

Report to the Cabinet Member for
Adult and Community Service
31 March 2011

Appendix 'A'



Adult Social Care Services Changing Charges

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1 Executive summary

Lancashire County Council, like many local authorities, needs to reduce its expenditure in light of the government's Comprehensive Spending Review. As a result of this, the council plans to reduce its budget by £179.1 million over the next three years. The reduction for the next financial year, 2011/12, is £71.6 million.

As part of this reduction, the Adult and Community Services directorate will have its budget reduced by £23.26 million in 2011/12, nearly a third of the whole budget reduction for the financial year.

A new policy is needed for how Lancashire County Council charges people for home and day care and other social care services.

A number of changes have been proposed to reduce spending in line with the diminished budget. The 'Changing Charges' consultation was conducted to gain the views of the public on these proposals, particularly those people who currently pay for adult care services.

1.1 Key findings

- Over two thirds of respondents think that charges for home care should be kept at the current level (68%).
- A quarter of respondents agree that people should be charged for each carer that attends to support them (26%) while over half disagree (56%).
- Over half of respondents think that charges for day care should be kept at the current level (55%) while a quarter think that they should be increased but not up to the full cost paid by the council (27%).
- A third of respondents agree that people should be charged for transport to and from day centres (33%) while around half disagree (53%).
- Three fifths of respondents agree that people should be charged if they don't give notice to cancel a service (58%) while only a third disagree (32%).
- Around three quarters of respondents think that the percentage of net disposable income contribution should remain at 60% (73%).
- Three fifths of respondents agree that people should be given a weekly allowance for disability related expenses (60%) while only a fifth disagree (18%).
- Over half of respondents think the weekly cap should be kept at £60 (54%) but a fifth of respondents think we should increase, but not remove, the weekly cap (19%).

- The most common response regarding protection options is to limit the weekly increase to £25. Opinion is split between the length of time this protection should last for.
- The majority of respondents agree that they understand why the county council is proposing to change its charging policy (70%).

1.2 Conclusions

The options for changes to the charging policy with the most agreement are to give people a weekly allowance for disability related expenses and to charge people who don't give enough notice to cancel services.

Options with some support are to increase the weekly cap, to increase the charge for day care (although not to the full amount that the council is charged) and to charge the full price for home delivered meals.

The options with least agreement are to increase the charge for home care, to charge people for each carer they have (if they need multiple carers), to charge for transport to day centres and to increase the percentage of net disposable income that goes towards the cost of their care.

2 Introduction

Lancashire County Council, like many local authorities, needs to reduce its expenditure in light of the government's Comprehensive Spending Review. As a result of this, the council plans to reduce its budget by £179.1 million over the next three years. The reduction for the next financial year, 2011/12, is £71.6 million.

As part of this reduction, the Adult and Community Services directorate will have its budget reduced by £23.26 million in 2011/12, nearly a third of the whole budget reduction for the financial year.

A new policy is needed for how Lancashire County Council charges people for home and day care and other social care services.

