passed on to care management staff if the respondent provided contact details. Issues not directly relating to charging, for example comments about service quality, were passed on to the relevant sections within the Council.
- 3.3 A summary of the consultation responses is included at Appendix 4 and the full analysis can be found at Appendix 5.
- 3.4 Some further analysis was undertaken linking responses to various questions to try to get a better understanding of people's views and whether they would be affected. For example, responses expressing concerns about the proposed removal of the maximum weekly charge were analysed to see if these customers have their charge capped by the current maximum weekly charge. This analysis highlighted the misunderstanding that many people had about the proposals and how they would be affected. With regard to the maximum weekly charge for example, over 85% of those people who said they would be adversely affected do not currently have their charge capped at the current maximum and do not have savings over £23,250 so they would be very unlikely to be affected by the proposal. This analysis was reviewed with the Service Expert Advisory Group and in the light of the issues outlined above it was decided not to include it in Appendix 5 to this report.
- 3.5 The information provided in question 4.1 (see Appendix 5) provides an indication of the extent to which respondents would be affected by the proposed changes. The percentages relate to the number of responses, not the number of respondents, as people may be affected by more than one change and so will have ticked more than one answer on question 4.1.
- 31% of responses indicate that they would be affected by the proposed changes relating to disability benefits
 - 14% of responses indicate that they would be affected by the proposed changes relating to housing costs
 - 13% of responses indicate that they would be affected by the proposed changes relating to the allowance for daily living costs
 - 5% of responses indicate that they would be affected by the proposed removal of the maximum weekly charge
- 3.6 The headline outcomes from the consultation feedback set out in Appendix 4 are shown below. Unless otherwise stated the figures refer to the six main consultation questions (1.1 to 3.2).
- Between 33% and 51% of respondents (236 to 361 people) said that they would be unaffected by the proposed changes. The highest percentages relate to the proposed removal of the maximum weekly charge.
 - Between 10% and 15% of respondents (74 to 103 people) across the feedback questions either had no comment or said that they were not sure how the proposed changes would affect them.

- Between 30% and 47% of respondents (210 to 332 people) identified adverse impacts from the proposals, either affordability concerns, possible ceasing or reducing service or other adverse impacts
- The most commonly cited adverse impact relates to affordability.
- 35% of respondents (252 people) said they had concerns about the affordability of the proposed changes to the financial assessment methodology.
- 17% of respondents (120 people) were concerned about the affordability of the proposed removal of the maximum weekly charge.
- 13% of respondents (91 people) expressed concerns about the affordability of the proposals to phase-in any increased charges in stages for those people facing the largest increases.
- Between 4% and 16% of respondents (30 to 112 people) said that the proposals may lead to them cancelling or reducing their services.
- Of the other comments received (question 5.1) 54% of respondents (382 people) said they would not be affected by the proposals and 20% (142 people) identified adverse impacts from the proposals.

3.7 Based on the more detailed review of the narrative feedback the following issues became clear in addition to the points highlighted above:

- There is evidence that individuals did not clearly understand the impact of the proposals on them and were left with the impression that they would automatically face large increases.
- The housing cost proposals caused considerable concern amongst those people who would be affected.

3.8 Feedback from previous charging reviews is also relevant to this review in that:

- People did not agree with charging for Adult Social Care services
- People did not agree with increasing the amount that they contribute towards the cost of their services
- People did not agree with taking savings into account in calculating their contribution and they felt that some people who had not saved were being subsidised by those who had saved

3.9 Appendix 6 summarises the feedback from 13 letters and emails received during the consultation and Appendix 7 shows the feedback from the consultation meetings. These are consistent with the feedback form responses, with the main points raised being:

- Concerns about affordability
- Concerns about the housing cost proposal
- Concerns about people ceasing or reducing services
- Concerns about adverse effects on health and wellbeing and on carers
- Feeling that people are being penalised for saving
- Difficulties in understanding the proposals and their impact

3.10 Consultation meetings were held with two Clinical Commissioning Groups and they also provided written responses to the consultation. They welcomed the opportunity to take part in the consultation and acknowledged the financial pressures facing the Council. One of the responses expressed concerns about the potential impact on people's health and wellbeing and on inequalities, which may lead to pressures on the

health service. Both responses acknowledged the reassurance provided in the consultation meetings about measures the Council is looking to implement to mitigate the impact of any increased charges and provided examples of health schemes that can assist with this.

4. Conclusions on the Consultation Outcomes

- 4.1. The information from the consultation indicates that there is a great deal of concern around the affordability of the changes. It appears that many individuals did not understand the impact of the proposals in their own individual circumstances. Any payment will be linked to a financial assessment so that people are not asked to pay more than they cannot reasonably afford, but the feedback indicated that people's perceptions of affordability do not necessarily match the financial assessment outcomes.
- 4.2. There was considerable concern around housing costs. This will particularly impact on Adult Social Care customers living with other family members who are responsible for paying the rent or mortgage on the property they all live in.
- 4.3. The proposal affecting the greatest number of individuals is the proposed change to taking the higher rate of disability benefits into account rather than the middle rate. This will result in increased payments of between £0 and £27.20 per week. In addition, it is proposed that living cost allowances for working age adults will be brought into line with the Care Act figures. This will have a greater impact in Leeds than in other areas as Leeds has allowed greater amounts for living costs for working age adults.
- 4.4. There is a potential for individuals with learning or physical disabilities living with home owning parents to be disproportionately affected. The same appears to be true of older individuals living with home owning sons or daughters.

5. Response to the Consultation Outcomes

- 5.1 At the end of the consultation process, council officers analysed the information that they had received from people who use Adult Social Care services and other interested organisations and groups.
- 5.2 Based on this analysis some changes to the original consultation proposals will be submitted to the Council's Executive Board who will make the final decision in February 2016. Council officers have also identified a number of actions which may mitigate some of the impact of the changes. These are included in the Equality, Diversity, Cohesion and Integration Impact Assessment that will form part of the report to the Executive Board.
- 5.3 A summary version of this report will be prepared to be as accessible as possible for customers. This will be sent to all those responding to the consultation who requested a copy and a copy of this full report will be sent on request.

Explanation of Terms (in alphabetical order)

Clinical Commissioning Groups

These are NHS organisations in which GPs have a lead role. They organise the delivery of NHS services in their geographical area.

Equality, Diversity, Cohesion and Integration Impact Assessment.

