

Service User Income Review – Survey Form

There is a separate sheet of notes to help you to fill in this survey form

SECTION 1 – Financially Assessed Services

(see page 1 of the notes to help you)

1. Options

We would like your views on the following three options:

| | Option A | Option B | Option C |
|---|----------|----------|----------|
| Home care and supported living per hour (see page 2 of notes) | £11.90 | £10.60 | £9.20 |
| Day services per day (see page 2 of notes) | £5.50 | £4.50 | £3.10 |
| Transport to services per day (see page 2 of notes) | £2.20 | £1.90 | £1.30 |
| Maximum weekly payment (see page 3 of notes) | £140 | £140 | £140 |
| Percentage of disposable income (see page 3 of notes) | 60% | 75% | 90% |
| Savings taken into account (see page 4 of notes) | Yes | Yes | Yes |

Please tell us which option you would prefer by putting a cross in one box:

| | |
|-----------------|--|
| Option A | |
| Option B | |
| Option C | |

2. Further Views on Main Options

Options A, B and C in question 1 each have four parts to them and we would like your views on each.

- a) An increase in the payment for each service

Please put a cross in one box

| | |
|------------|--|
| Like | |
| Don't mind | |
| Don't like | |

- b) An increase in the maximum weekly payment

Please put a cross in one box

| | |
|------------|--|
| Like | |
| Don't mind | |
| Don't like | |

- c) An increase in the amount of disposable income taken into account

Please put a cross in one box

| | |
|------------|--|
| Like | |
| Don't mind | |
| Don't like | |

- d) Taking savings and investments above £13,500 into account (ignoring the value of a person's home)

Please put a cross in one box

| | |
|------------|--|
| Like | |
| Don't mind | |
| Don't like | |

3. **Telecare Mobile Response Service**

(see page 5 of the notes to help you – question 3)

This provides a keyholding and emergency response service for people who do not have anyone else to do it.

Do you agree with introducing a payment of £5.00 per week for the telecare mobile response service to enable us to invest more in adult social care services?

Please put a cross in one box

| | |
|------------|--|
| Agree | |
| Don't mind | |
| Disagree | |

SECTION 2 - Flat-Rate Payments

Everyone pays the same for these services, but they have to be set at a level that everyone can afford.

4. **Meals**

(see pages 5 & 6 of the notes to help you – question 4)

- a) Do you agree with increasing the payment for a main meal to £3.00 to enable us to invest more in adult social care services?

Please put a cross in one box

| | |
|------------|--|
| Agree | |
| Don't mind | |
| Disagree | |

- b) Do you agree with introducing a payment of £1.90 for a second meal to enable us to invest more in adult social care services?

Please put a cross in one box

| | |
|------------|--|
| Agree | |
| Don't mind | |
| Disagree | |

5. Respite Care

(see page 6 of the notes to help you – question 5)

Would you agree with increasing the payment for people aged 60 or over to £102.90 per week so that they pay on the same basis as younger people?

Please put a cross in one box

| | |
|------------|--|
| Agree | |
| Don't mind | |
| Disagree | |

SECTION 3 - Implementation

6. Options for Phasing Implementation

The Council may decide to phase-in the changes so that people do not have to pay the full increase in the first year.

If the Council decides to phase-in the changes to service user payments, which of these two options would you prefer?

Please put a cross in one box

| | |
|---|--|
| Option 1 Introducing part of the change in year 1 and the remainder in year 2 | |
| Option 2 Putting a limit on the overall increase in the weekly payment | |

SECTION 4 – Other Services

7. Services to give Carers a Break
(see page 6 of the notes to help you – question 7)

In the future, would you agree with introducing a payment for services in a service user’s home that give carers a break, for example sitting services?

Please put a cross in one box

| | |
|------------|--|
| Agree | |
| Don’t mind | |
| Disagree | |

SECTION 5 – Overall Comments

Are there any other comments you would like to make?

