

Adult Social Care Charging Policy Consultation 2022

Summary of findings March 2022



Walsall Council



IMPROVE
outcomes and
customer experience



IMPROVE
employee satisfaction
and engagement



IMPROVE
service efficiency
and performance

Background and methodology

A revised policy has been produced to comply with the Care Act 2014 seeking to provide clear, transparent and consistent guidance on Adult Social Care charging for Residential and Community Care services

Revisions to the Walsall Adult Social Care Charging Policy are required to ensure residents in receipt of Adult Social Care services continue to be treated in an equitable way, is in line with legislation, which both maximises Council income and critically ensures residents are 'paying what they can afford'.

The proposed policy changes will contribute to more timely collection of contributions and seeks to address current weaknesses within the existing policy, which can result in complaints; resident uncertainty; delays in charge being known and income collection levels.

In revising the policy and underpinning operational infrastructure we are confident that the council's promises to customer – improved outcomes; staff – improved work experience and benefits cashable and non will be met.



Background and methodology

Key Dates and Activity

December 2021 – Cabinet approved public consultation on a revised Adult Social Care Charging Policy.

4th January 2022 – Consultation launched via survey to 211 existing residents who self fund their care are would be directly impacted by the proposed changes.

February 2022, reminder letters issued to encourage further involvement.

Additionally, the survey was emailed to community organisations and residential & nursing care homes

January 2022 – press release issued and a range of social media channels were also utilised to promote engagement.

January 2022 – Borough libraries were issued hard copy survey information

January 2022 – easy read versions were produced and made available online

Contact details for any questions were also published

By the deadline of 1st March 2022, a total of 44 residents had responded

Demographics: Clients were asked a range of equality questions which are reflected in the EqlA.

Results

44 responses were received.

(Please note that some people did not answer every question so the totals will appear to be incomplete.)

Respondents were categorised as follows:

- Cohort A - 4 responses - Someone who currently receives care and support services
- Cohort B – 29 responses - On behalf of someone who currently receives care and support services
- Cohort C – 8 responses - I do not currently receive care and support services
- Cohort D - 1 responses - Key stakeholder / professional
- Cohort E – 2 responses - other



Please tell us what sector you work in/ represent?

Faith, community and voluntary sector organisation 0

Housing 0

Health 1

Education 0

Public sector e.g. Police, Fire 0

Business / commercial 0

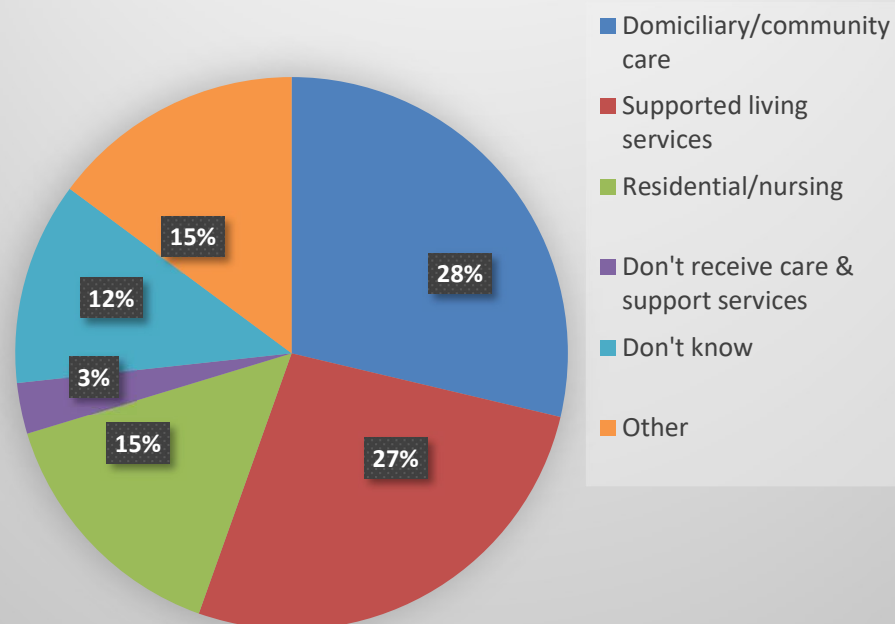
Representative body / association 0

Other, please state below 0



Services survey respondents receive

Which, if any, of the following care and support services do you or the person you are completing this for currently receive?



Breakdown of respondents in terms of services:

Domiciliary/community care – **10 respondents**

Supported living services – **9 respondents**

Residential nursing – **5 respondents**

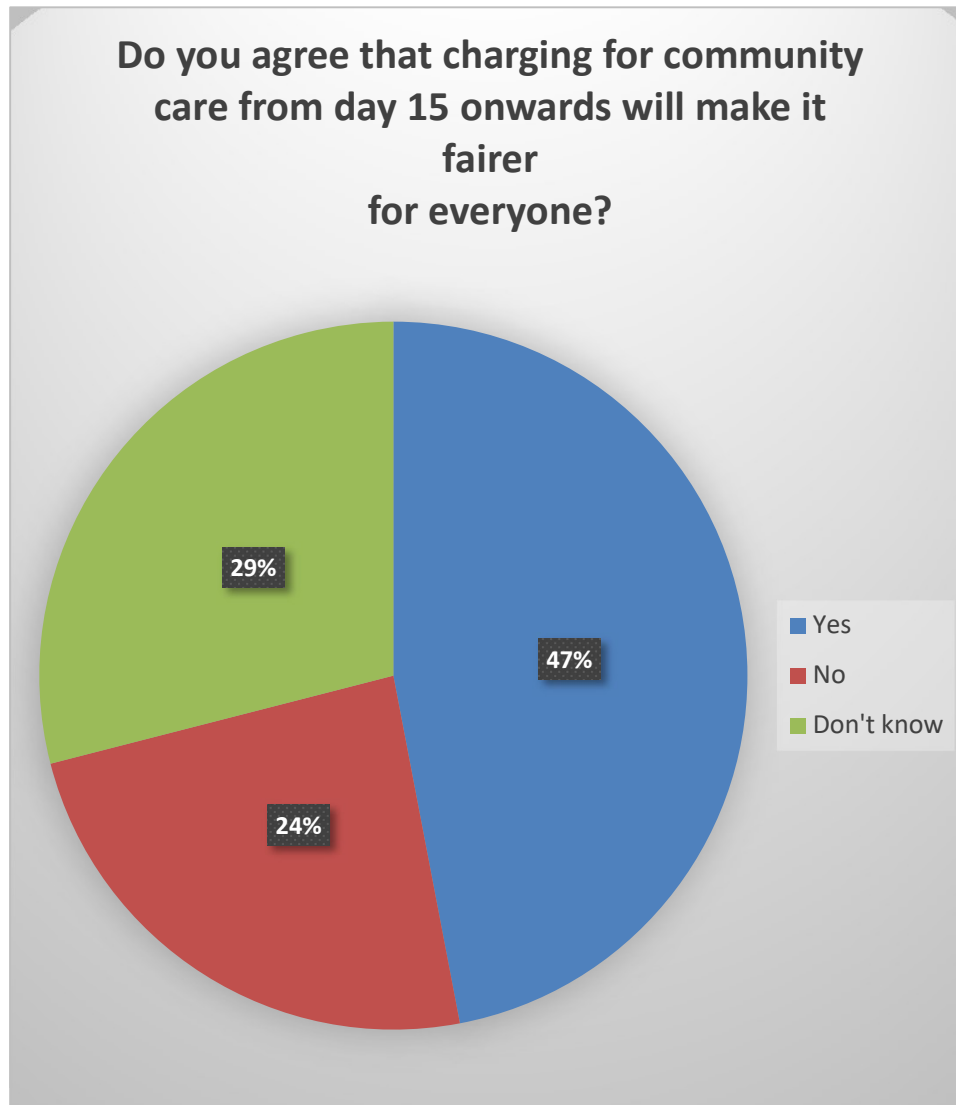
Don't receive care and support services – **1 respondent**

Don't know – **4 respondents**

Other – **5 respondents**



Proposed Introduction of a nominal charge



Majority of respondents agreed with the charging from day 15 onwards, of which 81% (13) were current or potential self funders.