This looks at whether different groups of people are affected differently by the proposals. It also looks at the overall impact of the proposals and identifies any positive or negative effects. It includes an action plan setting out how any negative effects can be minimised.

Executive Board

This is the main decision making body in the Council. It is made up of ten councillors, eight from the political party that leads the Council and two from the opposition parties.

Financial Contribution Towards Services

This is the maximum amount that someone is asked to contribute towards their services. It is calculated through a financial assessment that takes into account a person's income, any savings over and their essential living expenses.

Proposed Changes to the Financial Assessment

What do we do now?	What are we proposing?
<p><u>Disability Benefits</u></p> <p>For people who only have day time care needs who receive the high rate of Disability Living Allowance (care component), Attendance Allowance or Personal Independence Payment (daily living component) of £82.30 per week, only £55.10 of this income is included to work out what someone could afford to pay for their services.</p>	<p><u>Disability Benefits</u></p> <p>For people who only have day time care needs the full amount of Disability Living Allowance, Attendance Allowance or Personal Independence Payment (£82.30 per week) that a customer receives would be included as income in the financial assessment. This means that the assessed weekly contribution would increase by £27.20.</p>
<p><u>Living Costs</u></p> <p>Allowances to cover daily living costs vary depending on the benefits a person gets. For working age customers the allowances in Leeds are higher than those in the Care Act regulations. For most people they are £24.62 higher.</p>	<p><u>Living Costs</u></p> <p>All customers of working age will be given the same allowance for daily living costs using the figures in the Care Act regulations. This means that the assessed weekly contribution would increase by £24.62 for most people.</p>
<p><u>Children</u></p> <p>For those responsible for children no extra allowance for daily living costs is made in working out what someone could afford to pay for their services financial assessment for daily living costs.</p>	<p><u>Children</u></p> <p>An extra allowance for daily living costs of £83.65 per child per week will be given to those responsible for children. This means that the assessed weekly contribution would reduce by £83.65. For most people this would mean that they no longer had to pay for their services</p>
<p><u>Water Costs</u></p> <p>An allowance is given for water charges to work out what someone could afford to pay for their services.</p>	<p><u>Water Costs</u></p> <p>No allowance for water charges will be given unless they are especially high because of a person's disability. This means that the assessed weekly contribution would increase by the amount of the water charges.</p>
<p><u>Housing Costs</u></p> <p>An allowance is given for housing costs to work out what someone could afford to pay for their services. These costs are divided between the numbers of adults living in the property.</p>	<p><u>Housing Costs</u></p> <p>An allowance for housing costs is only given for the person legally liable to pay the housing costs. This means for some people the assessed weekly contribution would not change, for some it would go up and for others it would go down.</p>

Adult Social Care Possible Changes to Charging Feedback Form

Appendix 2



Leeds City Council is thinking about changing the way we charge people for adult social care services and we want to hear your views before any decisions are made.

The views of service users, paid carers and unpaid carers are important to us. If you would like any extra copies of this feedback form so everyone who wants to has the chance to tell us what they think, then please contact us.

How to get in touch:

Telephone the Financial Assessment Team on 0800 1381910
(freephone number) between 8.30am and 4.30pm Monday to Friday

Write to us at the address on the letter we sent you with this form or to our email address charging.review@leeds.gov.uk

Text (for deaf customers only) on 07891 279113

After reading the letter and information booklet we have sent you, please fill in this feedback form and send it back to us in the envelope we have given you (there is no need to put a stamp on it).

The words in this document that are in ***bold and italics*** are explained on pages 13 to 16 of the information leaflet.

If you would prefer to complete a feedback form by computer, then please go to the Council's website www.leeds.gov.uk/ASCCChargingReview2015 You can complete the feedback form on the website or download a copy and send it by email to charging.review@leeds.gov.uk

We aim to be as accessible as we can. If you would like this document in Braille, Large Print, British Sign Language, on tape, in electronic format or in a language other than English please get in touch using the contact details above. You can also use these contact details if you need some help to give us your views.

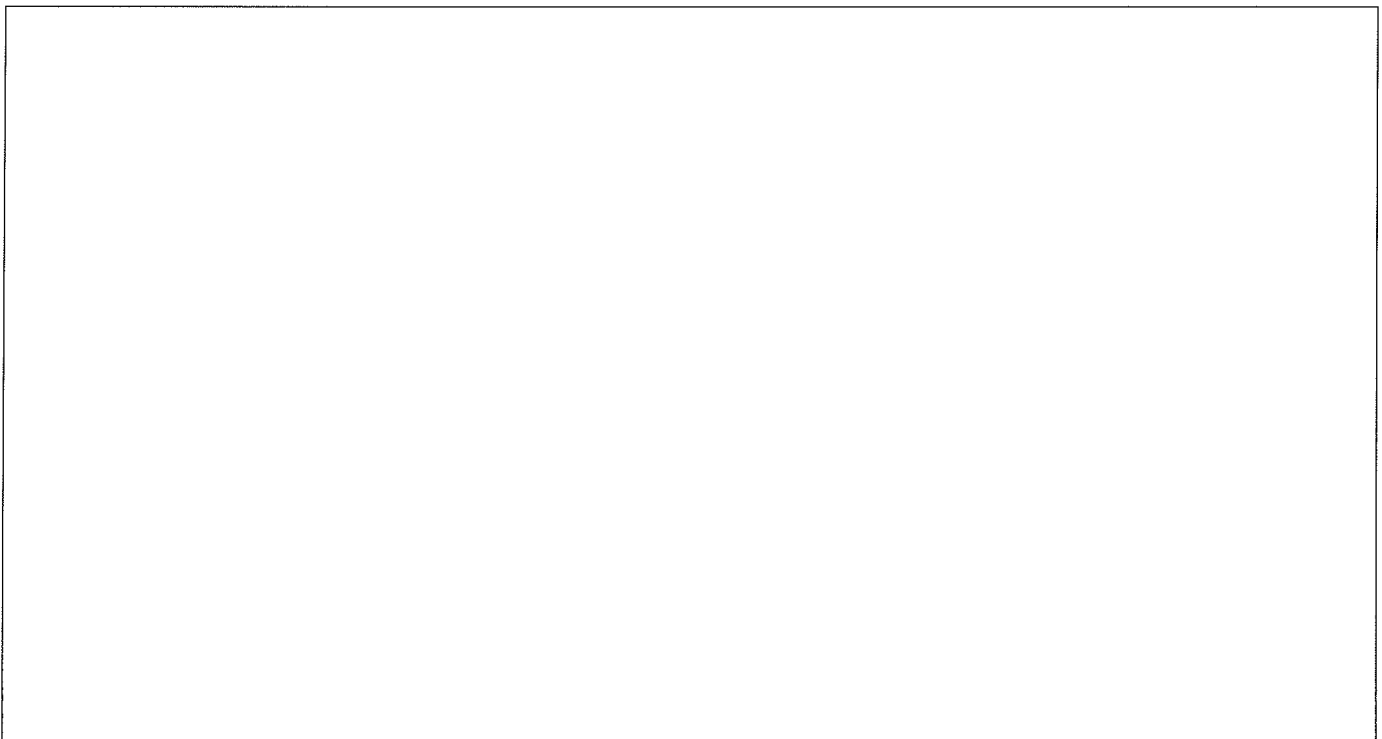
Please return this form by 11th December 2015

