



Proposals for changes to Adult Fees and Charges from June 2020

Consultation Document Tuesday 21
January – Tuesday 17 March 2020

It is important that you read this if:

- You receive social care support from the Council
- You pay the council a financial contribution towards your or a family member's social care support or
- You pay the full costs of your care at home

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Summary of the Changes Proposed

Why are making these changes?

We want to make South Gloucestershire a **healthy, great place to live**

Government funding for South Gloucestershire **is reducing**

There are **more and more people** who **need a bit more help.**



The council **is proposing to change** how much **some** people pay **towards their Social care support.**



This could help the council to keep providing support to local people who need it.



Will the changes affect me?

If you have not had any social care services purchased for you in the **last 3 months, you live at home or in Supported or Extra Care Housing** and can **'fully' pay** for your care then these changes may affect you.

Community based care includes:

Home care (sometimes known as domiciliary care), attendance at day care services and mentoring services.

What are the changes?

There are 3 changes:

- 1. New users of dementia, learning disability & specialist day care will be charged £96.30 per day.**

- 2. New purchasers of community-based services will be charged a £295 one off arrangement fee and an annual charge of £75.**

- 3. You may also be charged a £295 fee if you decide to change your provider whilst in the service if you request this yourself.**



Tell us what you think

Please **tell us**
how these changes
might affect you or those
you care for

Complete the survey at:

<https://southglos.researchfeedback.net/s.asp?k=157857613276>

Or fill in the paper survey if you have received one and return to us using the prepaid envelope.

Send back to us **by Tuesday 17 March 2020**

Contact us if you have a question

Email: consultation@southglos.gov.uk

Telephone: 01454 868154 between

8am – 5pm Monday – Friday

This consultation explores proposals to change some aspects of the adults' services charging policy. Having a consultation means that we can reflect your views in any final recommendations that are presented to South Gloucestershire's councillors before changes, if any, are made.

Why are we proposing these changes?

South Gloucestershire Council spends over £100 million on adult social care, however with a rising population (10% in the last 10 years and an expectation of 17% growth by 2037) and increasing cost pressures this budget is being challenged.

Adults' services currently support more than 5,500 residents a year, with 33,000 contacts, 4,500 full assessments and 400 residential placements; these numbers will keep growing. To keep up with rising demand and costs, the council has transferred additional funds into the budget for adult social care in 2020-21.

However, whilst this is a positive position to be in which supports and protects the services valued by residents, there are still core deficits in overall council budgets and an assumption that current saving plans agreed for the upcoming next 4 years are met. The Council as part of these plans wishes to encourage a greater contribution from people and organisations with an interest in keeping South Gloucestershire a healthy and safe place to live.

We are not alone in this; it is a situation that most councils find themselves in, and we are talking to neighbouring councils and learning from each other.

Alongside these financial considerations, the Council wishes to help people who need our advice or support in ways that reduces dependency on long term care and support and creates a thriving provider market for care within the County.

What are the changes and how will they affect me?

Local Authorities have the discretionary power under the Care Act 2014 to charge for the care services they provide. The overarching principle is that people should only be required to pay what they can afford. Within this context the council is considering two key changes to the adult social care charging policy.

These changes include the following:

Proposal One: Merging the day care service rate into 1 charge of £96.30 instead of the current 3 different prices.

This proposal seeks to improve efficiency of process and reduce variance in pricing of day care services. It will mean no change for new dementia day service recipients, a reduction in price for new recipients of learning difficulty day services by £81 per day and an increase in price for new recipients of 'other/specialised' day care services by £30.10 per day.

This proposal will only impact 'new' (see Appendix 2 for definition) people who can fully fund their own care and are in receipt of 'day care services' (also known as building based services), which cater for individuals with dementia, learning disabilities and physical/emotional needs.

Please note that all prices of services are subject to annual inflationary increases.

Proposal one will impact people

- a) Who have £23,250 or over in savings (including investments/bonds etc), excluding the value of the home they live in
- b) Live in the community, Supported Living or Extra Care Housing provision (not a care home) and
- c) Are 'new' to the Council; in that in the 3 months they have not received a support/care service for which the Council charge and
- d) Have asked the council to arrange care on their behalf

We have identified 11 people out of the current cohort of 351 clients (3% of total cohort) who are receiving services from the council who would if they were new recipients of care need to pay an additional cost from this change.

In a year there are around 120 new clients who start new community-based services; with the 3% estimation taken from the current cohort this equates to around 4 people per year who could be affected by this change.

Proposal Two: Charging for 'new' self-funding clients of community-based provision the following charges:

- an initial administrative fee of £295
- an annual administrative fee of £75
- an ad-hoc £295 'mid-year provision' charge should clients choose on 'their instigation' to change provider

This does not include people living in a care home.

If the council arranges care on behalf of self-funders, we invoice the self-funder in full for the cost of care provided to them. The council also incurs costs in arranging, monitoring and billing for this care.

The proposal is to create an initial arrangement fee, annual administration fee and a mid-year change fee to recover some of the costs we incur arranging care for self-funders who ask the council to arrange their community-based care for them.

Community based care services includes home care (also known as domiciliary care), attendance at day care services and mentoring services which are delivered in the community.

Proposal two will impact people

- a) Who have £23,250 or over in savings (including investments/bonds etc.), excluding the value of the home they live in
- b) Live in the community, Supported Living or Extra Care Housing (not a care home) and

- c) Are 'new' to the Council; in that in the 3 months they have not received a support/care service for which the Council charge and
- d) Have asked the council to arrange care on their behalf

We have identified that this proposal would impact less than 100 people out of a total 1,000 current recipients of community-based care.

