

Review of Adult Social Care Charging Policies Scrutiny Session

03.10.2023

Meeting Point House / Microsoft Teams



Review of Charging Policies - Background

Background

- Telford & Wrekin Council provide adult social care services to approximately 4,100 people in Telford and Wrekin.
- Currently approximately 1,900 people receive chargeable social care services.
- The amount people need to pay for their care varies, depending on their individual financial circumstances.
- Over the last nine years (Care Act 2014), we have not made any fundamental changes to the Adult Social Care Charging Policies.
- Consequently, social care charges in Telford and Wrekin are currently significantly lower than the national charging guidelines and those of many other local authorities across the country.

Why change?

- Our funding from Government has reduced significantly over the last 9 years
- The Council is investing an additional ~£10m in adult social care in 2023/24
- Increasing demand for adult social care services including older people and those with complex care and support needs.
- There has been a 35.7% rise in the number of residents aged 65 and over in our borough from 2011 to 2021, the highest increase in the West Midlands. A higher percentage change can be seen in people aged 70-74 with the population increasing 51.8% between 2011-2021.
- We face growing pressures in the care market

What was proposed?

What were the proposed changes (1)?

The Council proposed to make seven changes to the Adult Social Care Charging Policies in order to:

- continue providing the best care and support to people in need;
- continue applying charging rules equally so people with similar needs and services across the borough are treated the same, whether they receive care services from us or from other providers
- be sustainable in the long term - bring Telford and Wrekin social care charges in line with the government standards and those of other local authorities

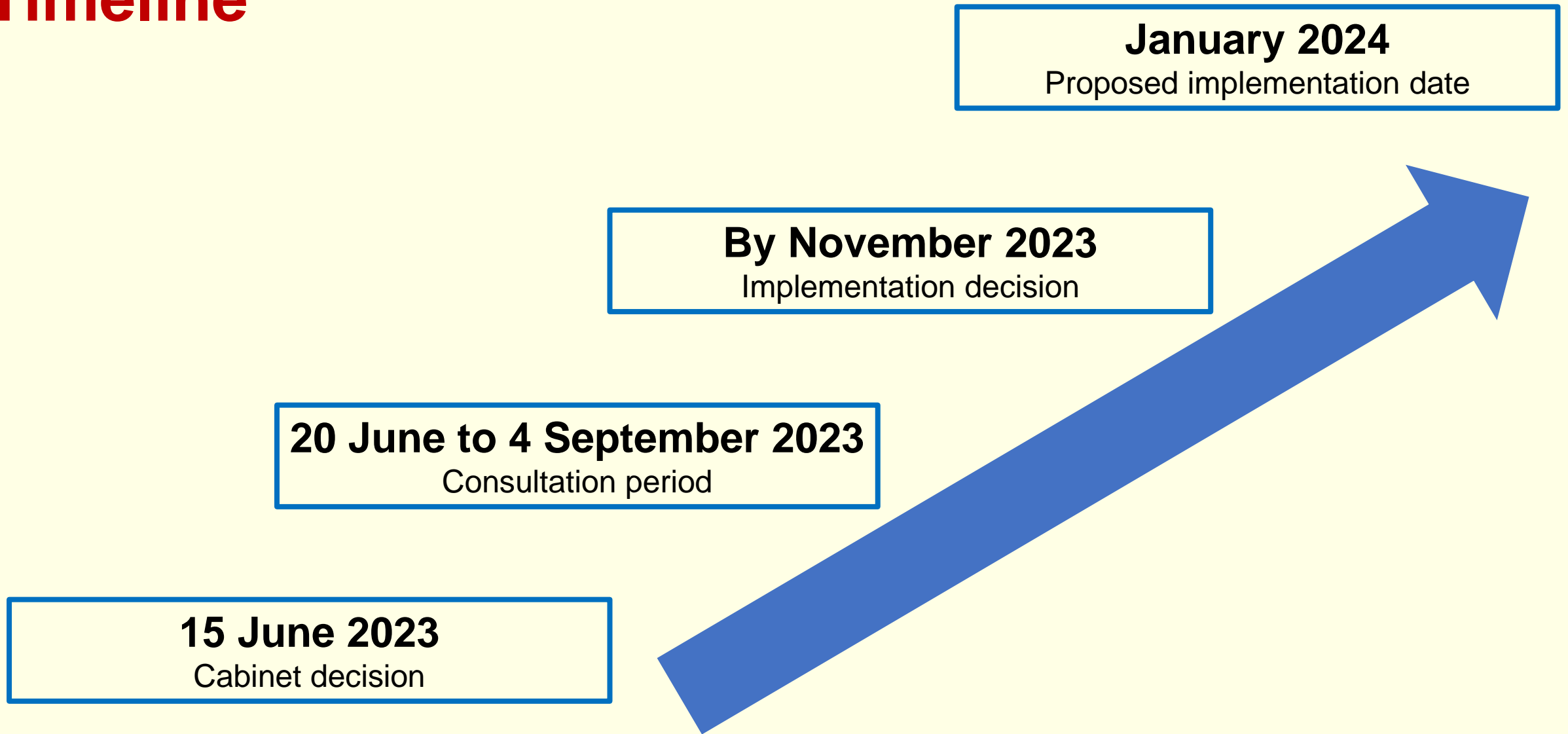
Under the proposed changes, the Council will continue to ensure that people are not charged more than they can reasonably afford following an individual and means tested financial assessment.