Yes – 16 respondents

No – 8 respondents

Don't know – 10 respondents



Reasons for response on day 15 charging

Fairer system for all

*Everyone will be charged
at the same time*

It seems like fairer
system as long as the
customer is informed
of their charge before
day 15, so as not
to put them in debt if
charges are backdated.

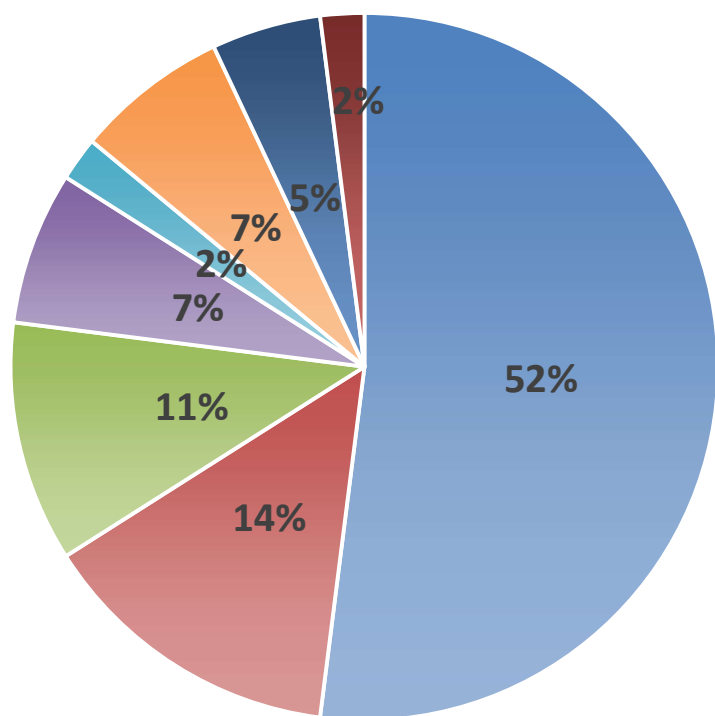
*16 days is too soon and is
likely to result in many
people receiving back
dated demands at a time
when they are vulnerable
and worried.*

*Everyone's
circumstances are
different and issues
arise that are
beyond the control
of community care
clients.*

*I don't have enough
experience of the
system to understand
how this works so can't
give an opinion*



Based on the above, which of the following applies to you / the person you are completing this for?



- I pay for all of the care and support services I receive (self-funder)
- I pay for some of the care and support services I receive
- I do not pay for the care and support services I receive (council funded)
- I do not currently receive care and support services but if I did I would be required to pay for it (self-fund)
- I do not currently receive care and support services but if I did I would be required to pay for some of it
- I do not currently receive care and support services but if I did I would not be required to pay for it (council funded)
- Doesn't apply

60% the respondents were current or potential self-funders.

I pay for all of the care and support services I receive (self-funder) – **23 respondents**

I pay for some of the care and support services I receive – **6 respondents**

I do not pay for the care and support services I receive (council funded) – **5 respondents**

I do not currently receive care and support services but if I did I would be required to pay for it (self-fund) – **3 respondents**

I do not currently receive care and support services but if I did I would be required to pay for some of it – **1 respondent**

I do not currently receive care and support services but if I did I would not be required to pay for it (council funded) – **3 respondents**

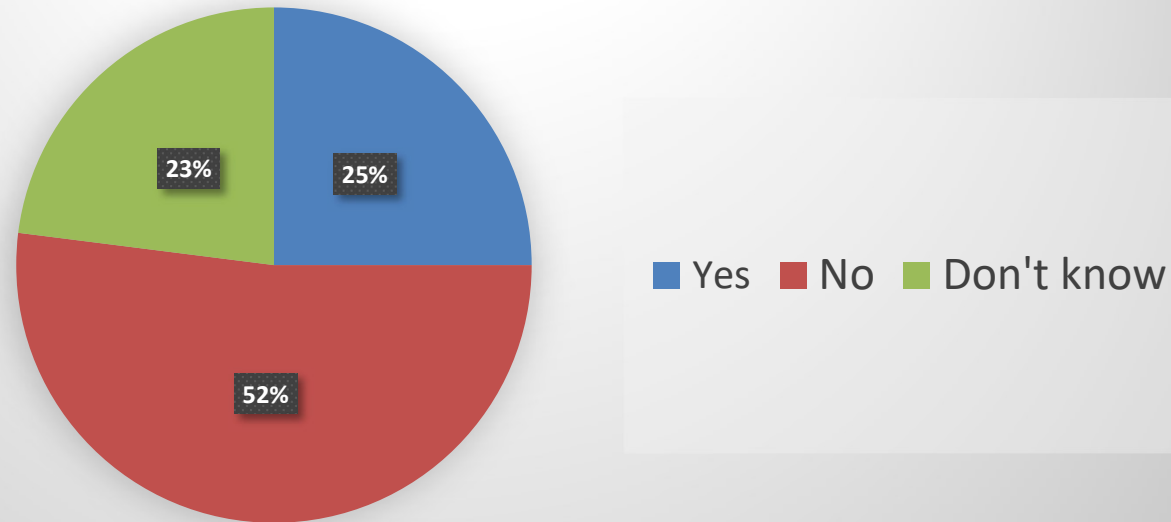
Doesn't apply – **2 respondents**

Don't know – **1 respondent**



Proposed changes for Self-Funders of Care

Should the council charge self-funders a one off fee of £300 for setting up care and support services on their behalf?



Majority of respondents didn't agree with the introduction of the one off fee (£300), of which 61% (14) were current or potential self-funders.

Yes – 11 respondents

No – 23 respondents

Don't know – 10 respondents

Reasons for response for one off self-funders fee

This is justifiable given the amount of people involved in setting up care plans.

Council incur costs for setting up care plans for people.

I know setting up care plan and support can be lengthy and costly

Self funders are almost paying a lot for care - the admin should not be passed onto them

Self funders already pay enough. The charge should apply, to those who get everything else for free, not just self funders.

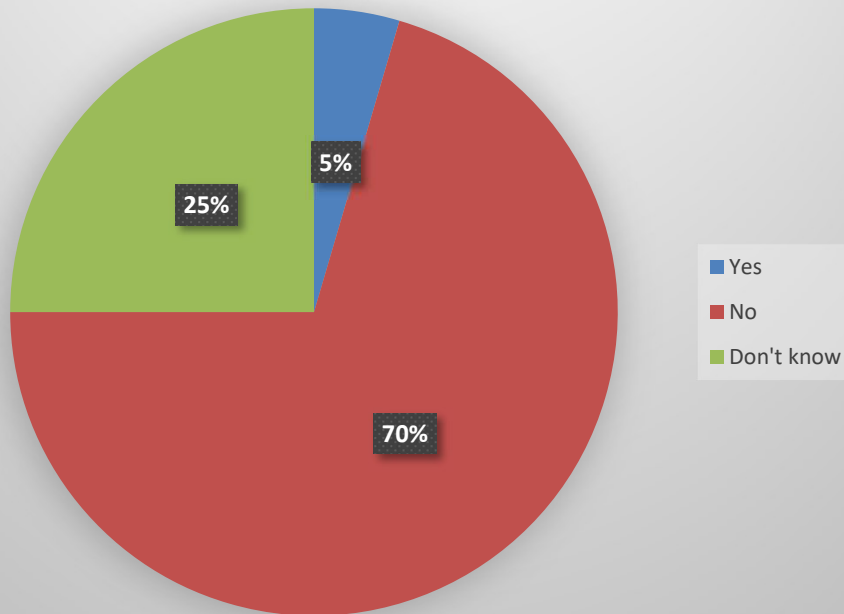
I can see a business sense for the council in this but does it make the council an elitist service? Will there be perceived differences in the standard of service received?