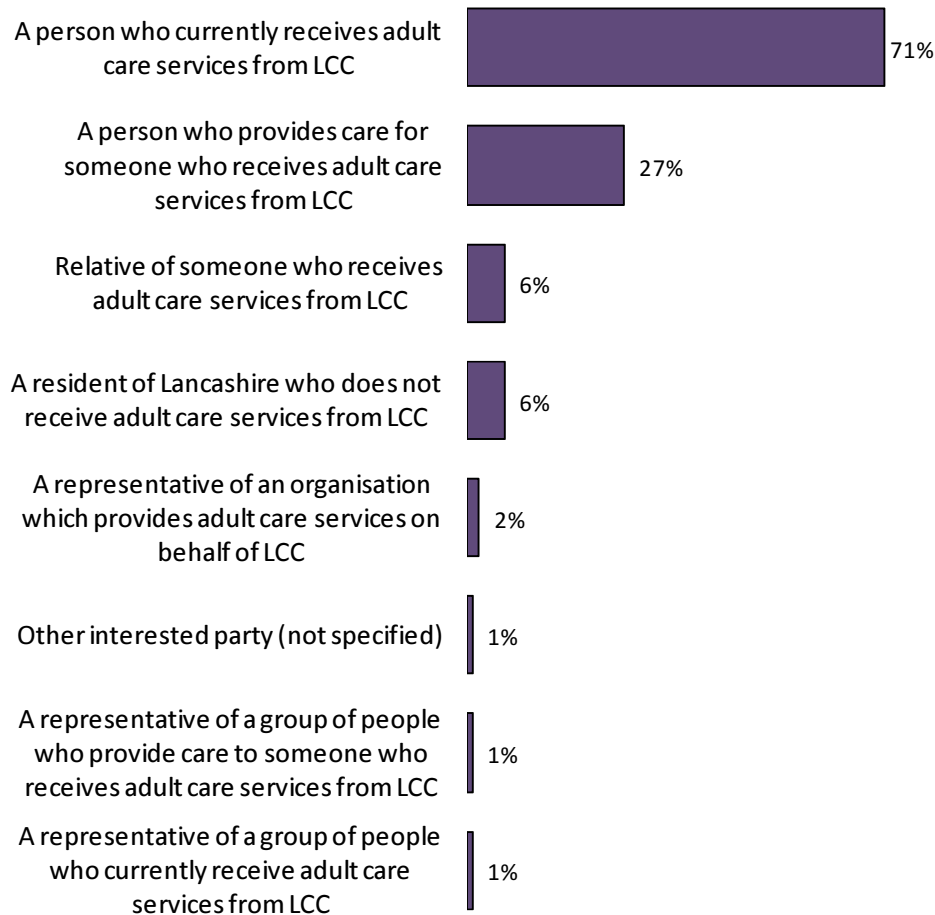
A number of changes have been proposed to reduce spending in line with the diminished budget. The 'Changing Charges' consultation was conducted to gain the views of the public on these proposals, particularly those people who currently pay for adult care services.

3 Methodology

The consultation ran from 1 February to 4 March 2011. A paper based version of the survey was sent to 1,053 service users who currently pay for adult care services. The survey was also available to complete online and a large print version could be downloaded for return in the post. In total, 348 forms were returned across all channels. The response rate from the service users who were sent a paper based version was 31%.

The following chart shows the breakdown of respondents. Almost three quarters of respondents are service users (71%) and a further quarter are people who provide care to service users (27%). It should be noted that respondents could place themselves in more than one category.

Chart 1 - Are you responding to the consultation as...?



Base: All respondents 329

3.1 Limitations

Although the survey was available for anyone to respond to, the aim of the consultation was to gain the views of those who will be affected by the changes and so the responses should not be seen as the view of the overall Lancashire population.

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability) to look for statistically significant differences in opinion. Few statistically valid differences between sub-groups were found but where there are differences these are described in the main body of the report.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