Please note:

1. Current self-funding clients of community-based services and day care services will not see a change to the cost of their care or be subject to any costs for arranging, maintaining or changing their provision. They would only be charged if they moved to organising their own care and then over 3 months later requested the Council take on the organisation and management again.
2. The capacity of a client to arrange their own care and their family and support circumstances will be taken into consideration when applying these charges.
3. We want to confirm that all people who are eligible for a care package will continue to have a financial assessment, to understand how much people can afford to contribute towards the cost of their care provided by the council. Examples of services that may be in a care package would be assistance with personal care and cooking or participation in daytime activities.

Several councils have either already implemented or are also considering the same changes to their charging policies outlined in this consultation document.

If these proposals are put in place, they will help South Gloucestershire adult social care to be more financially sustainable and efficient so we can carry on helping people who need it the most.

How can I take part in the consultation?

The consultation will run until **Tuesday 17 March 2020**. We want to ensure that as many people as possible provide their feedback and therefore there are several ways you can take part:

A short web survey which is available at the following address:

<https://southglos.researchfeedback.net/s.asp?k=157857613276>

- Completing a paper survey which will be sent out to everyone currently known to the council who may be affected by the proposed change. There will be a pre-paid envelope provided with the survey. The address to send these to is:

Freepost Plus RTXL-YHGY-GSYS, South Gloucestershire Council,
Corporate Research & Consultation Team, Council offices,
Badminton Road, Yate, BRISTOL, BS37 5AF



- Easy read and translated materials are being developed and will be available upon request to the following email address
mycontribution@SouthGloucestershire.gov.uk

If you are completing the survey either through the web or in paper form you can complete the survey yourself or ask somebody else such as a relative or carer to complete it on your behalf with your views in mind.

If you would like these documents in another language, large print, easy read or you have any other requirements please send an email stating the format you require to the following email address
mycontribution@SouthGloucestershire.gov.uk

What happens next?

The consultation is open until **Tuesday 17 March 2020**.

After the closing date, all your feedback and suggestions will be brought together anonymously and used to shape recommendations for change. The recommendations for change, along with the consultation feedback, will be discussed by senior Local Authority management & Executive members in April & May.

If the changes are accepted, the proposed changes will be implemented from 1st June 2020 onwards.

A feedback report will also be developed that will give an overview of the feedback and advise how your views have informed the decision-making process.

Appendix 1 - Case Study Examples

Below are imagined examples to show what could possibly happen for clients in different scenarios.

Mr. J. is of retirement age and has physical needs. His daughter Miss J calls the Council to request some domiciliary care services to help with care at home. She requests information on services available to him and is told that whilst he has savings and investments above the £23,250 value (and so is a self-funder) he already has other care services in place and therefore **will not be subject** to the new charges for arrangement, maintenance or 'mid-year change in provision'. As an existing client he will also not be charged the revised single day care rate.

Mrs S. is 40 and has learning difficulties and wishes to access day care services. She has never had any service from the council before and has savings over £23,250. She lives at home and wishes the council to arrange her day care provision; having first heard about the charges in place should the Council arrange her care. Mrs S will be charged the reduced day rate of £96.30 rather than the current £117.30 per day and will be charged the £295 arrangement fee and £75 per year administration fee. If she requests changes to the provision mid-year, for example she requests a different provider, she may be subject to another £295 'mid-provision' change fee.

Mr P. is 35 and has a mix of learning and physical disabilities and accesses a specialist day care provision. He has savings below the £23,250 threshold so is not a self-funder. He would be financially assessed to establish whether he could afford to make a contribution to

his care, but would not be charged any arrangement or ongoing administration fees.

Mr W. is 65 and wishes to arrange domiciliary care for himself at home, has savings over the £23,250 threshold and has never had any support services provided or purchased from the Council. He was notified by the social worker when discussing domiciliary care whilst in hospital of the likely arrangement and annual administrative fees and the possible 'mid-year provision change' fees and has decided to arrange the care himself, using information provided to him about providers of care in the area.

Mr G has community-based care currently arranged for him by the Council. He has savings and investments above £23,250 and is therefore a self-funder. As an existing client he **will not be subject** to the new charges for arrangement, maintenance or 'mid-year change in provision'. However, in May 2020 Mr G decides to arrange his own services and no longer wishes for the Council to do this on his behalf. Three months later, in August 2020 Mr G changes his mind and requests that the Council arrange his services again. Mr G will then be considered to be a new client and will be subject to the new charges for arrangement, annual maintenance and any mid-year changes in provision instigated by himself.

Appendix 2 – Glossary

CHANGE

A change is when a client requests a new provider of services from their current provision on their own volition (not through a social care decision or provider led change). This definition is in respect to the ‘mid-year’ provision change fee and seeks to define what constitutes a ‘change’ that may be charged.

COMMUNITY BASED SERVICES

This includes home care (also known as domiciliary care), attendance at day care services and mentoring services which are delivered in the community.

NEW

A self-funding client is ‘new’ when in the last 3 months they have not received a social care service for which they have charged by the Council.

SELF FUNDER

For the purposes of this policy, ‘self-funder’ is a client who fully funds their provision through non-capital means; savings, investments etc. It does not include those clients who have capital (a home or property) who become a ‘deferred payment’ client who will pay for care once their home or property has been sold.