I believe this would be an additional unfair charge



Proposed Fees for Self-funders

Should the council charge self-funders an annual fee for £265 for the ongoing management of their care and support services?



Majority of respondents did not support the introduction of an annual fee (£265), of which 68% were current or potential self-funders.

Yes – **2 respondents**

No – **31 respondents**

Don't know – **11 respondents**



Reasons for response for annual self-funders fee

As self funders are already saving the council £1000s it is too much to charge even more. It is important to understand the stress involved in self-funding - having to make an assessment of whether or not the person is likely to live longer than they are able to fund.

Sensible.

Would impact financially on self-funders only. Unfair to have flat fee for self-funders only if it was implemented. Adjustment should be made for level of care based upon usage with cap in place.

It makes care more expensive

Self funders already pay enough. The charge should apply, to those who get everything else for free, not just self funders.

Surely all should pay the same.



Other ways of Walsall Council covering the cost of supporting people to arrange their own care and support

Costs could be reduced by directing care agencies to bill self funders directly

Assess circumstances, hardship its not everyone fits all.

Look at finances and if possible find the money from elsewhere

A small increase in council taxes, shared by the community to support vulnerable. Also more, effective and efficient administration- there should be negligible administration costs..

Setting up care arrangements for new clients one off fee.

Be more structured in budgets

Would not object to paying a lower annual fee

Take the money from what self funders pay. I am sure the £300 could be paid out of the money they pay.

Collect unpaid council tax and better allocation of what self-funders have paid in for may years prior



Other ways of Walsall Council covering the cost of supporting people to arrange their own care and support continued

This should be funded via national insurance or tax payments (PAYE)

Self-funders could be billed and pay direct to care provider once established. Eliminating any management of care by Walsall council

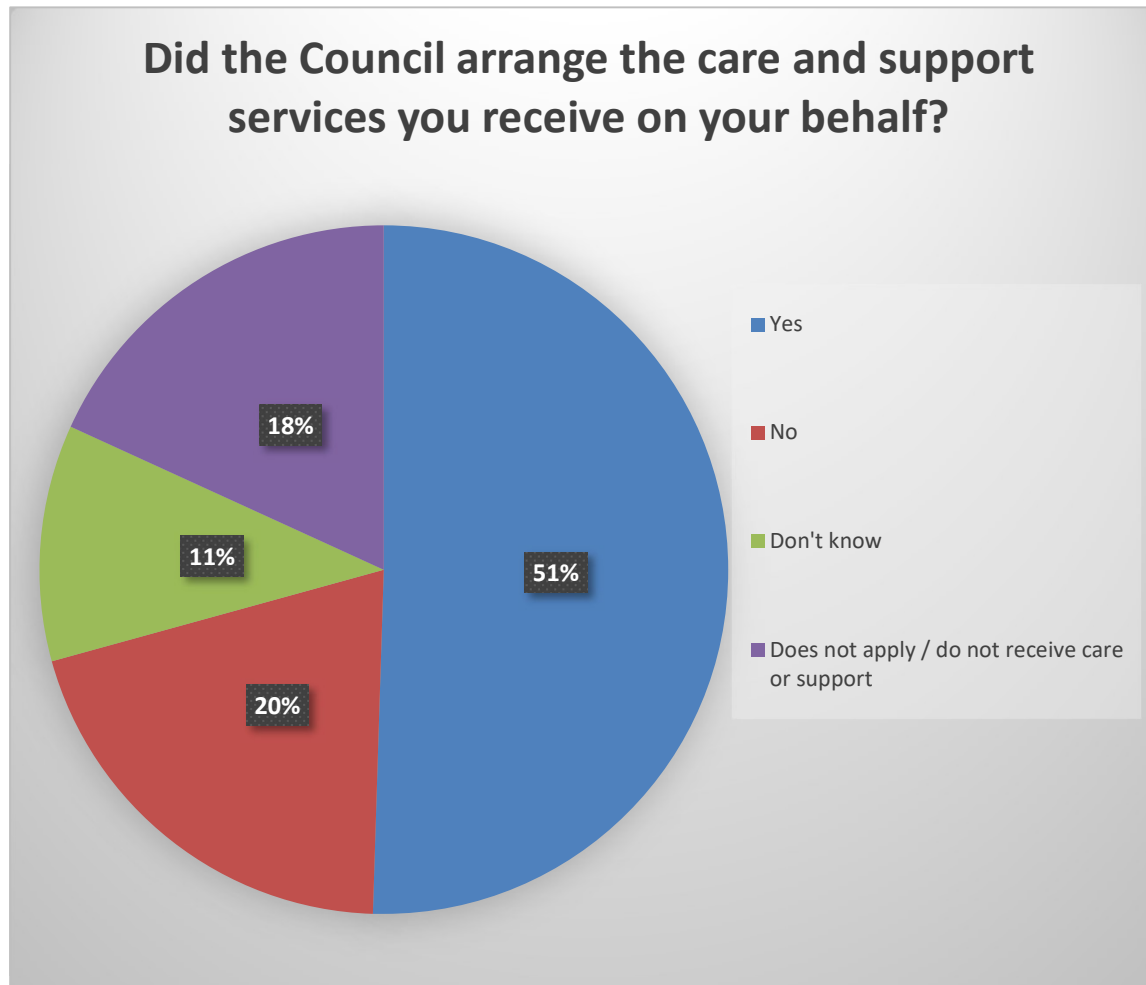
Press Government

Make savings back office end and upskill staff to be more proficient

Giving extra support to the family



Existing Support



Majority of respondents had their care arranged by the Council.

Yes – **22 respondents**

No – **9 respondents**

Don't know – **5 respondents**

Does not apply / do not receive care or support – **8 respondents**



How, if at all, would the introduction of fees for the setup and management of care impact you?

Make paying bills difficult

Will need to the cut package down

A reduction in savings & income

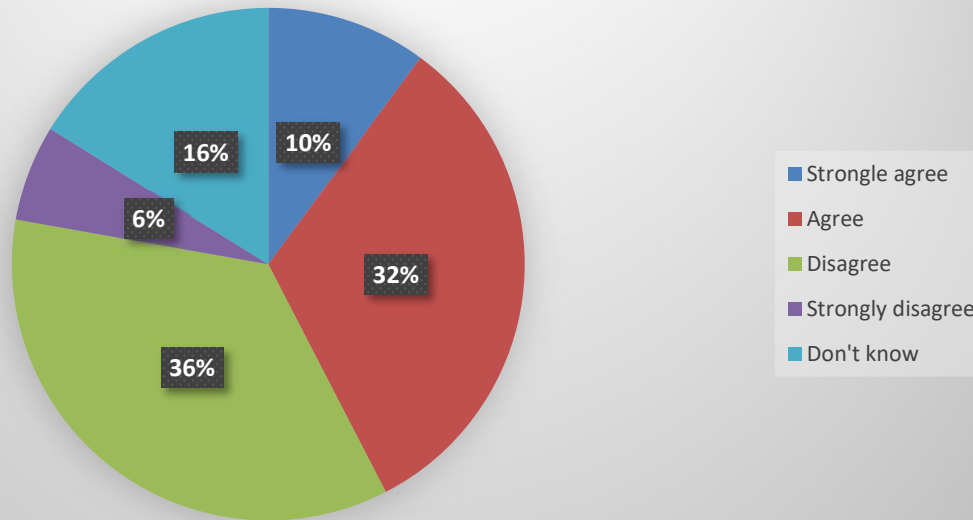
Just means marginal self-funders will slip into social care funded all the quicker. Social care funded customers may have also received council tax rebates for years. Unfair level of care for the borough's elderly - effectively same people pay twice.

