



Cornwall Council consultation on Adult Social Care Charging Policy

The Council is seeking views on proposed changes to the Adult Social Care Charging Policy which sets out the Council's approach to charging for the residential and non-residential services we provide.

We would like to know if the changes we are proposing to make to the policies are right and what you think about them.

We would like to hear from people who receive care services, carers, service providers, Voluntary and Community Sector, and anyone else with an interest in adult social care services.

Please read the **Charging Policy** available on our website and in libraries and information services (one stop shops) before answering our survey questions on the following pages.

Fair Processing Notice

The information you provide will be treated in the strictest of confidence and may be passed on to other services within the Council, who will use it for the same purposes.

The information you provide on this form will be processed in accordance with the requirements of the Data Protection Act 1998 and will not be passed onto any third party.

At all times, it will be treated as confidential and used only for the purpose of Equality Monitoring.

All personal information held by Cornwall Council is held safely in a secure environment.

Adult Social Care Charging Policy proposals

In support of the Council's Medium Term Financial Strategy and in order to fully embrace the powers created by the Care Act 2014 and the Care and Support (Charging & Assessment of Resources) Regulations 2014, the Charging policy has been redrafted. The revised policy has three areas where significant change has occurred.

We would like your views on the proposed changes below:

1. Proposal: Apply charges for non-residential services from the date the service starts.

Current position: Historically Cornwall Council has been collecting service user contributions from the Saturday immediately following the date of the financial assessment which has resulted in a loss of income from service users

Proposed change: To collect service user contributions from the date of service starting

Who is likely to be affected?

- New people entering the system
- Existing people who have a change in service who are currently paying the full cost for their service
- People who have a break in service, at the point when the service is reinstated.

Impacts of proposed changes:

- Align Cornwall Council with the Care Act provisions
- Reduce wider subsidy of service user contributions where an individual has been assessed as being able to afford to pay contributions.

Do you think the proposal is the right thing to do?

Yes

No

Don't know

2. Proposal: Charge for respite care under residential charging rules

Current position: Currently Cornwall Council does not charge for respite care under the residential charging rules

Proposed change: To charge for respite care under the residential charging rules

Who is likely to be affected?

- Anyone qualifying for respite accommodation, including those who receive a Direct Cash Payment for respite.

Impacts of proposed changes:

- Consistent charging for any form of short stay in accordance with Care Act
- Enable charges to be applied pro rata
- Clarify charging structure for service users and providers.

We would like your views on the proposed changes below.

Do you think the proposal is the right thing to do?

Yes

No

Don't know

If you have any comments about this proposal, please tell us below:

3. Proposal: To charge for the full cost of meals

Current position: Currently Cornwall Council only charges a small proportion of the cost of providing meals for some services.

Proposed change: Full cost recovery of the cost of providing meals as this is considered a general daily living expense.

Who is likely to be affected?

- Anyone requesting meals at a day centre or at home.

Impacts of proposed changes:

- Service users will pay the full cost of the food provided. The cost of preparing the meal, for example heating, is covered within the usual service provision
- Reduce wider subsidy of a general daily living expense.

Do you think the proposal is the right thing to do?

Yes

No

Don't know

What do you think about the principle of full cost recovery?

Please tell us below:

If you have any comments about this proposal, please use the comment box below:

About you

Please let us know in what capacity you are responding?

Person who receives care

Carer

Service provider

VCSE Sector organisation

Other, please state: _____

Equality monitoring

Equality monitoring is a useful tool to help us plan, improve and possibly change the way we deliver services.

Equality monitoring is good practice and key to ensuring that our service delivery is continually improving by increasing our knowledge about the customers we serve and their potential needs.

By collecting monitoring information we are able to provide evidence that we are reaching people that need our services and identify when we are not.

Meaningful equality monitoring information assists us to:

- Understand who is and who isn't using our services
- Plan new or changed services and measure their effectiveness
- Highlight satisfaction levels with your services
- Show if any policies, facilities or services are not taking into account equality issues
- Improve our reputation as an equal and fair provider of goods and services
- Improve our reputation as a fair employer who provides equality of opportunity

Cornwall Council is committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all the community. For us to check we are providing fair and effective services, we would be grateful if you would answer the questions below. Thank you for your assistance.

You are under no obligation to provide the information requested, but it would help us greatly if you do.

Please tell us about yourself in the following questions.

Privacy statement

The data you are providing is being collected by Cornwall Council as data controller in accordance with the data protection principles contained within the Data Protection Act 1998.

The information you provide will be treated as confidential, will not be shared with third parties and will only be used for the purposes of the Citizen's Advice Cornwall consultation.

All personal information held by Cornwall Council is held safely in a secure environment.

You are under no obligation to provide the information requested in the following questions but it would help us if you do.

About you

Please enter your postcode:

Please give your age:

- 19 and under
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+

How do you describe your sex?

- Female
- Male
- Other

How do you describe your ethnic origin? (Please read carefully before selecting the ethnic group that you feel most closely reflects your background).

- Asian or Asian British
- Black or Black British
- Cornish
- Mixed (e.g. White and Asian)
- White (e.g. British, Scottish)
- Other Ethnic Group

Do you consider yourself to have a disability?

- Yes
- No

Is there anything we can do or put in place which would make it easier for us to offer you an equal service? For example documents in large print, hearing loop. Please use the space below:

Do you need someone to help you understand information?
For example: someone to read documents with you or an interpreter.
Please use the space below:

It would help the Council to know of any barriers you have faced when dealing with us. Please use the space below:

Thank you for taking the time to complete this survey

We appreciate your views on our Adult Social Care Charging Policy proposals; we will use what you tell us to help inform and develop our final policy.

If you have any questions about our Charging Policy or this survey, please email: haveyoursay@cornwall.gov.uk

Please return your completed survey questionnaire, by Monday 26 February 2018, to:

Cornwall Council Adult Social Care Policy consultations
Room 4S County Hall
Treyew Road
Truro
TR1 3AY

Please contact us if you need this questionnaire in another format or language, for example large print or easy read.

- Email: comments@cornwall.gov.uk
- Telephone: 0300 1234 100
- Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY