

## **Contribution Policy Consultation responses**

### **Summary**

A consultation on the new contribution policy beginning as a result of the Transforming Social Care agenda took place for 8 weeks between Monday 26<sup>th</sup> October and Friday 18<sup>th</sup> December 2009.

Service Users, carers, staff and our partners (a list of partners is below) were all given the opportunity to pass comment on the proposed changes. Consultation documents were either posted out, along with stamped, addressed envelopes or e-mailed. In addition all consultation papers and the full version of the draft policy were put onto the RBWM website, made available in the main council offices, libraries and leisure centres. Phone numbers of the Financial Assessment & Benefits team and e-mail addresses were provided so that everyone knew who to speak to with any questions. In total 1092 consultations were distributed, 902 by post and 190 by e-mail.

The consultation stated that currently some services are charged for and others are not. Some people are not assessed as to whether they can afford to contribute towards the cost of their care services. The proposal requires all service users to be assessed so as to ensure that in the future all residents will be assessed on exactly the same basis and it is therefore fair and equitable.

It was set out in an easy to follow format addressing the most likely questions to come from the public. Feedback was requested on whether the new policy was the right approach and if not why, also if anything else should be taken into account in setting the policy.

### **Responses**

108 responses (10% of the distribution) were received to the consultation. Of these 20 of were telephone calls asking questions but not passing an opinion. Of the 88 other responses, 53% agreed that the new contribution policy was fair, 23% disagreed 8% were happy with the current approach and were asking for it not to change and 16% did not express an opinion either way, some making comment that they felt they did not have information on their individual cases so could not judge.

Table A below summarises the feedback from the consultation. It shows who the responder is and the service area that they are concerned about. The majority of the responses relate to Older Persons and Physical Disability (55%) and that it was mainly service users themselves who answered (57%)

TABLE A: Summary of Consultation Response by Care Group and Respondee

Service	Respondee	Agree that the Policy is Fair	Disagree that the Policy is Fair	Do not want Change as are happy with current policy.	Opinion on fairness not passed	Total Responses
<b>Learning Disability</b>	Service User	9	4	1	1	15
	Unpaid Carer	7	3	0	3	13
	Care Professional	0	0	0	0	0
	Not Provided	2	0	0	0	2
	<b>Total LD</b>	<b>18</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>30</b>
<b>Older People / Physical Disability</b>	Service User	17	5	4	5	31
	Unpaid Carer	6	4	1	1	12
	Care Professional	1	0	0	1	2
	Not Provided	2	1	0	0	3
	<b>Total OP / PD</b>	<b>26</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>48</b>
<b>Service Not Stated</b>	Service User	1	2	0	1	4
	Unpaid Carer	1	0	0	1	2
	Care Professional	0	0	1	0	1
	Not Provided	1	1	0	1	3
	<b>Total not stated</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>10</b>
	<b>Total over all services</b>	<b>47</b>	<b>20</b>	<b>7</b>	<b>14</b>	<b>88</b>
		<b>53%</b>	<b>23%</b>	<b>8%</b>	<b>16%</b>	<b>100%</b>

The quality of the responses varied from a small number who clearly understood the policy and had valid opinions to put across to those who took the opportunity to tell us their view of the all council activities and comment on the overall use of tax payers money. However most responses provided positive and constructive feedback.

Some of the more common comments received were around the fairness of contributions and why should those that have worked hard and saved their whole life be “penalised” for doing so. There were also concerns around what is perceived as the added pressure of managing a personal budget on individuals and the loss of purchasing power.

Some responses agreed that it was the right approach to make the process fairer but were still concerned as to the effect of the change on a personal basis.

The most common questions coming from the phone calls were from service users concerned that they would be able to continue receiving home-care from the council and those wanting further clarification of the major changes. Again there was concern around purchasing power of the personal budget. The issues raised from the all 20 telephone calls received are set out in Table B below.