It puts the family under a lot of pressure when funds are just over the limit set. Information hard to come by, help is hard to find



Understanding the Policy Document

To what extent do you agree or disagree that the proposed charging policy is easy to understand?



There is a 50% split between respondents agreeing & disagreeing that the policy is easy to understand.

Strongly agree – 3 respondents

Agree – 10 respondents

Disagree – 11 respondents

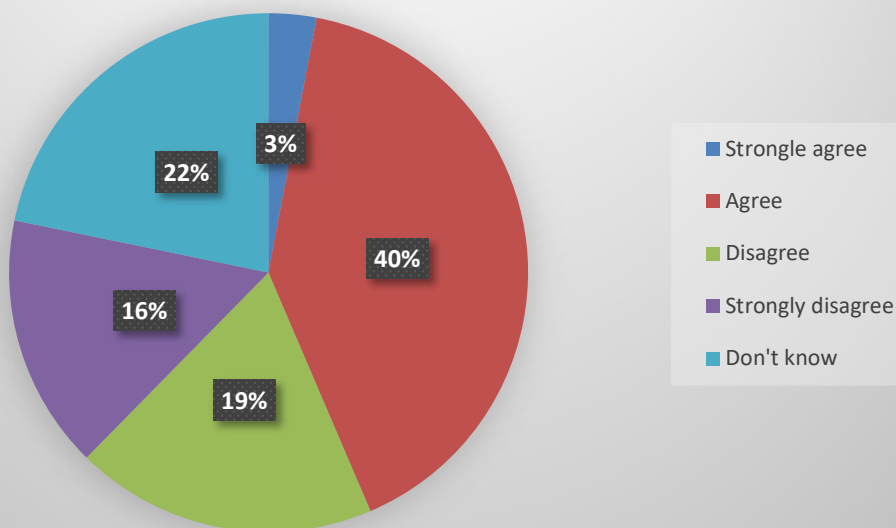
Strongly disagree – 2 respondents

Don't know – 5 respondents



Transparency of the Policy Document

To what extent do you agree or disagree that the proposed charging policy is transparent?



Majority of respondents agree that the policy is transparent.

Strongly agree – **1 respondent**

Agree – **13 respondents**

Disagree – **6 respondents**

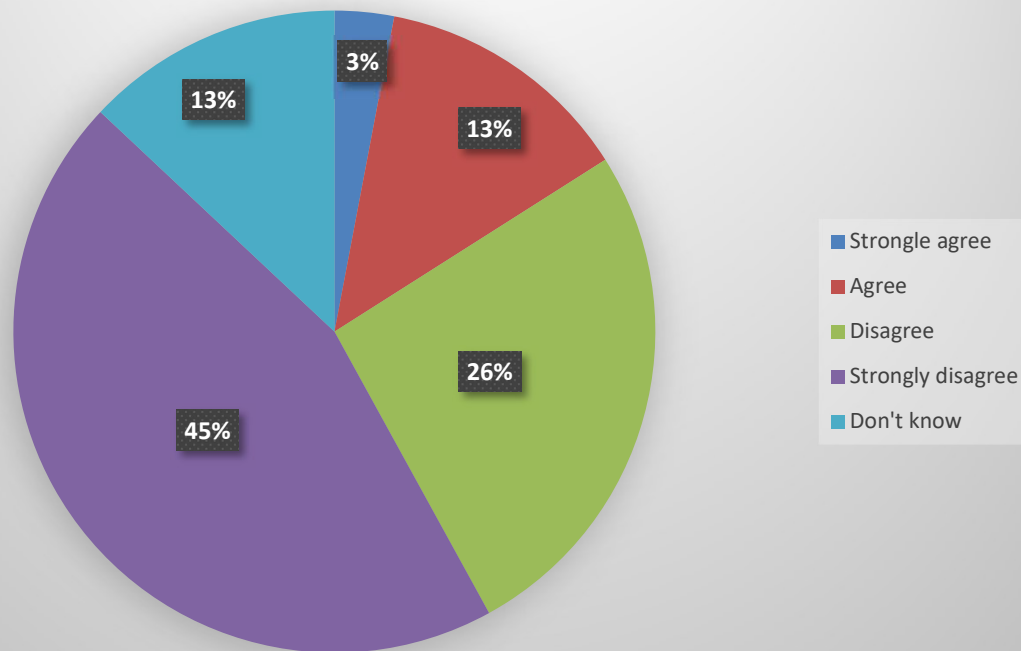
Strongly disagree – **5 respondents**

Don't know – **7 respondents**



Fairness of the Policy Document

To what extent do you agree or disagree that the proposed charging policy is fair?



Majority of respondents disagree that the policy is fair.

Strongly agree – **1 respondent**

Agree – **4 respondent**

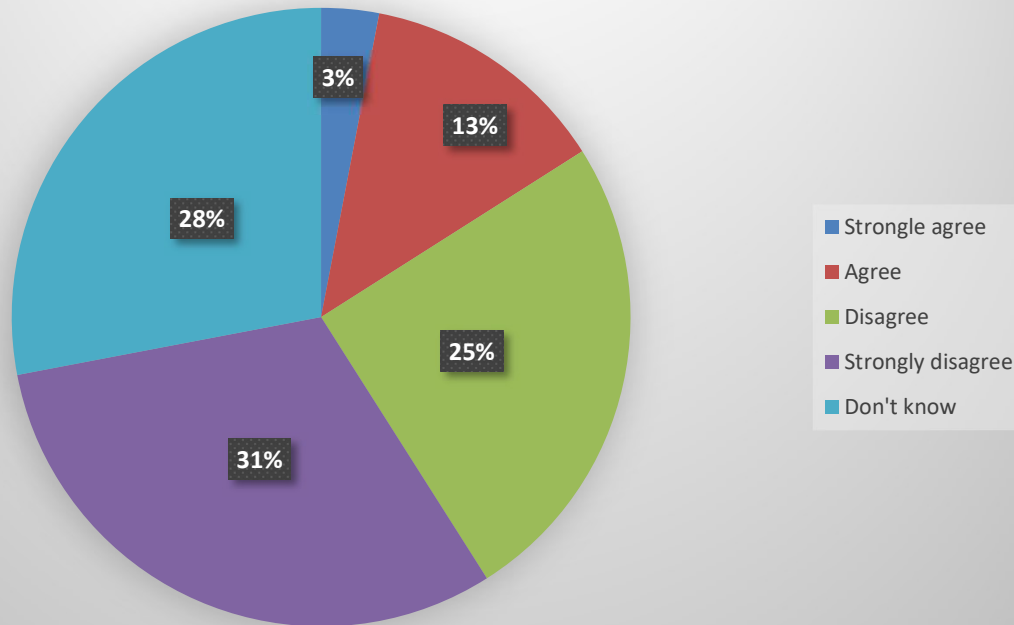
Disagree – **8 respondents**

Strongly disagree – **14 respondents**

Don't know – **4 respondents**

Fit for Purpose Policy Document

To what extent do you agree or disagree that the proposed charging policy is fit for purpose?



