

Charges and contributions to adult social care services

Consultation

24 November 2014 to 25 January 2015

Information and questionnaire



If you are reading this on behalf of a service user and they need a more accessible version please fill in the sheet below or contact us by telephone.

You can ask for this information and questionnaire in:

- easy-to-read version
- another language
- audio
- Braille.

If you need any of these or if you would like help completing the questionnaire, please fill in the sheet below and send it to us using the pre-paid envelope provided.



**Strategy and Policy Team
Community Services Directorate
Fifth Floor West
Laurence House, 1 Catford Road
Catford SE6 4RU**

I require a large print version (size 16 font)

I require a jumbo print version (size 18 font)

I require a copy in Braille

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[please name language]

I require an easy-to-read version

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My name:

My address:

..... Postcode

My telephone number:

If you have any difficulty understanding the information in this pack please call 020 8314 8100 and leave a message with your contact details and we will get back to you.

Charges and contributions to adult social care services

24 November 2014 to 25 January 2015

Councils across the country have to make savings because of a reduction in funding from the Government. Lewisham Council has to make savings of £85 million over the next three years, which means reducing the budget by a third – or £1 in every £3. The amount of savings to be made means that we must consider many different options.

One of these options is to consider how and where we can make changes to the services we provide so that we save money while keeping the same level of quality. We are considering options for all council services, including adult social care.

This consultation is an opportunity for you to give your opinion on how a saving to adult social care services can be made. It offers the chance to consider a number of specific proposals that we have explored to help meet our savings targets. We welcome other points of view and different proposals or ideas.

In Lewisham, some people who get social care services pay for, or contribute to, the cost of their care and support. To make sure this is fair, we have rules on how we charge for services and how we calculate the contributions you make.

We are considering changing these rules and we would like to hear your views on the different proposals given in this paper. These changes could affect people who receive home care, day care, and those who choose to have a direct payment. Services such as residential care, equipment and adaptations to your home are not affected.

Where possible we have used plain and simple English. However, we have had to use some words and phrases that may be unfamiliar to you. You can find a glossary that explains these words and phrases on page 17.

It is very important that we hear from you and we welcome any comments you would like to make on this subject. We have written to all service users who may be affected by these changes asking them to complete this questionnaire.

We are inviting other local organisations, including voluntary and advocacy groups in Lewisham, to comment on these proposals.

How can I take part in the consultation?

Online – go to www.lewisham.gov.uk/asccharges

By post – please fill in the enclosed questionnaire and send it back to us in the pre-paid envelope provided.

By attending an event – you can hear about the proposed changes and discuss them with Council officers by attending one of the public events we are holding.

- 10am–12 noon, 18 December 2014, Mulberry Centre, 15 Amersham Vale, New Cross, SE14 6LE
- 7–9pm, 15 January 2015, Civic Suite, Catford Road, Catford SE6 4RU

Both of these are accessible buildings and have hearing loops and the events will be signed in British Sign Language. If you would like to attend please contact us to register by phone on 020 8314 8100 or by email to adultcare@lewisham.gov.uk

Lewisham Speaking Up, the independent advocacy group for people with learning disabilities living in Lewisham is also holding a special BIG self-advocacy group where people can attend to learn more and have their say at:

- 10.30am–12.30pm, 16th January 2015, Deptford Albany, Douglas Way, Deptford SE8 4AG

It would be helpful if you would register to attend to give us an idea of the number of people who want to attend. You can let us know by calling 020 8692 1862 or email: info@lsup.org.uk . If you can't tell us in advance, then just turn up on the day.

By email – you can send any views or any queries by email to adultcare@lewisham.gov.uk

By using an advocate – Lewisham is home to a wide range of community groups which can provide support and advice to those needing it, whether or not they receive social care services. The following section lists a number of these community organisations who have offered to provide additional support or advice to our service users or their families during this consultation. They have each provided an outline of the sort of support they offer.