SECTION 6 – About Yourself

These questions will help us to understand the views of people who use each service and people from the various communities within Leeds. You don't have to answer these questions if you don't want to, but it will help us if you do.

We will look at the impact of any changes to service user payments on different groups to see if any are affected more than others.

8. Are you a service user or carer?

Please put a cross in one box

| | |
|------------------------|--|
| Service user | |
| Carer | |
| Other (please specify) | |

If you are not a service user or someone completing this survey on behalf of a service user, then you do not need to complete the remaining questions.

9. How would you describe yourself?

Please put a cross in each box that applies to you

| | |
|---|--|
| A person with mental health care needs | |
| A person with learning disabilities | |
| A person with a physical disability or sensory impairment | |
| A person with a disability not shown in the list above | |
| A person aged 60 or over | |

10. Which services do you use?

Please put a cross in each box that applies to you

| | |
|---|--|
| Home Care | |
| Supported Living Services (including places where people live that were previously known as hostels or group homes) | |
| Day Services (including resource centres) | |
| Transport to Services | |
| Direct Payments | |
| Telecare (keyholding/mobile response service) | |
| Respite Care | |
| Family Placement (Adults) | |
| Sitting Services | |
| Meals | |

11. Are you male or female?

Please put a cross in one box

| | |
|--------|--|
| Male | |
| Female | |

12. How old are you?

Please put a cross in one box

| | |
|------------|--|
| 18 – 24 | |
| 25 – 59 | |
| 60 – 64 | |
| 65 or over | |

13. To which ethnic group do you belong?

Please put a cross in one box

| | |
|--|--|
| White (British, Irish, any other white background) | |
| Mixed (White and Black Caribbean, White and Black African, White and Asian, any other mixed background) | |
| Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian background) | |
| Black or Black British (Caribbean, African or any other Black background) | |
| Chinese | |
| Any other ethnic group | |

Thank you for taking the time to fill in this survey form.

Please return the survey form in the envelope provided by **31st October 2008**. You don't need to put a stamp on it.

If you attend a day service there will be a post box there for you to return your survey form.

If you would like to enter the prize draw, don't forget to include the separate prize draw sheet.

Notes to help you with filling in the Survey Form

What is a Financial Assessment?

- A financial assessment looks at how much money you have coming in and how much you have to pay out each week.
- This makes sure that ***no-one is asked to pay more than they can afford*** for their services.
- The financial assessment works out what you can afford to pay each week for all the care you get. Only meals and respite care are separate and everyone pays a standard amount for these.
- The staff who do your financial assessment will be able to take time to check whether you are getting all the benefits you should. If you can claim other benefits they will offer to help you to fill in the forms - or do it for you, if you wish. Please don't hesitate to use this help and to ask about anything you're unsure about.
- The amount you pay may be less than the amount we work out that you can afford. This will usually be because you only get a small amount of our services.
- The government says that some of the money you have coming in has to be ignored. The money ignored includes the Mobility Component of Disability Living Allowance, Savings Credit, Working Tax Credit and any earnings from work.

Starting on the next page is some information to help you to answer the questions on the survey form.

QUESTION 1 - Options

We have a Service User and Carer Reference Group. This group has looked at different ways of working out what people should pay for their services. The work of this group has led to the three options in question 1.

There are four parts to what people would pay within options A,B and C. Each one is described in turn below.

Payment for Services

This is about how much we ask people to pay for each service. We then add these up for all the services someone gets and see what they can afford to pay through the financial assessment.

People in Leeds pay less for their services than in many other places. We have looked at the **average** for what people pay in other places. The average means what people generally pay across the country, but in some places they will pay more and in some others they will pay less.