Majority of respondents disagree that the policy is fit for purpose.

Strongly agree – **1 respondent**

Agree – **4 respondents**

Disagree – **8 respondents**

Strongly disagree – **10 respondents**

Don't know – **9 respondents**



Do you have any other comments on the draft Adult Social Care charging policy overall?

Certain people should not be charged full stop. many truly disabled people have never worked and support themselves and require all the support they can get. there are far too many people claiming benefits who have zero entitlement

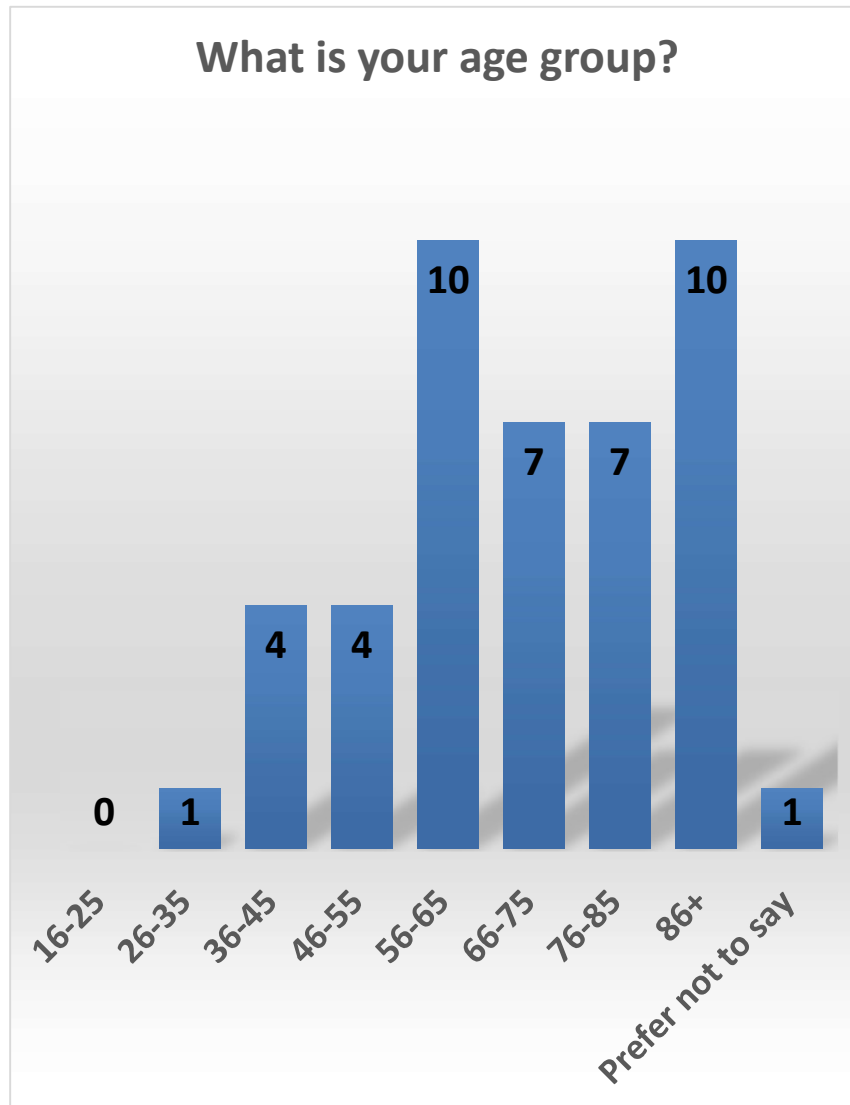
Will not pay for annual fees, no need for support will look for care ourselves from other company's

People to be treated individually. Circumstances and hardship differs in all cases

It is not clear what the admin costs are supposed to be covering

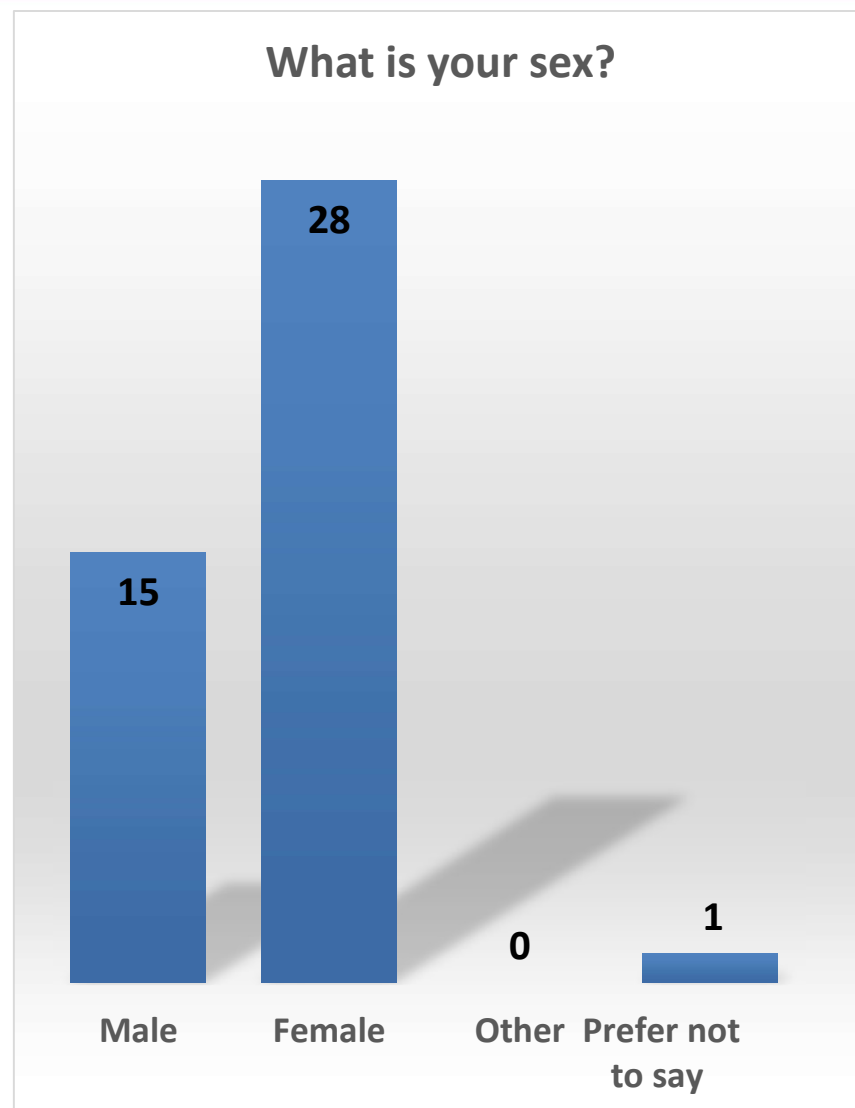


Respondent demographics



The highest respondents were aged between 55-65 & 86+. This supports the trend in Walsall's age demographic, highlighted within the Equality Impact Assessment, relating to those in receipt of Walsall's Adult Social Care services.