1. Possible changes to the way we work out how much to charge people (see pages 6 to 8 of the information leaflet)

1.1 Please tell us how the changes we are thinking of making may affect you and in what way

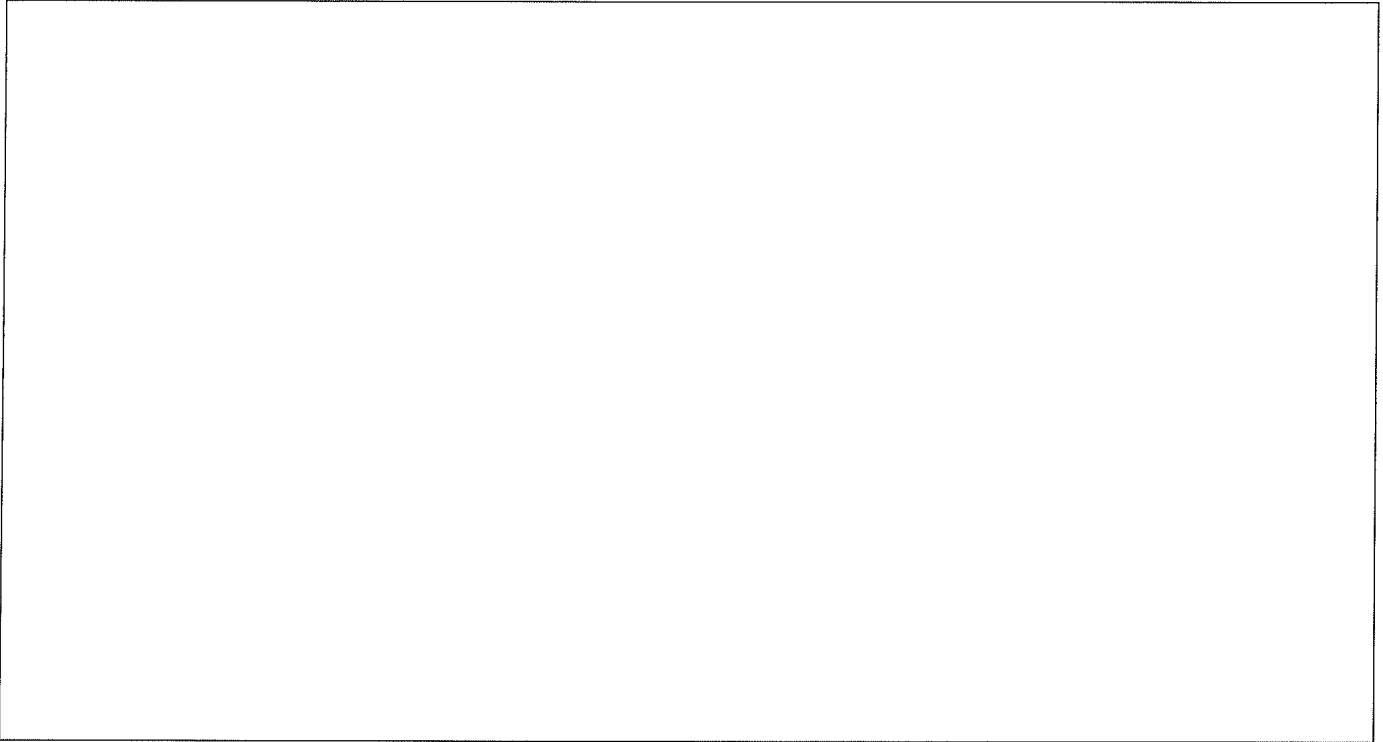


1.2 Please tell us how you think these changes may affect your use of services

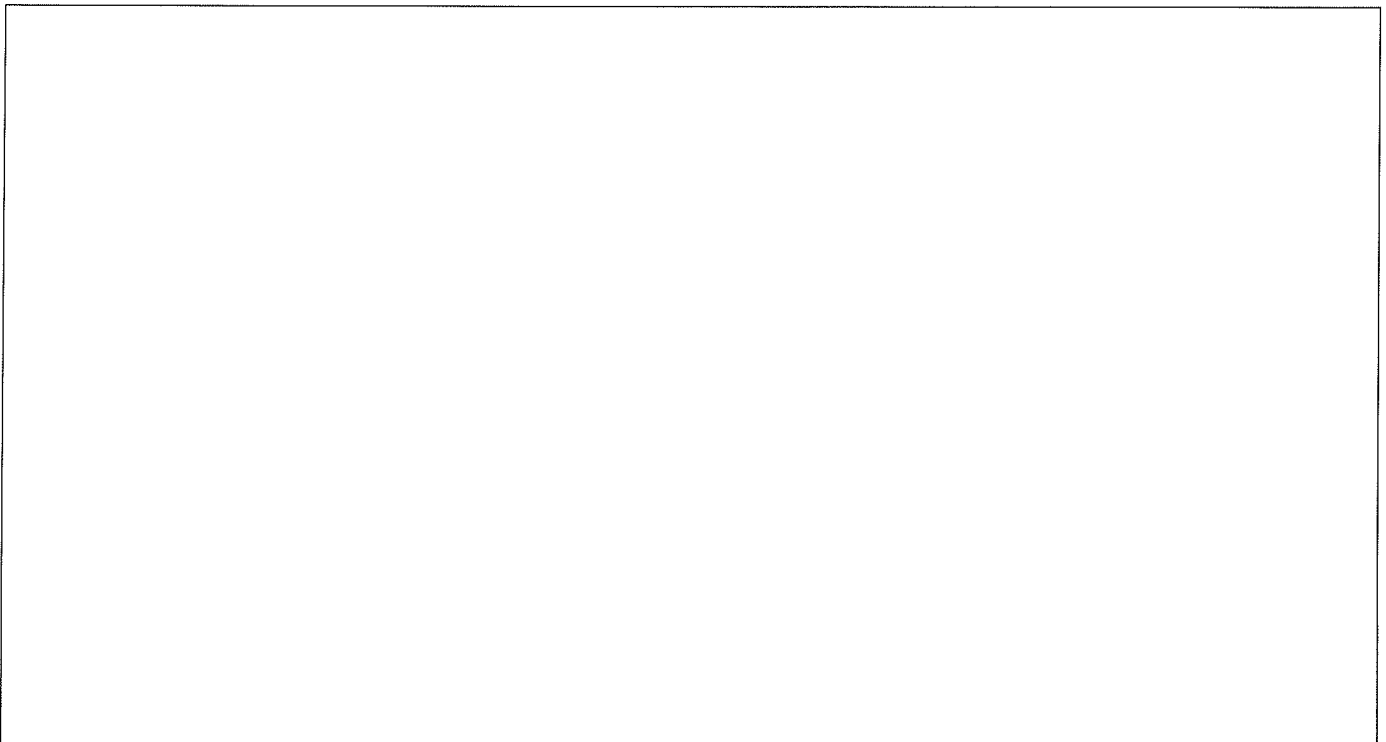


2. Possible removal of the £215 maximum weekly charge (see page 9 of the information leaflet)

2.1 If we decide to remove the £215 maximum weekly charge please tell us how this may affect you

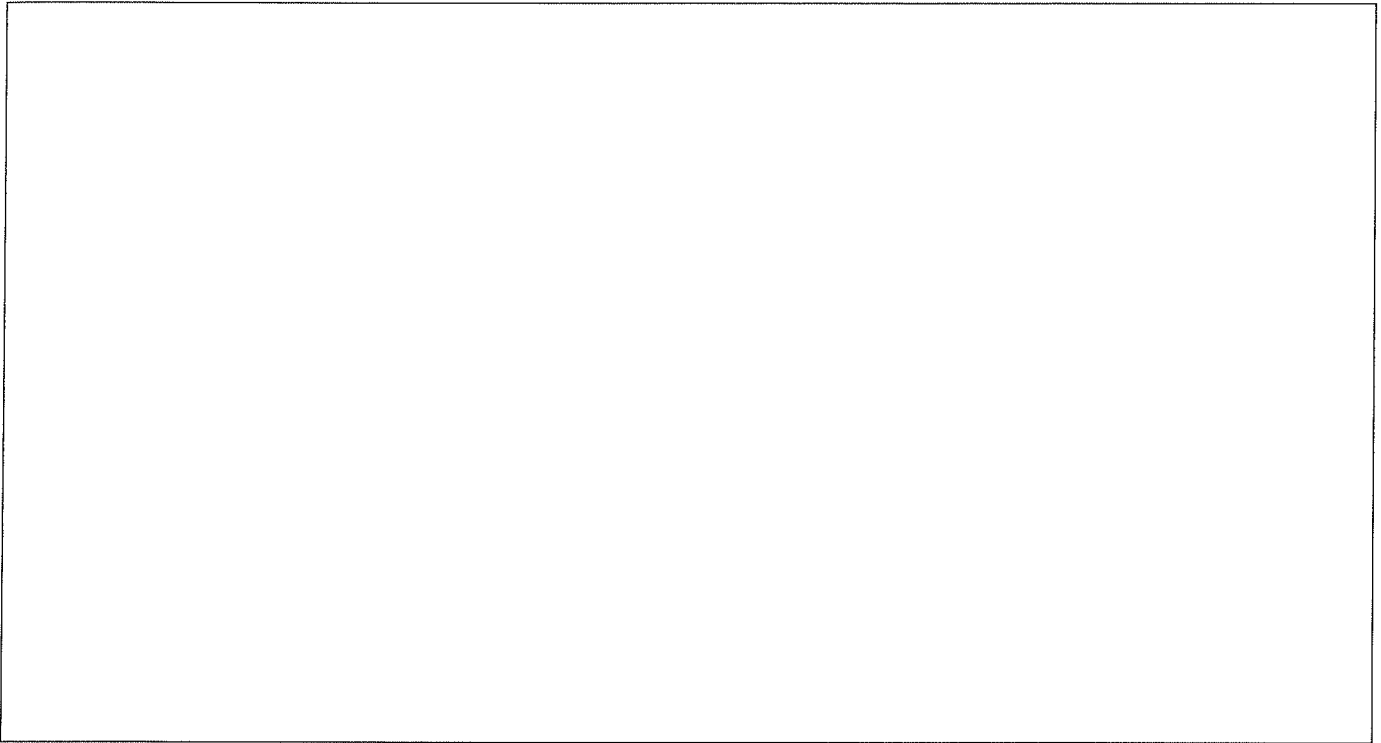


2.2 If this change was made, how do you think it may affect your use of services?



3. Bringing in any changes made (see page 9 of the information leaflet)

3.1 If we decide to bring in any changes in stages in the way we have suggested please tell us how this may affect you



3.2 If this change was made, please tell us how it may affect your use of services?



4. Which of the possible changes may affect you?

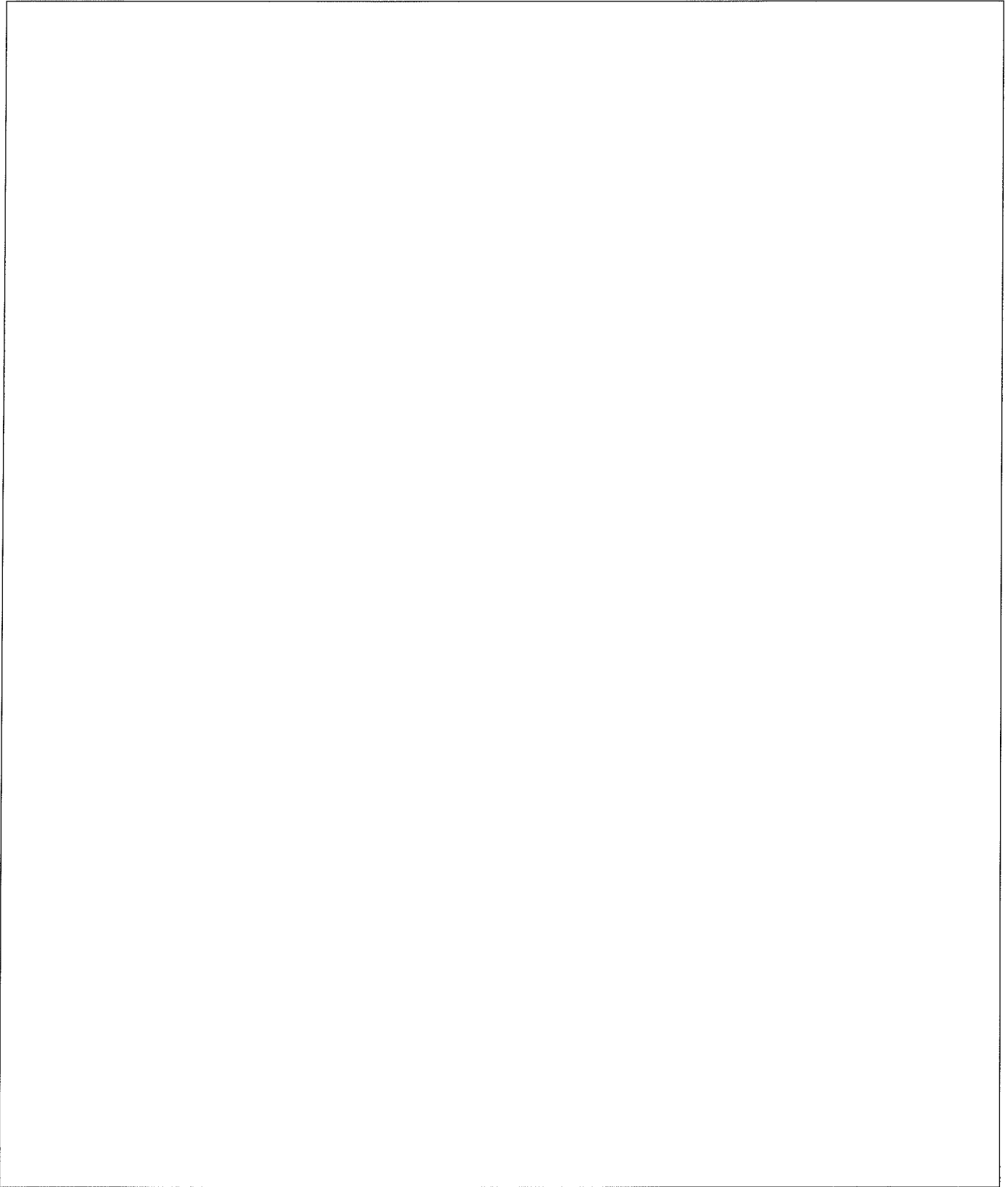
4.1 To help us understand how you might be affected, please let us know which of the following statements applies to you:

Please tick all boxes that apply

	This applies to me
I pay something towards my services	
I have <i>capital</i> over £23,250	
My payment is limited to £215 per week	
I get high-rate Attendance Allowance of £82.30 per week	
I get high-rate <i>Disability Living Allowance</i> (care component) of £82.30 per week	
I receive the enhanced rate of <i>Personal Independence Payment</i> (daily living component) of £82.30 per week	
I receive <i>Employment and Support Allowance</i>	
I am responsible for a child or children	
I am responsible for paying any rent or mortgage not covered by benefits and I live with someone else	
I live with someone else and they are responsible for paying any rent or mortgage not covered by benefits	