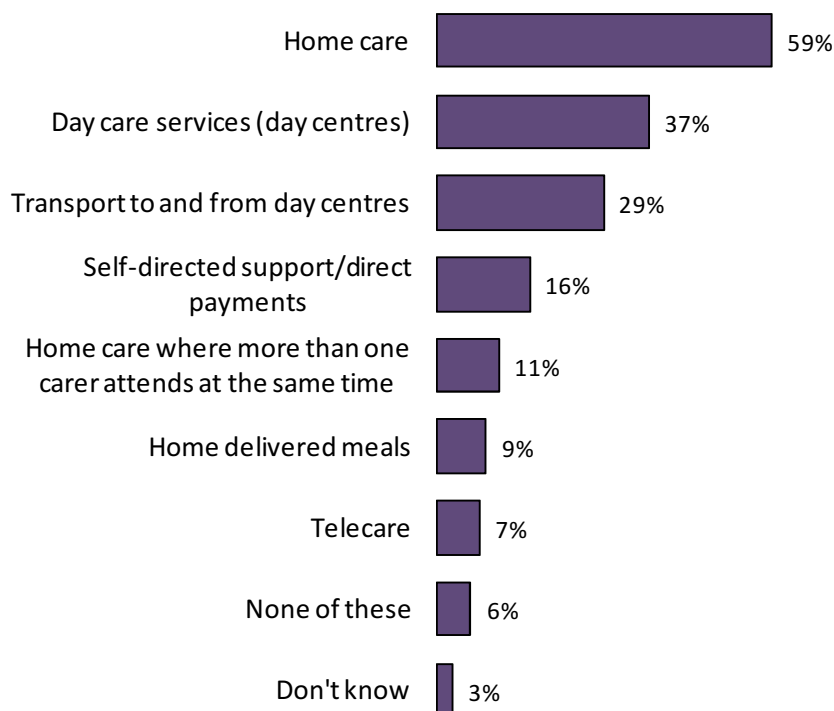
4 Main research findings

The council has proposed a number of ways in which the adult social care charging policy could change. Respondents were asked for their opinion on each of the proposed changes.

4.1 Care services

Respondents were asked which Lancashire County Council care services they have used in the last 12 months. Three fifths of respondents have used home care (59%), over a third have used day care services (37%) and around three in ten have used transport to and from day centres (29%).

Chart 2 - Which of the following Lancashire County Council services, if any, have you used in the last 12 months?



Base: All respondents 340

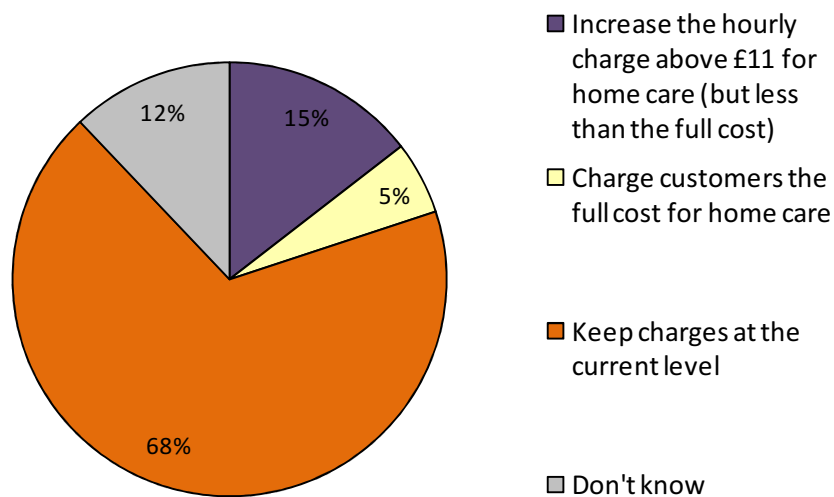
Male respondents are less likely to have used home care (49%).

4.2 Home care

Currently the home care charge is £11 per hour for people receiving it. However, the actual cost to the council is between £11.96 and £13.15. Respondents were asked to choose, from a series of options, how the charge for home care should be changed.

Over two thirds of respondents think that charges should be kept at the current level (68%). One in seven respondents think the hourly charge should be increased but not to the full cost (15%) and only one in twenty respondents think customers should be charged the full cost for home care (5%).

Chart 3 - Which of the following changes, if any, should the county council make to what it charges for home care?



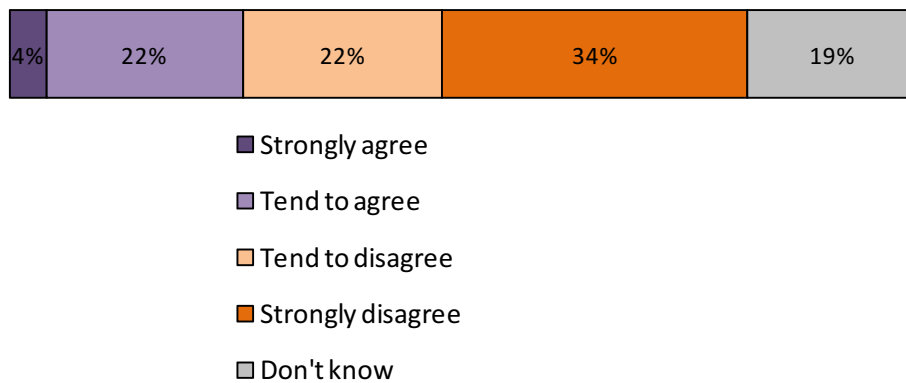
Base: All respondents 331

4.3 Multiple carers

Currently, if people have more than one carer at once to help them, the council pays for the additional carers. Respondents were asked how strongly they agree or disagree that people should be charged for each carer that attends them.