- **Carers Lewisham** supports unpaid carers in the London borough of Lewisham aged 5 upwards. We provide a range of services including advice, information, emotional support, breaks, opportunities to meet other carers, time out from caring activities such as relaxation days and wellbeing sessions; coping strategies, specialist support for parent carers, carers of people with dementia or mental health problems, older carers and carers who are caring for someone who is nearing the end of their life. Our aim is to build healthy caring communities.

Lewisham Carers Centre, Waldram Place, Forest Hill, SE23 2LB

Telephone: 020 8699 8686

Email: info@carerslewisham.org.uk

Website: www.carerslewisham.org.uk

- **Victim Support** is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you. - See more at: www.victimsupport.org

Local contact number: 020 8854 1113 (Monday–Friday 9am–5pm)

National Supportline: 0845 30 30 900

- **Lewisham Ethnic Minority Partnership (LEMP)** is a network of organisations and individuals that disseminates information, offers support, guidance and signposting, as well as provides opportunities for BME community groups to air their views, aspirations and opinions as well as to network with others.

Elsa Pascal

2nd Floor Showroom, H E Olby, 307-313 Lewisham High Street, Lewisham SE13 6NW

Telephone: 020 8690 0013

Email: lemp@btconnect.com

- **Centre for Vietnamese elders**, carers & people with health problems. Offers access to advice on benefits, language support, health care, and housing. Also health advice drop-in, health talks and mobile optician. Our carers support project provides advice, counselling, help with applications, training, social activities, outings, short breaks. Lunch club two days a week. Games, trips, cultural events, festivities.

Federation of Refugees from Vietnam in Lewisham (FORVIL)

Evelyn Community Centre, Wotton Road, Deptford, SE8 5TQ

Telephone: 020 8694 0952, Fax: 020 8469 0364

Email: forvilandproject@yahoo.co.uk

Website: to www.forvil.org.uk

- **METRO** is a leading equality and diversity charity, providing health, community and youth services across London and the South East as well as national and international projects. METRO works with anyone experiencing issues related to gender, sexuality, diversity or identity and has five areas of work: METRO Youth; METRO Sexual and Reproductive Health; METRO HIV; METRO Mental Health and Wellbeing; METRO Community Services in Lewisham include: LGBT Equalities work; counselling and mental health crisis advice and support for LGBT people; LGBT mental health drop-in; youth group and service for LGBT 16-25 year olds; schools work; hate crime and domestic abuse service for LGBT people.

Telephone: 020 8305 5000

Email: info@metrocentreonline.org

Website: www.metrocentreonline.org

- **170 Community Project's Advice Service** offers general advice and information, help with application forms, advice and casework in welfare benefits and assistance and representation at appeal hearings. We have a specialist housing caseworker and a Spanish speaking advice worker.

Appointments follow initial contact and home visits are offered to housebound residents. We also have access to computers and assistance with benefits claims online. Our service is free, confidential and independent.

170 Community Project, 170 New Cross Road, New Cross SE14 5AA.

Telephone: 020 7732 9716

Email: admin@170cp.org.uk

- **Lewisham Pensioners Forum.** Our main aim is to make sure that the views and thoughts of people 50+ are heard. We provide a means for individuals and groups to influence local and national government where decisions made impact on everyday life of ALL pensioners. Core office hours: 10am to 2pm Monday to Thursday.

The Saville Centre, 436 Lewisham High Street, Lewisham SE13 6LJ

Telephone: 020 8690 7869

Email: kerrysmith2@btconnect.com lpforum@btconnect.com

Website: www.lewishampensionersforum.org

- **Voluntary Services Lewisham** supports vulnerable isolated Lewisham residents by providing direct services delivered by volunteers. We run a befriending service at home and over the telephone. We operate Access Lewisham a community transport scheme for people unable to use public transport. We run happiness and wellness programs and operate seven mental health drop-ins and run seasonal projects such as gardening DIY and the Christmas project. All our projects and services aim to reduce isolation and stop Lewisham residents' health deterioration.