5. Any other comments

5.1 Please tell us if there is anything else you want us to know before we decide on any changes.



6. About you

The Council is committed to treating fairly everyone who uses our services now or in the future. We are asking the questions below to help us understand the views of the various groups of people and communities in Leeds.

We will still take notice of your views if you do not answer the questions below, but if you fill this section in we can check better if we are treating people fairly.

The Council is committed to keeping your information private and secure. The information you provide will only be used to look at the views of different groups of people and to see if they will be affected differently by the changes we are thinking of making.

6.1 Can you please let us know who has completed this form?
(please tick all boxes that apply)

	This applies to me
I currently receive adult social care services	
I am an unpaid carer of someone receiving services	
I am a paid carer of someone receiving services	
I work for/with a voluntary, community or faith organisation	

6.2 Are you completing this form on behalf of someone who uses **adult social care services** or for yourself?

	This applies to me
For myself	
On behalf of a service user	

If you are completing this form on behalf of a service user, please answer the following questions about them, not about you.

6.3 Which services do you use? (please tick all boxes that apply)

	This applies to me
Home care	
<i>Supported living</i>	
Day services	
Transport	
<i>Direct payments</i>	
<i>Telecare</i> services	
Shared Lives services	

6.4 Please answer the following equality monitoring questions

Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
--

Year of Birth:

Where you live
What is the first part of your postcode? (for example LS10):