A quarter of respondents agree that people should be charged for each carer that attends to support them (26%) while over half disagree (56%). A fifth of respondents don't know whether people should be charged for each carer (19%).

Chart 4 - How strongly do you agree or disagree that people should be charged for each carer that attends to support them?



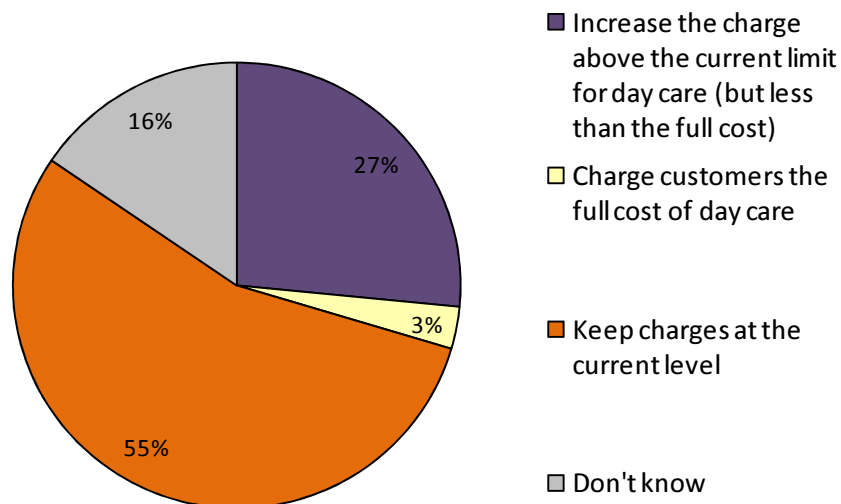
Base: All respondents 318

4.4 Day care

Day care charges are currently limited to £5 per day and £15 per week for people using them but the actual cost to the council is between £30.75 and £53.80 a day. Respondents were asked to select, from a series of options, how the charges for day care should be changed.

Over half of respondents think that charges for day care should be kept at the current level (55%) while a quarter think that they should be increased but not up to the full cost paid by the council (27%).

Chart 5 - Which of the following changes, if any, should the county council make to its charges for day care?



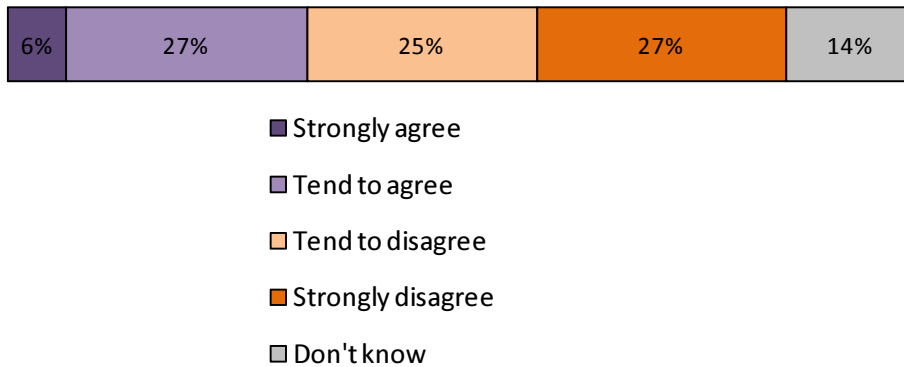
Base: All respondents 328

4.5 Transport to and from day centres

Currently most people have free transport to and from Lancashire County Council day centres. Respondents were asked how strongly they agree or disagree that people should be charged for transport to and from day centres.

A third of respondents agree that people should be charged for transport to and from day centres (33%) while around half disagree (53%).

Chart 6 - How strongly do you agree or disagree that the county council should charge people for transport to and from day centres?