What were the proposed changes (2)?

	Area of charging	Brief description of proposed change
1	Minimum Income Guarantee (MIG) (non – residential)	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).
2	Implement Tariff Income (non-residential)	To introduce tariff income in the calculation of the financial assessment for non-residential care. (Tariff income is a weekly amount added to a person's income to take account of the notional income they receive from their capital).
3	High-rate Attendance Allowance & Disability Living Allowance	To include as income the high rates of Attendance Allowance and Disability Living allowance in the financial assessment.
4	Charging self-funders for brokering and administration of care	To introduce an ongoing annual administrative charge to self-funders for sourcing, arranging and the administration of care.
5	Telford & Wrekin Appointee and Deputy Services	<p>To introduce a weekly administrative charge for people in receipt of Appointee Services provided by the Council. To be increased annually in line with inflation.</p> <p>To pass on charges for bank and prepayment card charges for people in receipt of Deputy and Appointee Services provided by the Council.</p> <p>To introduce an annual property management fee to people in rented accommodation who are in receipt of Deputy services provided by the Council.</p>
6	Community Alarms	To introduce a charge for the monitoring and administration charge for Council funded Community Alarms.
7	Deferred Payment Agreement	To increase Deferred Payment Agreement fees and introduce an annual administration charge.

The process

Timeline



How did we consult?

The consultation was undertaken between 20 June and 4 September 2023. It included a wide range of engagement and feedback from people who use adult social care services as well as carers, family members and organisations.

These included:

- 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 consultation sessions
- Independent advocacy offer to support most vulnerable to share their views
- Stakeholder meetings
- The consultation documents and questionnaire were available on request in easy read, large print formats and different languages

Each person receiving chargeable care and support services at the time of the consultation received a personalised letter.

What did we ask?

Question 1

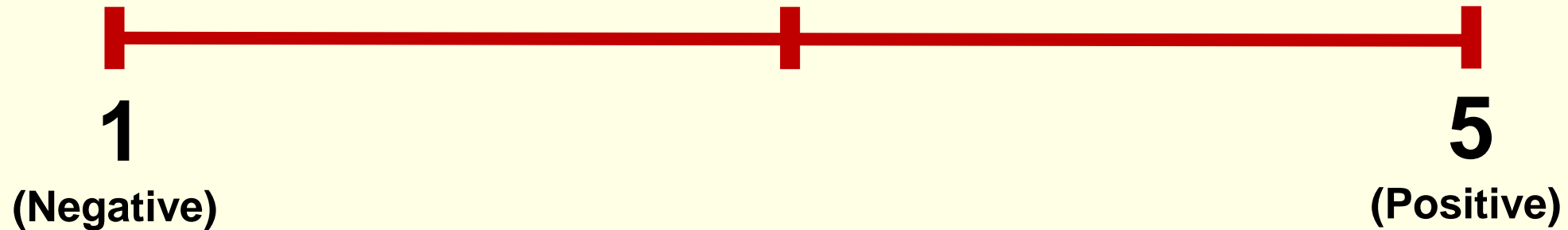
To what extent do you agree or disagree with the principles?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Please tell us why?

Question 2

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



Please tell us why?

Question 3

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

The principles

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.

These are the principles that underpin our Charging Policies.

Consultation Statistics

- 397 responses to the consultation were received:
 - 287 paper surveys (including 6 easy read surveys)
 - 72 online surveys
 - 37 people attended the consultation sessions
 - 1 organisational response
- Over half of the survey respondents indicated they were users of adult social care services.
- The consultation received survey 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).

- The information shared with the Council through the consultation process was captured and analysed.
- This information, along with the discussion at this Scrutiny Meeting, will help inform the decision.
- The decision will be made and published on the Council's website after 20 October.

All information about the proposed changes and consultation can be found on www.telford.gov.uk/ASCcharging

Next Steps