Table B Summary of Telephone Responses to the Consultation

	Number of queries
Why have I received the consultation	2
Can I sign an assessment on behalf of my relative	1
Can I continue to receive home care from Council	8
Will this affect Council's bulk purchasing power	2
Clarification of purpose of consultation	4
Whose views required – carers or service users	1
Further clarification of major changes	8
A general query on Social care and other Council services	1
Who should I contact if I have a problem.	1
How will this impact on residential respite contributions	2
Effect on community equipment allocations	1
Will there be any impact on Council in-house services	1
Difficult for citizens to manage budgets	4

### Conclusion

The conclusion drawn from the consultation responses received is that the policy is perceived as fair. The responses did not indicate changes were required to any particular aspect of the proposed policy.

An extensive consultation was carried out over the 8 week period and consultation packs were sent to all of the “stakeholders” listed in Table C below.

<b>Table C List of Stakeholders sent a Consultation Pack.</b>
Social care users
General public
Staff
Councillors
Carers Partnership Board
Physical Disability and Sensory Impairment Partnership Board
East Berkshire Local Implementation Team
Learning Disability Partnership Board
Older Peoples' Partnership Board
Older Persons Advisory Forum
Adam Afriyie, MP
Theresa May, MP
Wokingham Borough Council
Slough Borough Council
Bracknell Forest Council

Crossroads
Windsor and Maidenhead Voluntary Action (WMVA)
Berkshire East Primary Care Trust (PCT)
Heatherwood and Wexham Park Hospital Trust
Royal National Institute for Deaf People
Department of Health
Barnardos
Choice Ltd
Care UK
WRVS
Leonard Cheshire Disability
Medico
Princess Royal Trust
Homecall
Lookahead
Mencap
Local Involvement Networks (LINks)
Turnstone
Age Concern Slough
People to Places
Berkshire Care Association
Owl Housing
Adult Dyslexia Centre
Advance Housing
Age Concern Windsor
Alzheimer's Society Maidenhead Branch
Appleberry Care
Applegarth Care Home
Ascot Nursing Home
Ascot Residential Homes LTD
Blue Bird Care
Bramerton
Burnham Lodge
Care Response
Careforce
Carewatch Care Services
Central & Cecil Head Office
Central and Cecil
Chalfont Lodge Nursing Home (Barchester Healthcare)
Chandos Lodge Nursing Home
Cherry Garden Nursing Home
Clara Court
Comfort Care Services
CONNEXIONS Thames Valley
Cookham Riverside Nursing Home

Creative Support
Eton House
Foxleigh Grove
Golden Rose
Harwood House Nursing Home
Herewards House Residential Home
Jigsaw Creative Care
King Edward VI Club
Larchfield Nursing Home
Larkland House
Leonard Cheshire Disability
Log On to Care
Longlea
Lynwood Nursing Home
Maidenhead Mencap
Manor House
MDHA
Meadowbank
Milbury Care (Southern Region)
Miller Care
Moor Cottage Residential Home
Old Windsor Day Centre
Primary Healthcare
Princess Royal Trust
Princess Royal Trust Core Services (BME)
REACH Disability Care
Rethink
Sandridge House Nursing Home
St Christophers Care Home (Ascot Res Home)
St Davids Nursing Home (Ascot Residential Home)
Thames Hospice Care
United Voices of Windsor & Maidenhead
Universal Care Ltd
Vansett Nursing Home
Whitelodge
Windsor Mencap Buddy Scheme
<b>Community Partnership:</b>
Legoland
Job Centre Plus
Royal Berkshire Fire & Rescue Service
South Central Ambulance Service
Federation of Small Businesses
Wraysbury Parish

Thames Valley Chamber of Commerce
Environment Agency
Community Council for Berkshire
Thames Valley Probation Services
National Trust
Centrica
Thames Water Local Regional Government Liaison
Berks Economic Strategy Board
Government Office South East (GOSE)
East Berkshire College Principal
Chamber of Commerce - Maidenhead
Housing Solutions
LiaseOnline Limited
Windsor and Maidenhead Community Forum (WAMCF)
Radian Housing
Family Friends
Citizens Advice Bureau
Windsor Housing Association
Housing Solutions Group
Berkshire College of Agriculture
Crown Estates
Berkshire Learning & Skills Council
Thames Valley Police
Community Council for Berkshire
Social Enterprise Berkshire
Transition Town Maidenhead
Coldstream Guards Community Engagement Group