Respondent demographics

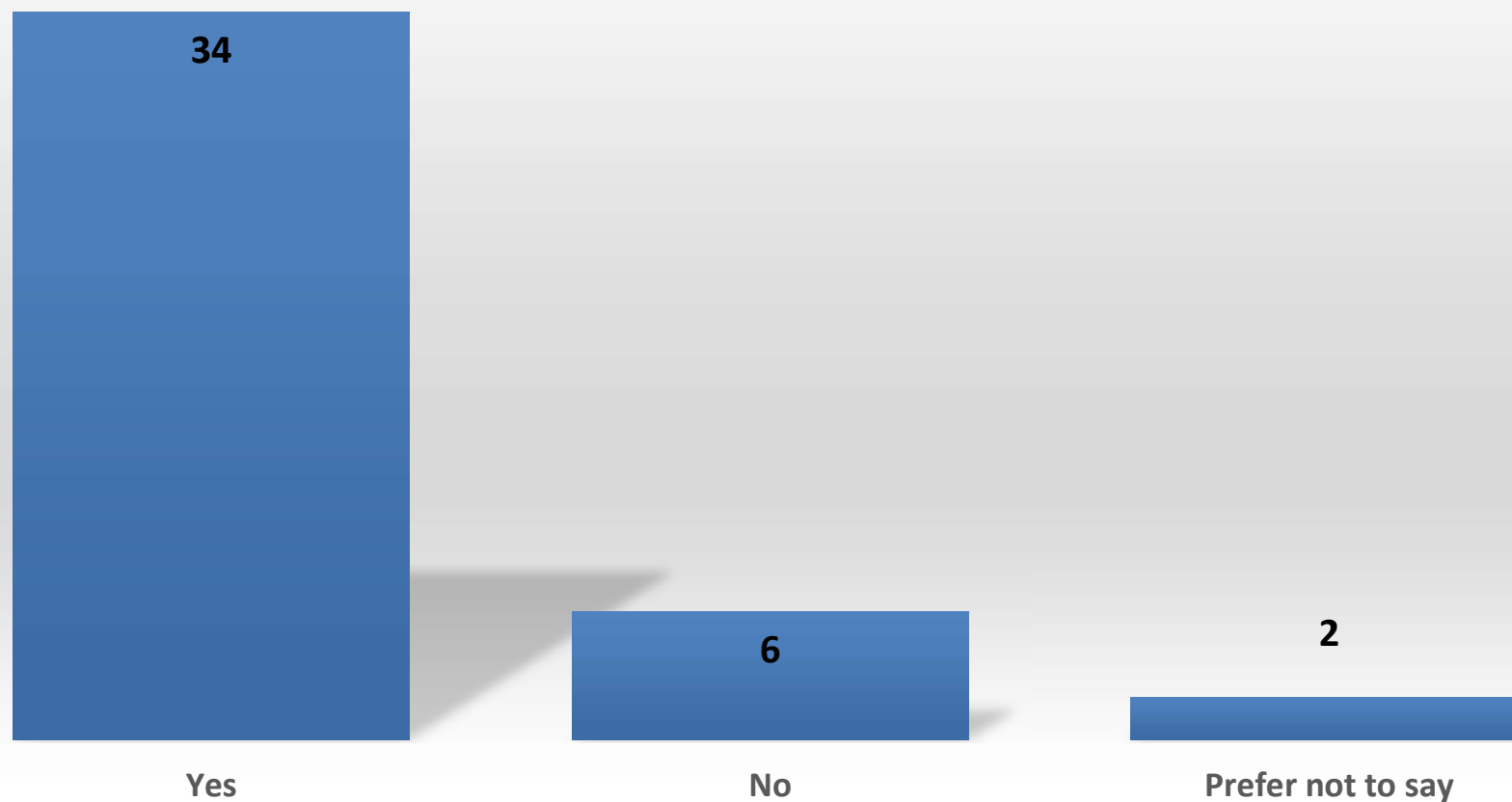


The highest number of respondents were female. This supports the trend in Walsall's gender demographic, highlighted within the Equality Impact Assessments, relating to those in receipt of Walsall's Adult Social Care services.



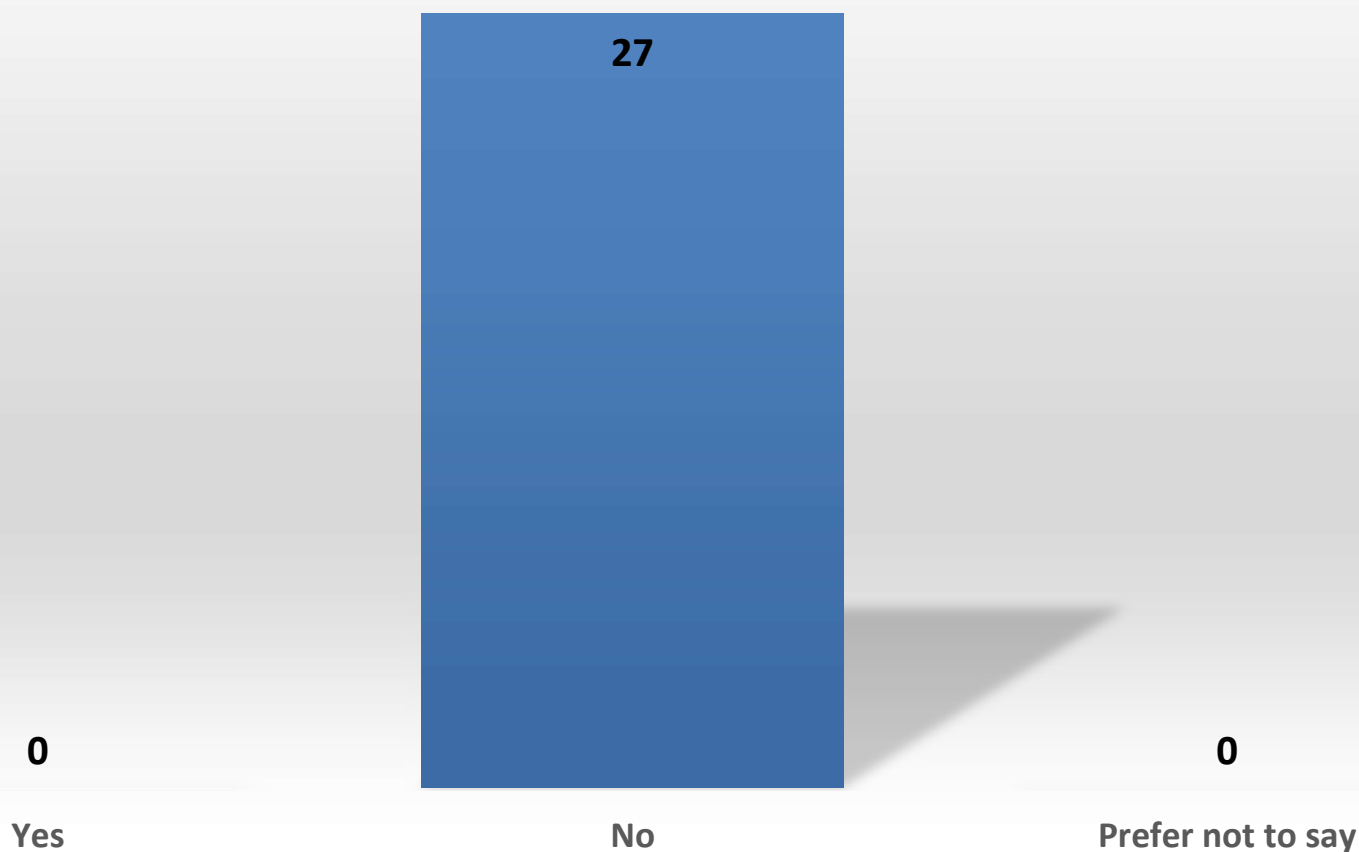
Respondent demographics

Is your gender identity the same as the gender you were assigned at birth?