These are the choices:

Option A – increase to slightly above the average for other places

Option B – increase to the average for other places

Option C – increase to slightly below the average for other places

The current payments in Leeds are:

| | |
|-----------------------|----------------|
| Home care | £8.80 per hour |
| Day services | £3.00 per day |
| Transport to services | £1.20 per day |

Maximum Weekly Payment

The maximum weekly payment is the most anyone is asked to pay, no matter how large their income or savings are or how much service they get.

At the moment in Leeds the most people are asked to pay is £88 per week. Many places do not set a maximum weekly payment. For the ones that do the average is around £140 per week.

Most people will not be affected if the maximum weekly payment increased to £140. This is because the money they get each week and their savings, or the amount of services they get, are not high enough to pay this much.

Disposable Income

Disposable income means the money people have left each week after we have looked at what they have to pay out.

In the financial assessment we look at how much money someone has coming in each week. We look at what they need to spend on daily living expenses, certain housing costs and any costs related to their disability.

If someone has any income left over, at the moment Leeds takes half of this towards services. Most other places take all this money to pay for services.

These are the choices:

Option A – increase to 60% of disposable income

Option B – increase to 75% of disposable income

Option C – increase to 90% of disposable income

Savings and Investments

In Leeds at the moment we ignore any savings or investments that people have when we work out the amount they can pay towards their services. Almost all other places take savings and investments into account.

The Government says that we must ignore the value of a person's home and any savings below £13,500.

The Government says that we can ask people with savings over £22,250 to pay the full cost of their service if we want to, but in Leeds everyone will have their services subsidised.

How would we work out what you pay on your savings?

Options A, B and C all take savings into account in the same way. It is more generous than the way most places do it.

The table below explains how savings are taken into account by adding a weekly amount on top of your other income. This is not meant to represent the amount of interest you can earn on your savings.

| How much are your savings? | How are they taken into account in options A, B and C? |
|-----------------------------------|---|
| Less than £13,500 | All savings ignored |
| Between £13,500 and £22,250 | Treated as having £1 per week on top of other income for every £500 in savings over £13,500 |
| Between £22,250 and £44,500 | Treated as having £1 per week on top of other income for every - £500 in savings between £13,500 and £22,250 - £250 in savings over £22,250 |
| Over £44,500 | Pay the full amount for services at the subsidised rate. |

Direct Payments

If you get direct payments you will pay the amount we work out you can afford through the financial assessment.

Any changes to the maximum weekly payments, disposable income and taking savings into account will apply to you.

QUESTION 3 – Telecare Mobile Response Service

The telecare mobile response service has been introduced for those people who do not have two people able to act as keyholders to respond in an emergency.

At the moment people do not pay for this service as it is being paid for by a government grant that runs out next year.

We are looking at introducing a payment of £5.00 per week for the mobile response service when the government grant runs out. This will be included in the financial assessment so people will only pay what they can afford.

There is no service user payment for telecare equipment and this will continue.

QUESTION 4 – Meals

It costs us £4.50 to provide a main meal and at the moment people pay £2.20 for each meal in Leeds. The average amount people pay for a main meal in other places is £3.00.

We are trying out delivering a cold meal for tea-time alongside a hot main meal for lunchtime. This includes a sandwich, a dessert or cake and a fruit drink.

We will decide soon whether to provide this second meal service across the city. Not many places do this at the moment, but in those that do the average payment is £1.90 for the second meal.

QUESTION 5 – Respite Care

Service users pay for respite stays in residential homes or with a family placement carer. The amounts they pay are based on Department for Works and Pensions benefit rates to ensure that everyone can afford them.

The benefit rates vary for different age groups, but in Leeds at the moment people aged 60 or over pay 25% less of their income compared with younger people.

If people aged 60 or over paid on the same basis as younger people this would increase their weekly payment from £77.15 to £102.90.

QUESTION 7 – Services to give Carers a Break

In Leeds people do not pay for support to service users in their own homes to give carers a break. We will not change this free service as part of this review.

In the future we may consider introducing payments for these services to enable us to invest more in adult social care services, so we would like to know your views.