I prefer not to say <input type="checkbox"/>

Disability

Do you consider yourself to be disabled?

Yes

No

I prefer not to say

If you have said yes, you consider yourself to be disabled, what is the nature of your impairment?

- Physical impairment (such as using a wheelchair to get around and / or difficulty using your arms)
- Visual impairment (such as being blind or partially sighted)
- Hearing impairment (such as being deaf or hard of hearing)
- Mental health condition (such as depression or schizophrenia)
- Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)
- Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)

I prefer not to say

Ethnic origin

Please indicate which best describes your ethnic origin

A White

- English
 - Welsh
 - Scottish
 - Northern Irish
 - British
 - Irish
 - Any other White background - please write below
-

B Mixed/ multiple ethnic group

- White and Asian
 - White and Black African
 - White and Black Caribbean
 - Any other mixed/multiple ethnic group – please write below
-

C Asian or Asian British

- Bangladeshi
 - Chinese
 - Indian
 - Kashmiri
 - Pakistani
 - Any other Asian background – please write below
-

D Black or Black British

- African
 - Caribbean
 - Any other Black background – please write below
-

E Other ethnic groups

- Arab
 - Gypsy or Traveller
 - Any other background – please write below
-

I prefer not to say

Sexual Orientation

Please indicate which best describes your sexual orientation

- Heterosexual/ straight Lesbian/ Gay woman Gay man
 Bisexual

I prefer not to say

Religion or Belief

Please indicate which best describes your religion or belief

- Buddhist
 Hindu
 Muslim
 Christian
 Jewish

- Sikh
 No religion
 No belief
 Other - please write below
-

Do you practice your religion or belief? Yes No

I prefer not to say

Thank you very much for taking the time to complete this feedback form.