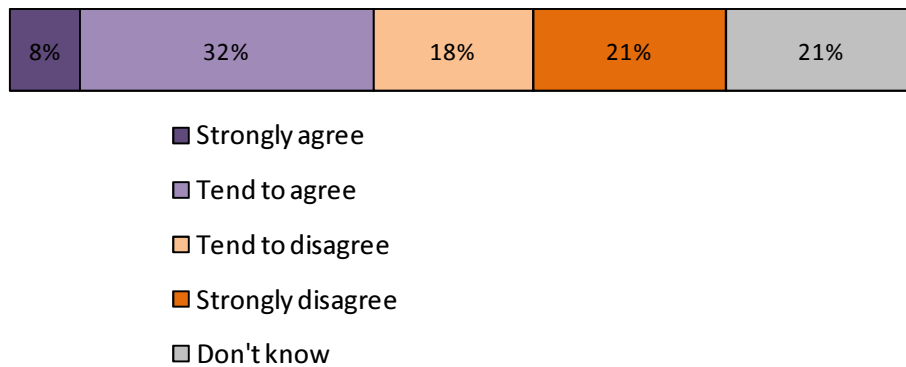
Base: All respondents 324

4.6 Home delivered meals

Home delivered meals are currently charged at £3.25 a meal but the actual cost to the council is around £4.05 per meal. Respondents were asked how strongly they agree or disagree that people should be charged the full cost of home delivered meals.

Opinion is split on this question as around two fifths both agree (40%) and disagree (39%). However, while 21% strongly disagree, only 8% strongly agree. A fifth of respondents don't know (21%).

Chart 7 - How strongly do you agree or disagree that the subsidy should be removed so people pay the actual cost of home delivered meals?



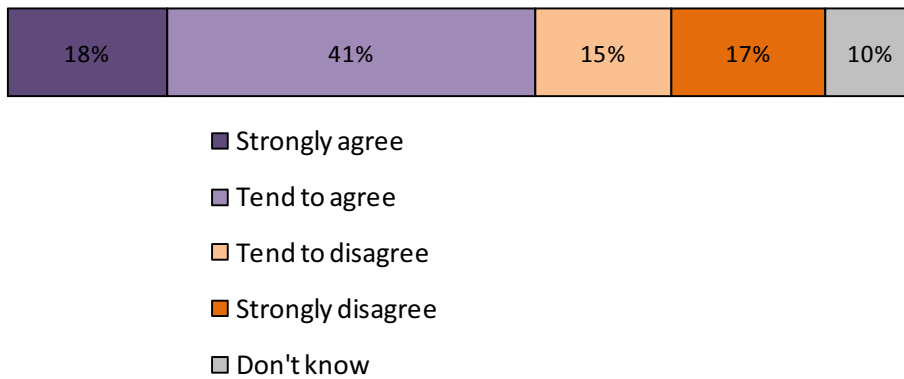
Base: All respondents 319

4.7 Charging for services not used

If people decide not to use a service but don't give enough notice, Lancashire County Council is still charged for the service but the charge is not passed on to the customer. Respondents were asked how strongly they agree or disagree that people who don't give seven days notice to cancel a service should still be charged for the service.

Three fifths of respondents agree that people should be charged if they don't give notice to cancel a service (58%) while only a third disagree (32%).

Chart 8 - How strongly do you agree or disagree with people being charged if they do not give notice to cancel a service seven days in advance of it being due?



