

Appendix C - Adult Social Care Charging Policies Review Consultation Approach

Section 1: Approach

The approach to consultation on the proposed Adult Social Care Charging Policies has been undertaken with due regard to the Public Sector Equality Duty of the S149 Equality Act 2010.

Aims of the consultation

The aims of this consultation are 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 wishes to comment on the proposed changes has the opportunity to do so, enabling them to raise any impacts the implementations of proposed changes may have.
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objective in a different way.
- Provide feedback on the results of the consultation to Elected Members to enable them to make informed decisions about implementation.
- Ensure that the results are analysed in a meaningful, timely fashion, so that feedback is taken into account when decisions are made.

Proposed Timeline

- Consultation open for 11 weeks (20 June 2023 to 4 September 2023)
- Presentation of consultation findings, any subsequent changes and final policies to the Director of Adult Social Care and Cabinet Member for Adult Social Care and Health Systems (proposed delegated authority from Cabinet) by 06 November 2023
- Implementation plan instigated on 13 November 2023
- New Charging Policies in place 01 January 2024

Consultation stakeholders

Stakeholders are defined as people/groups who have an interest in the area and can either affect, or be affected, by the service/change.

The proposed consultation on the charging policies will be targeted at those specifically affected by the changes but will also engage the wider community. The following table highlights the initial stakeholder list (this will continue to evolve through the consultation period).

Stakeholders include:

People who are currently in receipt of care and support and are charged for some elements (this is the group of people reflected in the main report)
People who are currently in receipt of care and support who are not charged (but might be in the future)
Family and those with caring responsibilities for people who are currently in receipt of care and support.

Appendix C – Charging Review Consultation Approach

Advocates for people who are currently in receipt of care and support and lack capacity	
Co-production / Involvement Groups, including but not limited to: <ul style="list-style-type: none"> ○ Making it Real Board ○ Telford Voices ○ Independent Living Centre (ILC) and Technology Enabled Care (TEC) ○ Experts by Experience ○ Experts by Experience on place based partnerships ○ Mental Health Alliance ○ Senior Citizen’s Forum ○ Safeguarding citizens group ○ Healthwatch 	
All residents	
Providers of care and support services	NHS organisations
Elected members	Parish and Town Councils
Interfaith Council	Voluntary Sector Organisations
Community Groups and Centres	Adult Social Care Service
Children’s Safeguarding and Family Support	Special Education Needs and Disabilities Team
Other Telford & Wrekin Council Services	Wellbeing Independence Partnership
Advocacy Services	Place based health and social care partnerships (e.g. Safeguarding Adult Board, Aiming High, Ageing Well Partnership, Learning Disability Partnership, etc)

Consultation methodology

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

- Paper copy of questionnaire (with free return envelope)
- Easy read version of paper copy of questionnaire and consultation document (with free return envelope)
- Online questionnaire
- 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 (e.g. Making it Real Board, Ageing Well Partnership, Chief Officers Group ...etc)
- Stakeholder virtual face to face sessions

Supporting communication channels

A communication plan is in place and for each target audience the most appropriate and effective communication channels will be used. This includes, but not limited to:

- Personalised letters to people who are currently in receipt of chargeable services with specific details of how the changes will impact them financially and how they can partake in the consultation (in accordance with their communication needs)

Appendix C – Charging Review Consultation Approach

- Website landing page which will include key information about the proposed changes and signposting to a wide range of supporting information
- Council's Newsroom
- Media
- Corporate and community social media channels
- Newsletter to relevant subscriber groups (e.g. Council Leader News)
- Printed flyers displayed in Council locations (e.g. Independent Living Centre).
- Collaborate (Integrated Care System newsletter)
- Internal Council communication streams
- Promotion through stakeholder sessions and communication methods through:
 - various partnerships including but not limited to the Making it Real Board, Ageing Well Partnership...etc.
 - various voluntary, community and social enterprise sector groups, including but not limited to Healthwatch, Chief Officers Group ...etc
 - various care providers e.g. Shropshire Partners in Care, Provider Forums
- Communication and consultation methods will also be available in accessible formats and different languages as appropriate.

Section 2: Consultation Questions

The purpose of this survey is to gather the views of people who are affected by the proposed changes to the Adult Social Care Charging Policies.

You can find out more about the proposals at www.telford.gov.uk/ASCcharging

If you require assistance, or require this in alternative formats, please contact us:

- ASCcharging@telford.gov.uk
- 01952 380000 (between 9am-5pm, Monday-Friday)
- ASC Charging, Adult Social Care, Darby House, Lawn Central, Telford, TF3 4JA

Part 1

1. Are you a:

- *User of Adult Social Care services*
- *Unpaid Carer*
- *Other family member*
- *Other – with open text box*

1b. Are you answering on behalf of someone? Y/N

2. What is your postcode?

Open text box

Part 2

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:

Appendix C – Charging Review Consultation Approach

- 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.

These are the principles that underpin our Charging Policies.

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

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

Please tell us why: open text box

4. 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 significant negative impact and 5 being positive impact

Please tell us why: open text box

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

Open text box

Part 3

6. Standard corporate respondent profile questions