300 Stanstead Road, Forest Hill SE23 1DE

Website: www.vslonline.org.uk

Email: info@vslonline.org.uk

Telephone: 020 8291 1747

- **The 999 Club** runs a day centre in Deptford, an advice and advocacy service, and a winter night shelter. A variety of outside agencies, including NHS nurses, the Samaritans, CRI, Street Rescue, attend the day centre to meet clients. The centre is open 11am–4pm on Monday, 9.30am–4pm Tuesday–Friday.

21 Deptford Broadway, Deptford SE8 4PA.

Telephone: 020 8694 5797.

Contact: Paul Hughes.

Email: Paul@999club.org

- **Community Connections** supports vulnerable adults who are resident in Lewisham to improve their social integration and wellbeing by accessing local community resources. Facilitators will identify local services that meet the needs and interests of the individuals supported and help them to access these services such as clubs, lunch groups, activities or just a place to socialise. We can also provide support to local voluntary and charity sector organisations to develop services and cross-support activities.

For more information on how you can refer, please contact us on:

Email: communityconnections@ageuklands.org.uk

Telephone: 020 8314 3244

Website: <http://cclewisham.wordpress.com/>

- **Age UK** operates an information and advice service. We provide information, advice and support to people who are 60 and over on a wide range of topics such as:
 - welfare benefits (pension credit, housing benefit, council tax reduction, and attendance allowance)
 - help with applications and form filling.
 - benefit checks
 - housing issues
 - consumer issues
 - care in the Community
 - debt issues
 - tax issues

We offer drop in sessions on Tuesdays and Fridays between 10am and 12 noon. We do home visits (through a referral process), and outreach sessions at the Deptford Library twice a month.

10 Catford Broadway, Catford SE6 4SP

Email: nathalie.riga@ageuklands.org.uk

Website: www.ageuk.org.uk/lewishamandsouthwark

Twitter: @AgeUKLS

Dedicated advice line Monday to Friday 10am–1pm Telephone: 020 8690 9050.

Our reception is open Monday to Friday 10am–1pm Telephone: 020 8690 9060.

- **Mencap** offers casework support for parent/carers and adults with a learning disability include: telephone advice, information, advice and advocacy focusing on direct payment, social welfare benefits (ESA, DLA, Income Support, IB, etc.), housing, respite care, day centre, reviews of services, community provision, appeals and complaints (covering education, community provision), health and support with NHS, fair access to services, charging etc. We provide evening clubs for adults with a learning disability age 18 and above.

Lewisham Mencap, 72 Lee High Road, Lewisham SE13 5PT;

Telephone: 020 8852 4100

- **Lewisham Bereavement Counselling** offers a professional counselling, advice and information service to any bereaved client living in the borough of Lewisham. Counselling sessions are held either in clients' own homes if they wish or if not suitable, venues outside the home usually a GP surgery though not necessarily their own. The sessions are weekly for up to a maximum of six months if needed and are free of charge to elderly people. Anyone can refer themselves or be referred by anyone else.

Telephone: Pamela Austin on 020 8699 5080

Email: lewishambereavement@btinternet.com

Deptford based office hours are Tuesdays–Thursdays 10.30 am–6.30pm, but counselling can take place at any time.

- **Lewisham Speaking Up**, the independent advocacy group for people with learning disabilities living in Lewisham can be contacted by people looking for support to take part in the consultation.

Telephone: 020 8692 1862

Email: info@lsup.org.uk

Lewisham Speaking Up is also holding a special BIG self-advocacy group on 16 January from 10.30am till 12.30pm at the Deptford Albany where people can attend to learn more and have their say about the consultation. Register to attend please – 020 8692 1862 or email: info@lsup.org.uk

- **The DPC (Disabled People’s Contact)** is a social contact day centre for disabled and/or vulnerable older people which meets on Tuesdays, Wednesdays and Thursdays. It facilitates friendships and provides support and a sense of community to those who otherwise would be isolated by their personal circumstances. Transport to and from the centre, a nutritious three course meal and various activities designed to promote and improve physical and mental health are provided.