Respondent demographics

Are you currently pregnant or providing care for a baby up to 26 weeks old?



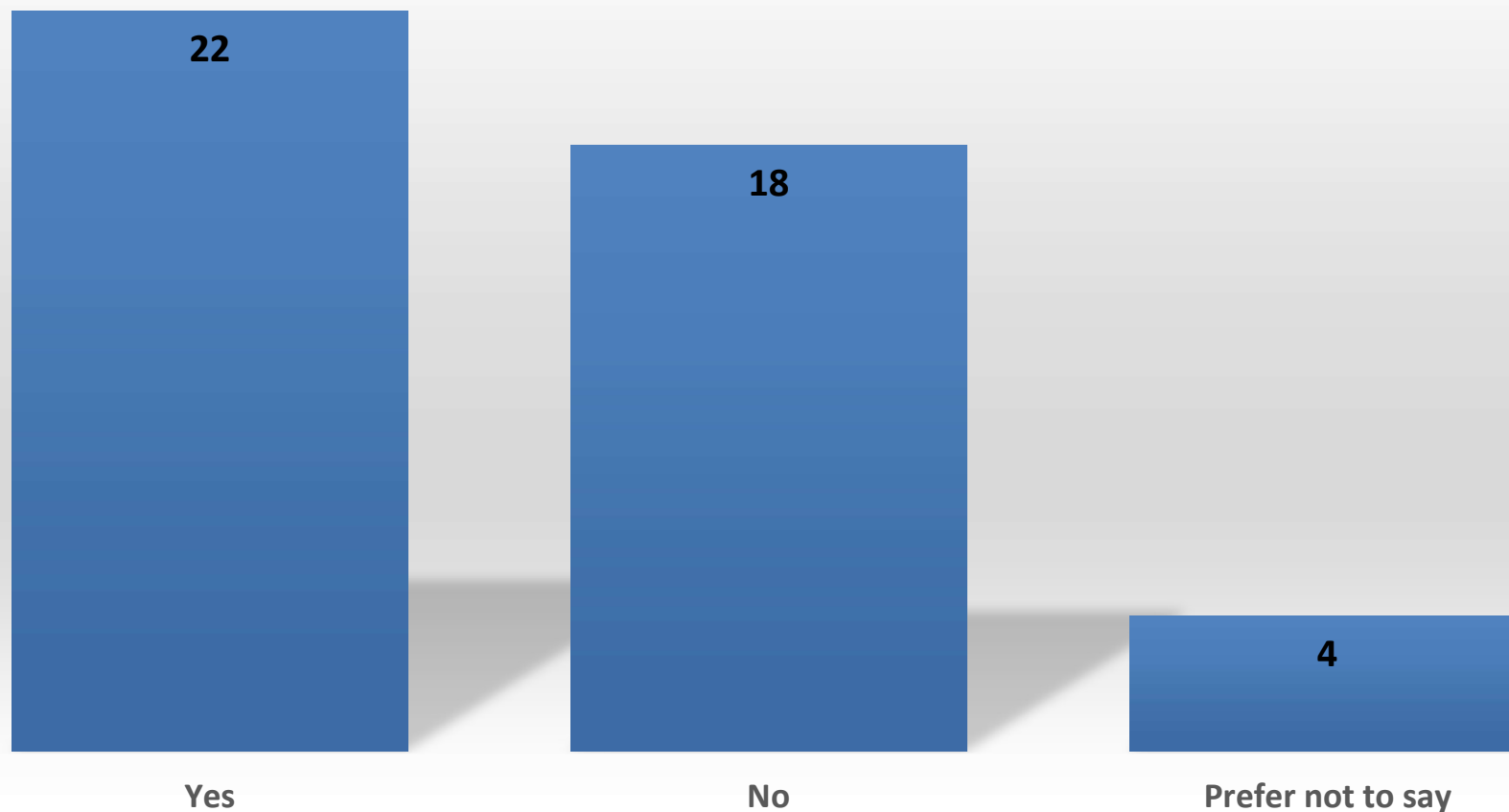
Respondent demographics

Which of the following options best describes how you think of yourself?



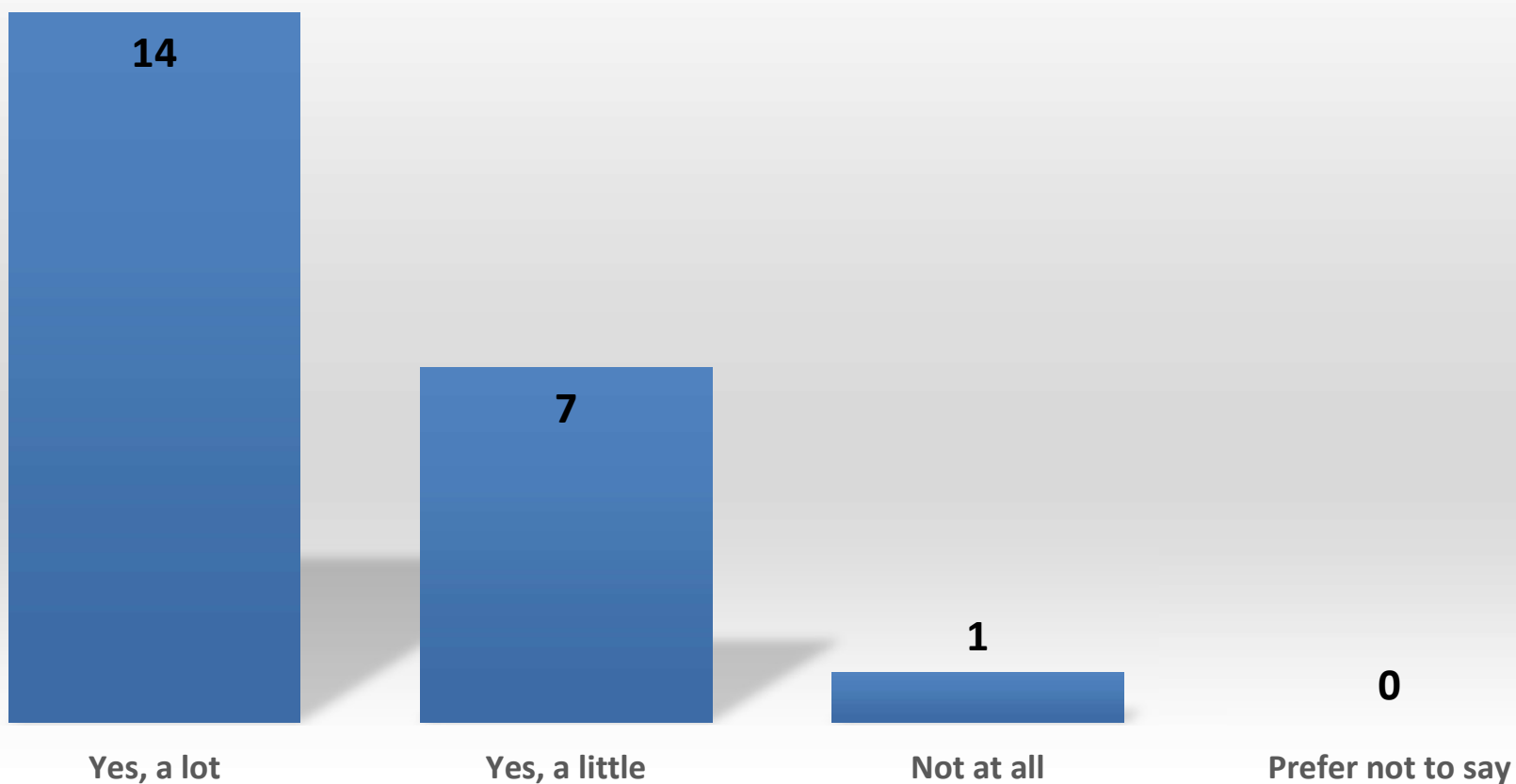
Respondent demographics

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?