Please return it in the envelope provided by **11th December 2015**. You do not need to put a stamp on the envelope. Any information that is provided by you in this feedback form is confidential and will only be used to help us to understand how the changes we are thinking of making will affect people.

If you would like to know what people told us through this consultation process please provide your contact details below. If you are replying on behalf of a group or an organisation please give the details of the person co-ordinating the response.

Name:	E-mail address:
Address:	Telephone number:

Consultation Meetings

	Groups attended to discuss consultation	The equality areas the groups covered	Date
1	Carers Group	Learning Disability	4th December 2015
2	MaeCare	Older people	27th November 2015
3	Staff Briefing Sessions	Staff	28th October and 25th November 2015
4	Social Care Community Forum for Race Equality	Diverse Community Groups	10th November 2015
5	Hamara Halo Group	Learning Disabilities Group	21st October 2015
6	Mental Health Day Services X 3 - Lovell Park; Stockhill; Vale Circles	Mental Health	26th October , 30th October and 4th November 2015
7	Members session x 2	Councillors	23rd November and 3rd December 2015
8	Scrutiny Board (Strategy & Resources)	Councillors	23rd November 2015
9	Scrutiny Board (Adults Social Services, Public Health, NHS)	Councillors & service user representatives+C28	24th November 2015
10	North Leeds Clinical Commissioning Group	Staff & GPs	30th November and 4th December 2015
11	South and East CCG	Executive Team	3rd December 2015
12	Caring Together x 2	Older people	17th & 18th November 2015
13	Ramgarhia Men's Group	Black and minority ethnic communities	26th November 2015
14	Deaf Forum	Deaf community	16th December 2015
15	St Anne's Community Carers	Carers & people with learning disabilities	9th December 2015
16	Mencap Parents & Carers	Carers	9th December 2015

Summary of Feedback Form Responses

	Not Affected		Not Sure/No Comment		Affordability Concerns		May Cancel or Reduce Service		Other Adverse Impacts		Other Comments		TOTAL			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Possible changes to financial assessment methodology																
Q.1.1	How people may be affected		236	33.1%	88	12.4%	252	35.4%	52	7.3%	28	3.9%	56	7.9%	712	100.0%
Q.1.2	How people's use of services may be affected		253	35.5%	74	10.4%	100	14.0%	112	15.7%	64	9.0%	109	15.3%	712	100.0%
Possible removal of the £215 maximum weekly charge																
Q.2.1	How people may be affected		361	50.7%	87	12.2%	120	16.9%	30	4.2%	88	12.4%	26	3.7%	712	100.0%
Q.2.2	How people's use of services may be affected		348	48.9%	81	11.4%	60	8.4%	93	13.1%	50	7.0%	80	11.2%	712	100.0%
Bringing in any changes made in stages																
Q.3.1	How people may be affected		291	40.9%	102	14.3%	91	12.8%	31	4.4%	112	15.7%	85	11.9%	712	100.0%
Q.3.2	How people's use of services may be affected		330	46.3%	103	14.5%	26	3.7%	101	14.2%	83	11.7%	69	9.7%	712	100.0%
Q .5.1	Any other comments		382	53.7%	112	15.7%	51	7.2%	2	0.3%	89	12.5%	76	10.7%	712	100.0%

Summary of Feedback Form Responses

Possible changes to the way we work out how much to charge people	No.	%
Q.1.1 How people may be affected		
Financial hardship / standard of living affected	166	23.3%
Will not be affected by the changes at present	120	16.9%
Not applicable	116	16.3%
Not sure about impact / need an assessment to understand	67	9.4%
Can't afford /no money left	59	8.3%
Will stop using services / will be isolated	52	7.3%
Will have to pay	32	4.5%
More expenses	27	3.8%
No comment	21	2.9%
Need the service / will pay	16	2.2%
No respite break for carers	14	2.0%
Move to a care home	7	1.0%
Will be affected after assessment	7	1.0%
Service inadequate	3	0.4%
Why change water rates charges	3	0.4%
Lower the charges	1	0.1%
Take account of all income not some	1	0.1%
	712	100.0%

Possible changes to the way we work out how much to charge people	No.	%
Q.1.2 How people's use of services may be affected		
Not applicable	168	23.6%
Reduce services	87	12.2%
Will not be able to afford service/ health affected	86	12.1%
Not affected	84	11.8%
No choice need the service	78	11.0%
Not sure about impact / need an assessment to understand	42	5.9%
No comment	32	4.5%
Cancel the service	25	3.5%
Change nothing / need the care	20	2.8%
Family / carers / health affected / isolated if not able to receive service	16	2.2%
Service I receive will be affected	15	2.1%
Affect standard of living	14	2.0%
Family and carers affected / family and care affected	14	2.0%
Isolated if not able to receive service	10	1.4%
Need value for money	9	1.3%
Health will be affected / health not good	6	0.8%
Moved into care home	3	0.4%
Service I receive not good / may stop	2	0.3%
Do not use services	1	0.1%
	712	100%

Possible removal of the £215 maximum weekly charge	No.	%
Q.2.1 How people may be affected		
Not applicable	215	30.2%
Not affected	146	20.5%
Not affordable / struggle / no money	120	16.9%
No comment	44	6.2%
Not sure about impact / need an assessment to understand	43	6.0%
Not affected now but worried	34	4.8%
Reassuring having a cap	30	4.2%
Stop services / unable to use service	16	2.2%
Health will be affected	16	2.2%
Reduce service	14	2.0%
No choice / have to pay	14	2.0%
Family and carers affected	10	1.4%
Remove cap	5	0.7%
Discriminating against disabled people	4	0.6%
House bound	1	0.1%
	712	100.0%

Possible removal of the £215 maximum weekly charge	No.	%
Q.2.2 How people's use of services may be affected		
Not applicable	265	37.2%
Not affected	83	11.7%
Reduce service	61	8.6%
Not affordable / struggle	55	7.7%
No comment	42	5.9%
Not sure	39	5.5%
Need the service	34	4.8%
Stop service	32	4.5%
People will suffer	30	4.2%
No choice	21	2.9%
Family and carers affected	20	2.8%
Think about alternative solutions	16	2.2%
Hope I can afford service	5	0.7%
Need more services	3	0.4%
Thought already decided	2	0.3%
People should pay if they can afford it	1	0.1%
Quality important not cost	1	0.1%
Use some service	1	0.1%
Change to cheaper provider	1	0.1%
	712	100.0%