Deptford Methodist Mission – Disabled People’s Contact

1 Creek Road, Deptford SE8 3BT

Telephone: 020 8692 5599

Website: www.disabledpeoplescontact.org.uk

- **Lewisham Citizens Advice Bureau** is an independent registered charity and provide free, confidential and impartial advice to everyone, regardless of race, gender, disability or sexuality. We exist to serve the needs of people who live or work within or near the London borough of Lewisham. Our twin aims are:
 - to provide the advice people need for the problems they face and, equally:
 - to improve the policies and practices that affect people’s lives, both locally and nationally.

Lewisham CAB Service Ltd

Correspondence address ONLY: Duke House, 3rd Floor, 84–86 Rushey Green, Catford SE6 4HW.

Telephone: 020 8699 4360

What if I need more information on the consultation?

Please call **020 8314 8100** and leave a message or email us at adultcare@lewisham.gov.uk.

When does the consultation end?

The consultation will end on 25 January 2015 so please send us your views in time to reach us by then.

What happens next?

When the consultation has finished we will produce a report on the outcome of the consultation and make a decision on which of the changes, if any, should be made.

Seeing the results

You will be able to see the results:

- on our website at www.lewisham.gov.uk
- by emailing adultcare@lewisham.gov.uk

We expect to have the results available in February 2015.

Please note that the questionnaires are anonymous so we will not be able to identify you by your response.

Section 1 – Lewisham Council’s current charging policy

How we currently charge you for the services you receive

All local councils follow the Department of Health’s guidance on how we charge you for the services you receive. This guidance says that we must make sure that we have a reasonable and fair charging policy for the services we provide. This is known as “fairer charging” and, in the case of personal budgets, is known as “fairer contributions”.

How we currently work out your charges

A social care assessment is completed to decide what your needs are, and a means test (also called a financial assessment) is carried out to determine how much, if anything, you should pay towards the services identified to meet your needs. This financial assessment looks at your income, savings and expenses, and the cost of the services you receive.

Currently we aim to protect people on low incomes and have introduced a level of financial protection. If your income is lower than the basic rate of income support levels plus 35% (the ‘Income Support Buffer’) you are exempt from charging, unless you have savings over a certain limit. This is more generous than the buffer used by most other councils.

When calculating what you should pay, our current approach is to take into account 90% of your “net disposable income” (income less expenses and allowances).

When working out whether or not to charge for a service, we take into account any expenses you have because of a disability or frailty. This is known as disability related expenditure (DRE).

Our current rules mean that nobody is charged more than £500 each week, excluding meals on wheels which are charged for separately. If you have more than £23,250 in savings or if you choose not to declare your finances to us, then you will be charged the full cost of your services up to a maximum of £500 each week plus the cost of any meals you receive from us.

Under our current rules, carers are not charged for any services provided to them. We also do not currently charge for transport we provide or for services provided in supported accommodation.

There are shortly to be changes in the law affecting the way that services are charged for. The recently published Care and Support Statutory Guidance published under the Care Act 2014 sets out a new framework for charging for care. The principles are that the approach to charging for care and support needs should:

- ensure that people are not charged more than it is reasonably practicable 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.

The Care and Support Statutory Guidance published under the Care Act 2014 states that local authorities cannot charge for the following services:

- Intermediate care, including reablement, which must be provided free of charge for up to six weeks.
- Community equipment (aids and minor adaptations).
- Care and support provided to people with Creutzfeldt-Jacob Disease.
- After-care services/support provided under section 117 of the Mental Health Act 1983.
- Any service or part of service which the NHS is under a duty to provide.
- More broadly, any services which a local authority is under a duty to provide through other legislation may not be charged for under the Care Act 2014.
- Assessment of needs and care planning to meet these may also not be charged for, since these processes do not constitute "meeting needs".

These are the same exclusions as under existing guidance.

Additionally, we do not currently charge for the following services:

- supported accommodation
- respite provided at home
- transport we provide
- carers' services.

Section 2 – Proposed changes

As a Council we have looked at all of our services including adult social care to consider where savings could be made. This section is about the proposals for changing the way people in Lewisham are charged for services. Please note that the terms ‘charges’ and ‘contributions’ are both used to mean the amount of money that you might have to pay towards the cost of the services you receive.