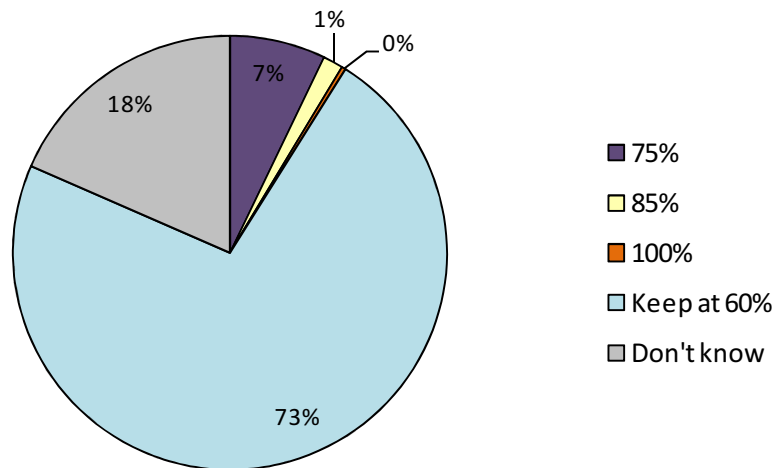
Base: All respondents 328

4.8 Net disposable income

At the moment people contribute 60% of their disposable income towards the cost of their care. Respondents were asked what they thought the percentage of net disposable income contribution should be.

Around three quarters of respondents think that the percentage of net disposable income contribution should remain at 60% (73%). A further fifth of respondents don't know (18%).

Chart 9 - How much do you think that the percentage of net disposable income contribution, which is currently at 60%, should be increased to?



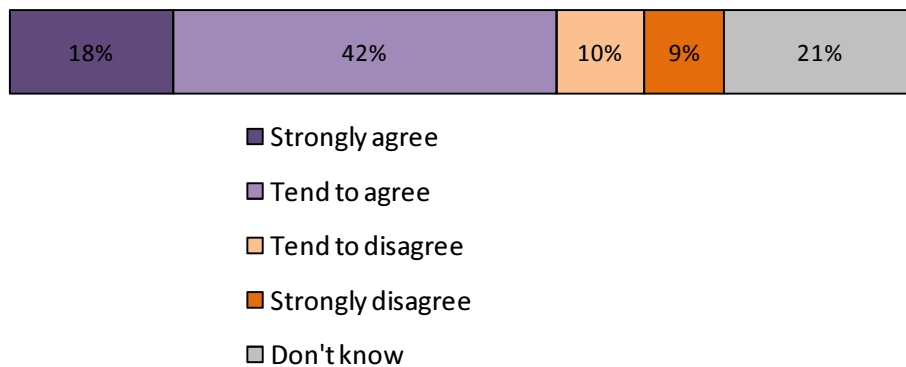
Base: All respondents 336

4.9 Disability related expenses

Lancashire County Council is proposing giving customers with disability related expenses a weekly allowance to cover additional costs related to their disability. This will replace the current system where customers have to submit claims and detailed evidence for purchases to have their charges reduced. Respondents were asked how strongly they agree or disagree with people being given a weekly allowance.

Three fifths of respondents agree that people should be given a weekly allowance (60%) while only a fifth disagree (18%).

Chart 10 - How strongly do you agree or disagree with people being given a weekly allowance to cover additional costs related to their disability?



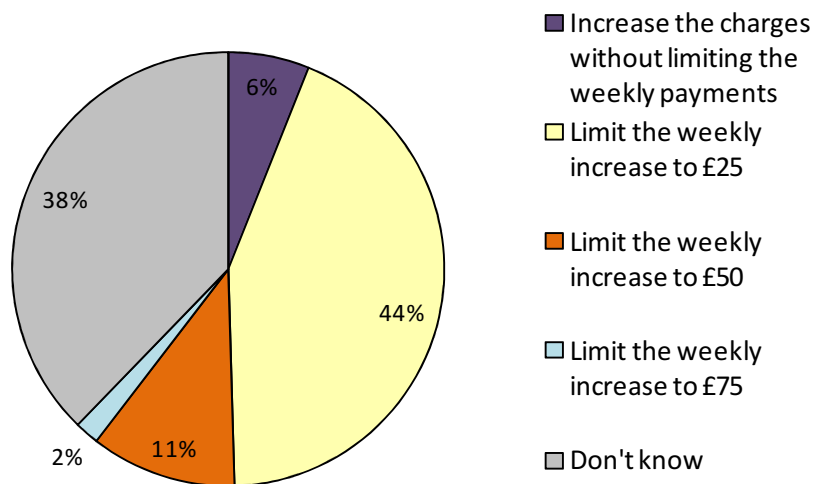
Base: All respondents 330

4.10 Protection

Some of the proposed changes may have an impact on people's lives so the council is considering how to help people manage this change. Respondents were asked how much the council should limit the increase in charges.