Bringing in any changes made in stages	No.	%
Q.3.1 How people may be affected		
Not applicable	209	29.4%
Struggle financially	91	12.8%
Not affected	82	11.5%
Not sure about impact / need an assessment to understand	56	7.9%
No comments	46	6.5%
Will affect everything / affects everyone	34	4.8%
Makes sense to bring in stages	32	4.5%
Stop services / stop service and go into care	31	4.4%
Reduce choice / isolation	31	4.4%
Struggle	22	3.1%
No choice	19	2.7%
Family and carers affected	13	1.8%
Good to phase in	12	1.7%
Not fair	12	1.7%
I have to pay more	9	1.3%
Disabled and elderly need support not pay more	9	1.3%
What happens if not able to pay, will the service be withdrawn	3	0.4%
Phase in time too short	1	0.1%
	712	100.0%

Bringing in any changes made in stages	No.	%
Q.3.2 How people's use of services may be affected		
Not applicable	252	35.4%
Not affected	77	10.8%
No comment	59	8.3%
Stop service / unable to use service	52	7.3%
Reduce service	49	6.9%
Not sure	44	6.2%
Cause stress and will struggle	31	4.4%
Need service	28	3.9%
Not affordable	26	3.7%
Isolated without service	24	3.4%
No choice	22	3.1%
Family and carers affected	14	2.0%
Affordable and value for money	9	1.3%
Have to move into care home	8	1.1%
Easier in stages but with a struggle	6	0.8%
You will still go ahead and make changes	5	0.7%
More money for children and elderly care	2	0.3%
Use private provider	2	0.3%
Don't use services	1	0.1%
Not worth it	1	0.1%
	712	100.0%

	No.	%
Q.4.1 To help us understand how you might be affected please let us know which of the following statements applies to you (please tick all boxes that apply to you)		
I pay something towards my services	284	21.5%
I have capital over £23,250	105	8.0%
My payment is limited to £215 per week	61	4.6%
I get high-rate attendance Allowance of £82.30 per week	167	12.7%
I get high-rate Disability Living Allowance (care component) of £82.30 per week	206	15.6%
I receive the enhanced rate of Personal Independence Payment (daily living component) of £82.30 per week	30	2.3%
I receive Employment and Support Allowance	174	13.2%
I am responsible for a child or children	11	0.8%
I am responsible for paying any rent or mortgage not covered by benefits and I live with someone else	93	7.1%
I live with someone else and they are responsible for paying any rent or mortgage not covered by benefits	93	7.1%
No response	94	7.1%
	1,318	100.0%

APPENDIX 5

	No.	%
Q.5.1 Any other comments		
Not applicable	365	51.3%
No comment	76	10.7%
Family and carers affected / need value for money for the cared for person	51	7.2%
Form difficult to understand / not sure about impact	36	5.1%
Health and standard of living will be affected / affect on family and carer	31	4.4%
Struggle financially	28	3.9%
Standard of living will suffer	23	3.2%
Spend more on social care and cancel other areas	18	2.5%
Not affected	17	2.4%
Should not have to pay for being disabled / was not told I had to pay	11	1.5%
A fair assessment	11	1.5%
Worked hard / contributed National Insurance / now have to pay	10	1.4%
Will increase anyway, why ask	7	1.0%
Those who are able to should pay	7	1.0%
Health will be affected	5	0.7%
No problem	4	0.6%
Care reduction struggle	2	0.3%
Taking account of benefits	2	0.3%
Health not good	2	0.3%
Upsetting mentally	2	0.3%
Assessment completed	1	0.1%
Explain form	1	0.1%
Stop spending on migrants	1	0.1%
Will not pay	1	0.1%
	712	100.0%

	No.	%
Q.6.1 Can you please let us know who has completed this form?		
I currently receive Adult Social Care services	339	45.0%
I am an unpaid carer of someone receiving services	205	27.2%
I am a paid carer of someone receiving services	45	6.0%
I work for / with voluntary , community or faith organisation	18	2.4%
No response	146	19.4%
	753	100.0%

	No.	%
Q6.2 Are you completing this form on behalf of someone who uses Adult Social Services or for yourself?		
For myself	234	32.9%
On behalf of a service user	399	56.0%
No response	79	11.1%
	712	100.0%

	No.	%
Q.6.3 Which services do you use? (please tick all that apply)		
Homecare	266	22.8%
Supported Living	112	9.6%
Day Services	207	17.8%
Transport	158	13.6%
Direct Payments	117	10.0%
Telecare services	181	15.5%
Shared Lives services	31	2.7%
No response	94	8.1%
	1,166	100.0%

	No.	%
Do you consider yourself to be disabled		
Yes	577	81.0%
No	65	9.1%
Prefer not to say	62	8.7%
No response	8	1.1%
	712	100.0%

	No.	%
Do You consider your self to be disabled? If yes please say which applies		
Physical impairment	330	28.9%
Visual impairment	101	8.9%
Hearing impairment	130	11.4%
Mental health condition	162	14.2%
Learning disability	176	15.4%
Long-standing illness or health condition	242	21.2%
	1,141	100.0%

APPENDIX 5

	No.	%
Ethnicity		
White English	532	74.7%
White Welsh	4	0.6%
White Scottish	6	0.8%
White Northern Irish	2	0.3%
White Irish	3	0.4%
White British	58	8.1%
White Other	4	0.6%
White & Asian	0	0.0%
White & Black African	0	0.0%
White and Black Caribbean	2	0.3%
Bangladeshi	0	0.0%
Chinese	2	0.3%
Indian	11	1.5%
Kashmiri	3	0.4%
Pakistani	5	0.7%
Black African	1	0.1%
Black Caribbean	8	1.1%
Arab	0	0.0%
Gypsy Traveller	2	0.3%
Other	7	1.0%
Rather not say	53	7.4%
No response	9	1.3%
	712	100.0%

	No.	%
Gender		
Male	309	43.4%
Female	363	51.0%
Rather not say	32	4.5%
No response	8	1.1%
	712	100.0%

	No.	%
Sexual Orientation		
Heterosexual	540	75.8%
Lesbian / Gay Woman	24	3.4%
Gay Man	1	0.1%
Bisexual	2	0.3%
Other	1	0.1%
No response	95	13.3%
Rather not say	49	6.9%
	712	100.0%