If we do not make any of the proposed changes set out in this consultation and instead continue only to increase charges by the rate of inflation, it would mean that greater savings would need to be made in other areas of the Council’s services.

Our three aims in proposing these changes have been

- to increase total income as a contribution to our overall savings target
- to remove anomalies in our charging policy where some services are charged for and some are not
- to bring charging for care at home more in line with charging for residential care.

Proposed change 1:

This proposes a reduction in the income support buffer (from 35% to 25%) to bring Lewisham in line with most other councils. This will mean that some service users who currently are not charged for their services will be charged in future. The proposed change will also increase charges for some service users who are currently charged.

Proposed change 2:

In working out how much to charge you or how much contribution you should make, the Council must make sure that you are left with enough money for everyday things. This is called ‘protected income’ and it aims to provide you with a reasonable standard of living. Anything above this amount is called ‘net disposable income’. Lewisham currently takes 90% of your net disposable income into account when calculating your charge. This proposal would take 100% of your net disposable income into account when calculating how much you should contribute to the costs of your care, bringing us into line with most other councils.

Proposed change 3:

Currently if you live at home and receive a social care service, the most you could be asked to contribute (excluding meals) is £500 each week. This is currently Lewisham’s maximum charge. At the moment, only a very few people are charged this amount and most pay a lot less. This proposed change would remove this maximum charge so that service users with high levels of capital would pay the full cost of their services (as they would if they were in residential care).

Proposed change 4:

There are some social care services that are currently provided free of charge. This proposed change would introduce charging for supported accommodation. This would remove the anomaly in the current policy where home care and residential care are chargeable but supported accommodation is not.

Proposed change 5:

This proposal would introduce charges for respite care provided at home. Department of Health guidance states that these services are provided to the service user not their carer. This proposed change removes the anomaly in the current policy where some forms of respite are chargeable and some are not.

Proposed change 6:

This proposal would introduce charges for transport that we provide.

Proposed change 7:

This proposal would introduce charges for services provided to carers with a charge based on household income above a minimum level together with the value of the services given.

Proposed change 8:

This proposal would increase charges for day centre attendance by the rate of inflation. Charges for this service are currently lower than the full cost of the service. We propose to increase these by 2.5% from 1 April 2015.

Proposed change 9:

This proposal would increase charges for meals we provide by the rate of inflation. Charges for this service are currently lower than the full cost of the service. We propose to increase these by 2.5% from 1 April 2015.

Proposed change 10:

As from 1 April 2015, we propose to start charging you for services you receive from the first day you receive them. In the past we have not backdated any charges.

Section 3 – The impact of proposed changes

In the following section we first describe some typical service users, then show how some of the proposed changes would impact on their charges.

Case study 1 – Sanjay

Sanjay is a single person aged 35 living with his parents. He goes to a day centre twice a week which costs £80. His income is £174.25 each week. This income is made up of Income Support (with disability premium and enhanced disability premium) and disability living allowance (care component middle rate).

He spends £9.00 a week on transport fares for his carer, which is a disability related expense (DRE).

His income support buffer (at 35%) is currently £161.73. If proposed change 1 was introduced to reduce the buffer to 25%, it would be £149.75.

To work out how much Sanjay should pay towards the cost of attending the day centre we subtract the income support buffer and the disability related expenditure from his total income. Currently we only take 90% of the balance, which is called net disposable income.

How the proposed changes would affect Sanjay

Detail	Current (£)	Proposed (£)
His income each week	174.25	174.25
Less: income support buffer each week	-161.73	-149.75
Less: disability related expenditure each week	-9.00	-9.00
Net disposable income (NDI) each week	3.52	15.50

Currently, Sanjay pays 90% of his net disposable income of £3.52 which is **£3.16** a week, towards the cost of his day centre attendance.

If all of the proposed changes are considered, Sanjay would have a new charge of **£15.50** each week. If not all of the proposals are introduced Sanjay may pay less than £15.50.