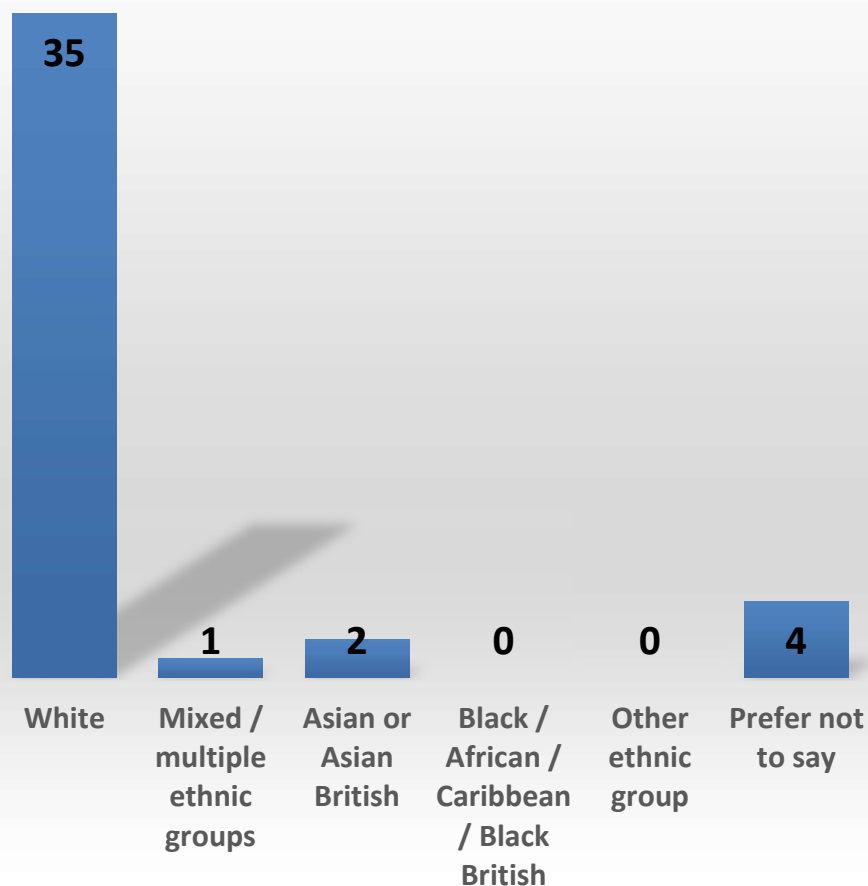
Respondent demographics

Does your condition or illness / do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?



Respondent demographics

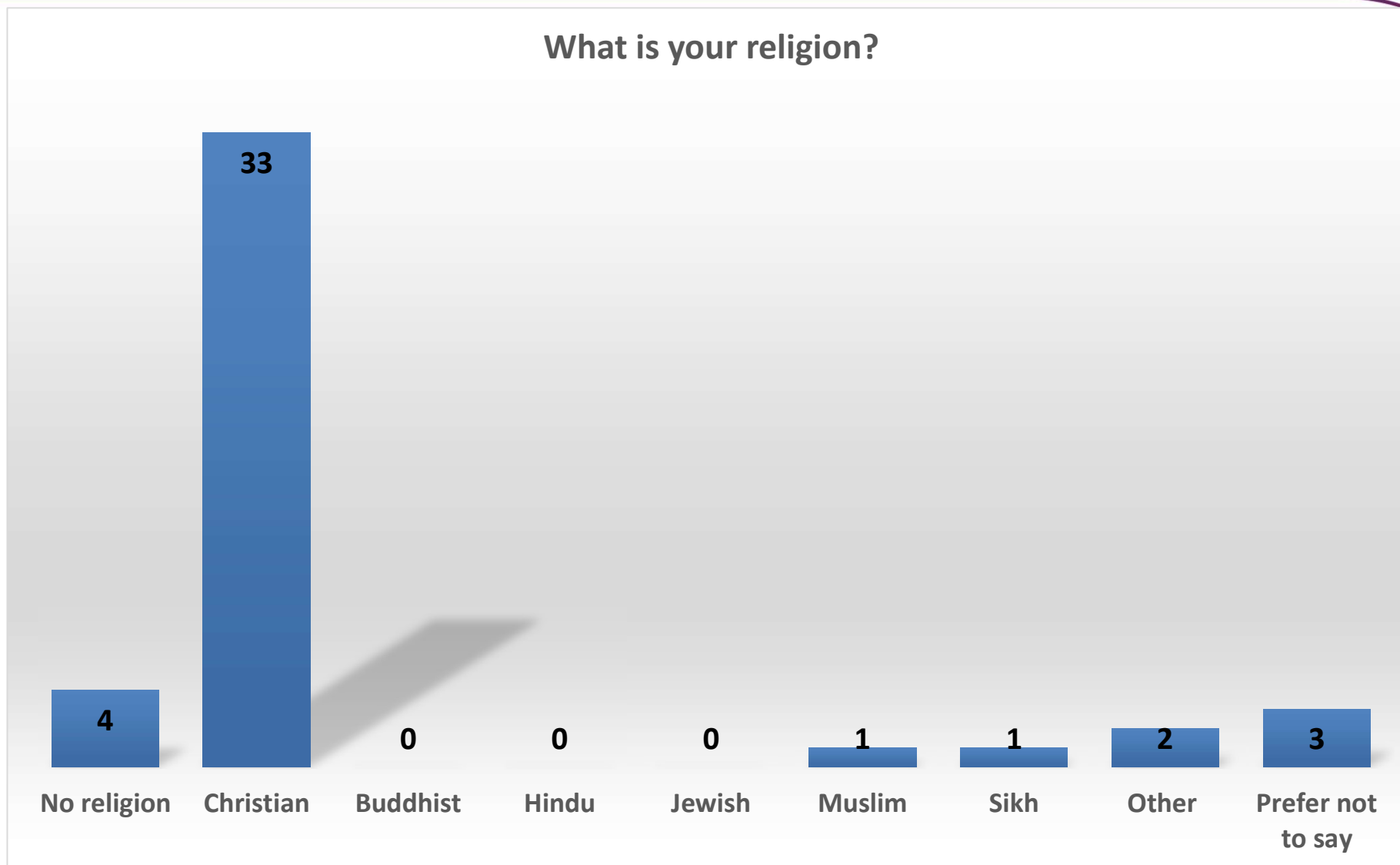
What is your ethnic group?



The highest number of respondents were from the white ethnicity group. This supports the trend in Walsall's ethnicity demographic, highlighted within the Equality Impact Assessment, relating to those in receipt of Walsall's Adult Social Care services.



Respondent demographics



Respondent demographics

What is your marital status?

Never married and never registered in a civil partnership	5
Married	16
In a registered civil partnership	0
Separated, but still legally married	0
Separated, but still legally in a civil partnership	0
Divorced	3
Formerly in a civil partnership which is now legally dissolved	0
Widowed	14
Surviving partner from a registered civil partnership	0
Other	1
Prefer not to say	4