APPENDIX 5

Analysis by Age	No.	%
Under 65	325	45.6%
Over 65	387	54.4%
	712	100.0%

	No.	%
Religion		
Buddhist	2	0.3%
Christian	450	63.2%
Hindu	5	0.7%
Jewish	10	1.4%
Muslim	12	1.7%
Sikh	5	0.7%
No religion	58	8.1%
No belief	30	4.2%
Other	12	1.7%
No response	102	14.3%
Rather not say	26	3.7%
	712	100.0%

	No.	%
Do you practice your religion or belief?		
Yes	195	27.4%
No	306	43.0%
Prefer not to say	54	7.6%
No response	157	22.1%
	712	100.0%

Consultation Comments by Letter and Email

Possible changes to the way we work out how much to charge people	No.	%
Q.1.1 How people may be affected		
Can't afford /no money left	4	30.8%
Financial hardship / standard of living affected	2	15.4%
More expenses	2	15.4%
Not applicable	1	7.7%
Not sure about impact / need an assessment to understand	1	7.7%
Will stop using / will be isolated	1	7.7%
No respite break for carers	1	7.7%
Move to a care home	1	7.7%
	13	100.0%

Possible changes to the way we work out how much to charge people	No.	%
Q.1.2 How people's use of services may be affected		
No comment	6	46.2%
Not applicable	2	15.4%
Will not be able to afford service/ health affected	1	7.7%
Cancel the service	1	7.7%
Change nothing / need the care	1	7.7%
Family and carers affected / family and care affected	1	7.7%
Isolated if not able to receive service	1	7.7%
	13	100%

Possible removal of the £215 maximum weekly charge	No.	%
Q.2.1 How people may be affected		
No comment	7	53.8%
Not applicable	2	15.4%
Not affected	1	7.7%
Not affordable / struggle / no money	1	7.7%
Not affected now but worried	1	7.7%
Stop services / unable to use service	1	7.7%
	13	100.0%

Possible removal of the £215 maximum weekly charge	No.	%
Q.2.2 How people's use of services may be affected		
No comment	6	46.2%
Stop service	3	23.1%
Not applicable	2	15.4%
Not affordable / struggle	1	7.7%
Not sure	1	7.7%
	13	100.0%

Bringing in any changes made in stages	No.	%
Q.3.1 How people may be affected		
No comments	6	46.2%
Not applicable	2	15.4%
Struggle financially	2	15.4%
Not affected	1	7.7%
Not sure about impact / need an assessment to understand	1	7.7%
Stop services / stop service and go into care	1	7.7%
	13	100.0%

How people's use of services may be affected	No.	%
Q.3.2 How people's use of services may be affected		
No comment	6	46.2%
Not applicable	2	15.4%
Isolated without service	2	15.4%
Stop service / unable to use service	1	7.7%
Reduce service	1	7.7%
Not sure	1	7.7%
	13	100.0%

	No.	%
Q.5.1 Any other comments		
No comment	6	46.2%
Not applicable	2	15.4%
Struggle financially	2	15.4%
Family and carers affected / need value for money for cared for person	1	7.7%
Health and standard of living will be affected / affect on family and carer	1	7.7%
Worked hard / contributed National Insurance / now have to pay	1	7.7%
	13	100.0%

Notes from Consultation Meetings**Mental Health Day Services**

Venue	Date	How many	Service area
Lovell Park Day Centre	26 th October 2015	20+	Mental Health
Stockhill Day Centre	30 th October 2015	18	Mental Health
Vale Circles	4 th November 2015	5 + 1 staff	Mental Health

Summary of main points raised:

- Difficult to understand
- Wanted to be clear which services are charged for and which are free
- Would like to understand financial assessment and appeals process better
- Concerned about housing costs proposal – concerns about isolation, suicide risk & impact on carers
- Affordability concerns & less to spend on other essentials
- Concerns about water costs proposal where high usage due to medical needs
- People penalised for saving for old age

Community Groups

Community Groups	Date	How many	Work Area
Hamara Halo Group	21 st October 2015	25	Learning Disabilities
Social Care Community Forum for Race Equality	10 th November	17	Diverse community groups
Caring Together Tuesday Group	17 th November 2015	11 service users + 3 staff	Older people – over 60 group
Caring Together Wednesday Group	18 th November 2015	6 + 1 Staff	Older peoples group - over 60
MaeCare Meeting	27 th November 2015	11+ 2 staff	Older people
Ramgarhia Men's Group	26 th November 2015	13 members	Older people

Summary of main points raised:

- Most attendees not using Adult Social Care services so a lot of questions to get more information
- Some people felt that when Leeds City Council closed some services and moved them to private providers things aren't the same
- Some concerns about service quality and having to pay more for poor services
- Some concerns about the housing cost proposals
- Some people felt that removing the maximum weekly charge was the right approach
- Information and questionnaire difficult to understand
- People penalised for saving
- Won't affect people with plenty of money – it's those in the middle who will be most affected as those on low incomes get free services
- Agreed with bringing in changes slowly

Service User Groups

Service User Groups	Date	How many	Equality Area
Learning Disability Carers Group	4 th December 2015	7 members	Learning disability
Deaf Forum	16 th December 2015	8 members	Deaf community
St Anne's Community Carers	9 th December 2015	Approx 14	Service users and carers
Mencap Parents and Carers	9th December 2015	Approx 10	Parent carers, mainly of children under 18

Summary of main points raised:

- Concerns about affordability
- People of working age need enough money left after paying charges to be able to have some social life
- A lot of concerns about housing costs
- Concern about significant increase in charge for people affected by several aspects of the proposed changes

Staff Briefing Sessions

Venue	Date	How many	Work Area
Hough Top Court	28 th October 2015	13 staff	Sundry income / housing Joint care Management Team Programme Management Armley Moor Health Centre Adult Review Team Manager
Enterprise House	25 th November	7 staff	Shared Lives Mental Health & Physical Impairment (accommodation) Commissioning Medical Social Worker Lovell Park Centre Social Worker YNCMT

Summary of main points raised:

- Some concerns about housing and water costs proposals
- Concerns about delays in billing customers
- Concerns that people may cancel services
- Concerns about the impact on carers

Clinical Commissioning Group (CCG) Sessions

CCG sessions	Date	How many	Who
North CCG	30 th Nov 2015	2	Commissioning managers
South & East CCG	3 rd Dec 2015	2	Commissioning managers
North CCG	4 th Dec 2015	Approx 20	Commissioning managers & GPs

Summary of main points raised:

- Some concerns that people may drop out of services and the impact this would have on their health
- Understand the difficult financial position for the Council
- Some CCG schemes e.g. social prescribing may help to mitigate the impact of any changes