Case study 2 – Ethel

Ethel, aged 80, lives alone and receives one hour of domestic care a week which costs £15.30 and 7 hours of personal care a week which costs £107.10.

Her income is £263.90 a week made up of state retirement pension, pension credit (including the disability premium) and the lower rate of attendance allowance. She owns her own home and has full help with her council tax. Her buildings insurance and maintenance charges are £17.60 a week. She spends £14.50 a week on a gardener and the purchase of a stair lift (disability related expenditure).

Her pension credit buffer (at 35%) is currently £200.27. If proposed change 1 was introduced to reduce the buffer to 25% it would be £185.44.

To work out how much Ethel should pay towards the cost of her home care, we subtract the pension credit buffer, household expenditure and disability related expenditure (DRE) from her total income. Currently we only take 90% of the balance, which is called net disposable income.

How the proposed changes would affect Ethel

Detail	Current (£)	Proposed (£)
Her income each week	263.90	263.90
Less: pension credit buffer each week	-200.27	-185.44
Less: household expenses each week	-17.60	-17.60
Less: disability related expenditure each week	-14.50	-14.50
Net disposable income (NDI) each week	31.53	46.36

Currently, Ethel pays 90% of £31.53 which is **£28.37** a week.

If all of the proposed changes were introduced, Ethel would have a new charge of **£46.36** each week. If not all of the proposals are introduced Ethel may pay less than £46.36.

Case study 3 – Melvin

Melvin has savings of £30,000 so is assessed to pay the maximum charge for his services. Under our current rules the maximum charge is £500 a week. He receives services costing £200 a week. Because of the level of his savings, he is charged the full charge of his services and pays £200 each week because this is below the maximum charge of £500 each week. None of the proposals would affect Melvin if the level of his services remain as they are.

Case study 4 – Roberta

Roberta has savings of £35,000 so is also assessed to pay the maximum charge for her services. She attends a day centre and receives home care. The full charge for services would be £550 each week but she is currently only charged £500 each week which is the maximum charge we apply. If proposed change 3 is adopted, Roberta would be asked to pay £550 each week.

Case study 5 – Ade

Ade is in supported accommodation costing £1,500 each week. His income is £174.25 a week. This income is made up of income support (with disability premium and enhanced disability premium) and disability living allowance (care component middle rate).

He spends £8.00 a week on disability related expenditure (DRE).

His income support buffer (at 35%) is £161.73. If proposed change 1 was introduced to reduce the buffer to 25% it would be £149.75.

Currently, the Council does not charge for services provided in supported accommodation. Ade is therefore not currently charged.

How the proposed changes would affect Ade

Detail	Current (£)	Proposed (£)
His income each week	Not currently charged	174.25
Less: income support buffer each week		-149.75
Less: disability related expenditure each week		-8.00
Net disposable income (NDI) each week		16.50

Currently, the Council does not charge for services provided in supported accommodation. Ade is therefore not currently charged.

If all of the proposed changes are introduced, Ade would now be charged £16.50 each week. If not all of the proposals are introduced Ade may pay less than £16.50 each week.

Case study 6 – Susan

Susan is looked after by her daughter but receives respite care at home costing £100 each week. Currently we charge for residential respite care but not respite care provided in a service user's home, so we do not charge Susan for this care.

Proposed change 6 proposes including respite at home as a chargeable service, which is in line with recent advice from the Department of Health that respite at home is not to be treated as a Carer's Service. This means that we propose financially assessing Susan to see how much, if anything, she should pay towards her respite.

Susan currently receives income of £239.25, which is made up of employment support allowance and DLA care. Out of this she spends £37.66 per week on council tax and rent. Her fuel bills are also higher than average so we have allowed her £21.63 a week as a disability related expense.

Her income support buffer (at 35%) is £161.73. If proposed change 1 was introduced to reduce the buffer to 25% it would be £149.75.

Currently, the Council does not charge for respite services provided at home. Susan is therefore not currently charged.

How the proposed changes would affect Susan

Detail	Current (£)	Proposed (£)
Her income each week	Not currently charged	239.25
Less: income support buffer each week		-149.75
Less: household expenses		-37.66
Less: disability related expenditure each week		-21.63
Net disposable income (NDI) each week		30.21

If all of the proposed changes are introduced, Susan would be charged **£30.21** each week. If not all of the proposals are introduced Susan may pay less than £30.21 each week.

Proposed change	Sanjay	Ethel	Melvin	Roberta	Ade	Susan
Proposed change 1 – to reduce income support buffer from 35% to 25%	Sanjay's charge will increase by £12.34 each week if we also take proposed change 2 or £10.19 if not.	Ethel's charge will increase by £17.99 each week if we take proposed change 2 or £13.35 if not.	No change	No change	See proposed change 4 below	See proposed change 5 below
Proposed change 2 – increase net disposable income charged to 100%	If we do not take proposed change 1, Sanjay's charge will increase by 36p each week.	If we do not take proposed change 1, Ethel's charge will increase by £3.16 each week.	No change	No change	See proposed change 4 below	See proposed change 5 below
Proposed change 3 – remove maximum weekly charge	No change	No change	No change	Roberta's charge will increase by £50 each week (or £155 if she has not yet had 2014/15 annual review)	No change	No change
Proposed change 4 – charge for supported accommodation	No change	No change	No change	No change	Ade will start to pay £16.50 each week if we also take proposed changes 1 and 2.	No change
Proposed change 5 – charge for respite care provided at home	No change	No change	No change	No change	No change	Susan will start to pay £30.21 each week if we also take proposed changes 1 and 2. She will pay £27.18 if we only take proposed change 1 or £18.23 if we only take proposed change 2.

Section 4 – glossary of unfamiliar words and phrases

Adult social care services	Some examples of adult social care services are day care, home care, meals on wheels, transport and respite care. These are services that are commissioned or provided by the Council that are available to help and support vulnerable adults.
Assessment	Two different types of assessment can take place: <ol style="list-style-type: none"> 1. when you, your family and a social worker looks in detail at your social needs and decides how best your needs can be met 2. when a council officer looks at your finances and works out what you should be charged or what contribution you should make to the services you receive.
Direct payments	A direct payment is where we give you money to pay directly for your own care, instead of making the arrangements ourselves.
Disability related expenditure	These are specific expenses that service users have as a result of an illness, disability or frailty.
Fairer charging	This is a term used to describe the way in which a council can set its charges for social care services and the way in which it can assess how much a person should pay towards the cost of those services. In making any changes to charges, councils must follow the fairer charging guidance that has been issued by the Government.
Fairer contributions	This is a term used to describe the way in which a council can set its charges for social care services and the way in which it can assess how much a person should pay towards the cost of those services. In making any changes to charges, councils must follow the fairer charging guidance that has been issued by the Government.
Income support buffer	Government guidance says that after your contribution has been calculated, the amount you should be left with should always be at least 25% more than the basic level of income support or 25% more than the basic level of pension credit if you are over 60.
Net disposable income	This term refers to the amount of your income that we can take into account when working out what charges or contribution you should make. It takes into account your income, less your income support buffer, less your disability related expenditure, less your household expenditure. Any remaining amount is called your net disposable income.
Personal budget	If you are eligible for social care support following an assessment of need, you will be told the amount of money we think is required to meet your needs. This is called a personal budget. You may decide to use this money to arrange or manage your own services.
Reablement (also called enablement)	Reablement (also called enablement) services are services offered to adults who need short-term intensive help to regain the skills they need to live more independently.

Section 5 – the questionnaire

If you have access to the internet you can complete this questionnaire online by going to www.lewisham.gov.uk/asccharges Alternatively, you can return it by post by detaching this section and sending it to us in the pre-paid envelope provided.

This section asks you how you feel about the ten proposed changes we are considering. You can tell us how you feel about each change by placing a tick in the box next to the statement that best reflects your views.

As well as the ten proposed changes, there are open questions which ask you for your suggestions for other ways make savings.

Are you: (please tick all that apply)

- a service user
- a friend or family member of a service user
- a carer of a service user
- a voluntary organisation or advocate group.
- a Lewisham resident
- Other (please specify) _____

An explanation of each proposal is given in sections 2 and 3.
You may want to read the explanation again before ticking a box.

If we do not make changes to charges and contributions to adult social care are there any other changes the Council can make to meet our saving requirements?

Please write your response below.

Proposed change 1 – the income support buffer should be changed from 35% to 25%.

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 2 – 100% of your net disposable income should be taken into account when calculating how much you should be charged

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 3 – the limit on the maximum amount you could be asked to contribute should be removed

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 4 – charges should be introduced for supported accommodation

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 5 – charges should be introduced for respite care provided at home

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 6 – charges should be introduced for transport we provide

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 7 – charges should be introduced for services provided to carers with a charge based on household income above a minimum level and the value of the services given

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 7 – charges should be introduced for services provided to carers with a charge based on household income above a minimum level and the value of the services given

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 8 – charges for day centre attendance should be increased by 2.5% from 1 April 2015 so that they reflect inflation and the real cost of delivering these services

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed change 9 – charges for meals we provide should be increased by 2.5% from 1 April 2015 so that they reflect inflation and the real cost of delivering these services.

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Proposed Change 10 – As from 1 April 2015, we propose to start charging you for services you receive from the first day you receive them. In the past we have not backdated any charges.

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Are there any other ways we could change the adult social care charging policy to contribute to our saving requirements?

Please write your response in the box below.

Will any of these changes affect you or your family?

Yes No

If so, please tell us how. Please write your comments in the box below.

If you have any other comments or suggestions about the proposed changes, please write them in the box below.

About you

We would like to ask a few questions about you so that we can evaluate the responses to this survey in greater detail. We want to do this so we can better understand what residents say to us, and so we can use that understanding when we make decisions.

However, you do not need to answer any of these questions.

Any information that you do provide will remain strictly confidential in accordance with the Data Protection Act.

Gender

Male Female Rather not say Other (please specify) _____

Age

Please select your age group

Under 18 18–24 25–29 30–34 35–39 40–44 45–49
 50–54 55–59 60–64 65–74 75+ Rather not say

Ethnicity

What is your ethnic group?

White

- English/Welsh/Scottish/Northern Irish/British
 Irish Gypsy or Irish Traveller
 Any other White background (please specify)
-

Mixed/multiple ethnic groups

- White and Black Caribbean White and Black African
 White and Asian
 Any other mixed/multiple ethnic background (please specify)
-

Asian/Asian British

- Indian Pakistani
 Bangladeshi Chinese
 Any other Asian background (please specify)
-

Black/African/Caribbean/Black British

- Caribbean African
 Any other Black/African/Caribbean background (please specify)
-

Other ethnic group

- Arab
 Any other ethnic group (please specify)
-

Rather not say

Disability

Under the Equality Act 2010, a person is considered to have a disability if they have a physical or mental impairment which has a sustained and long-term adverse effect on their ability to carry out normal day-to-day activities. People with HIV, cancer and multiple sclerosis (MS) are also included.

Do you consider yourself to be a disabled person?

- Yes No Rather not say

Please state the type of impairment that applies to you.

People may experience more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'Other' and specify the type of impairment.

- Physical impairment, such as difficulty using your arms or mobility issues which mean using a wheelchair or crutches
- Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment
- Mental health condition, such as depression or schizophrenia
- Learning disability/difficulty, such as Down's syndrome or dyslexia or cognitive impairment, such as autistic spectrum disorder
- Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Other (please specify)
-

Sexual orientation

How would you define your sexual orientation?

- Straight/heterosexual
- Gay/lesbian
- Bisexual
- Other (please specify)
- Rather not say
-

Religion/belief

What is your religious belief?

- None
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion/belief (please specify)
- Rather not say
-

Please put your finished questionnaire in the pre-paid envelope and post it to us in time for it to arrive by **25 January 2015**.

Thank you for giving us your views. The results of this public consultation are expected in February 2015 and will be available on our website or by emailing a request to adultcare@lewisham.gov.uk.