Just over two fifths of respondents think that the weekly increase should be limited to £25 (44%). A further two fifths don't know (38%). Only one in twenty respondents think that charges should be increased without limiting the weekly payments (6%).

Chart 11 - The county council could limit the amount of the weekly increase in charges to existing customers. Which one of the following increase protections, if any, do you think the council should make?

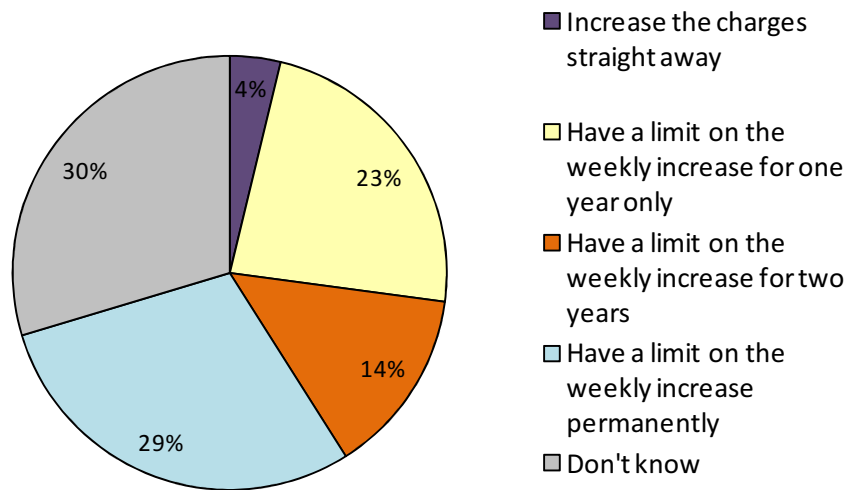


Base: All respondents 331

The council is also considering putting a time limit on the increase protection. Respondents were asked how long they think the increase protection should last.

Opinion on this question is quite split. Three in ten respondents think there should be a permanent limit on the weekly increase (29%) while around a quarter think the limit should only be for a year (23%). Three in ten respondents don't know (30%).

Chart 12 - The county council could limit the weekly increase in charges for a certain time for existing customers. Which one of the following lengths of time for increase protections, if any, should the council make?



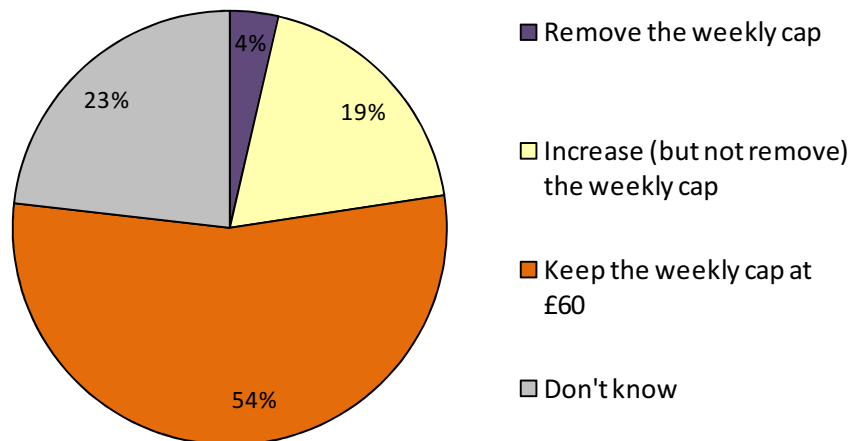
Base: All respondents 317

4.11 Changing the weekly cap

For those paying 60% of their net disposable income towards the cost of their care, there is a cap on the amount they are asked to pay (£60 per week). Respondents were asked how this cap should change.

Over half of respondents think the weekly cap should be kept at £60 (54%) but a fifth of respondents think we should increase, but not remove, the weekly cap (19%). Nearly a quarter of respondents don't know (23%).

Chart 13 - Which one of the following changes, if any, do you think the council should make to the weekly cap?

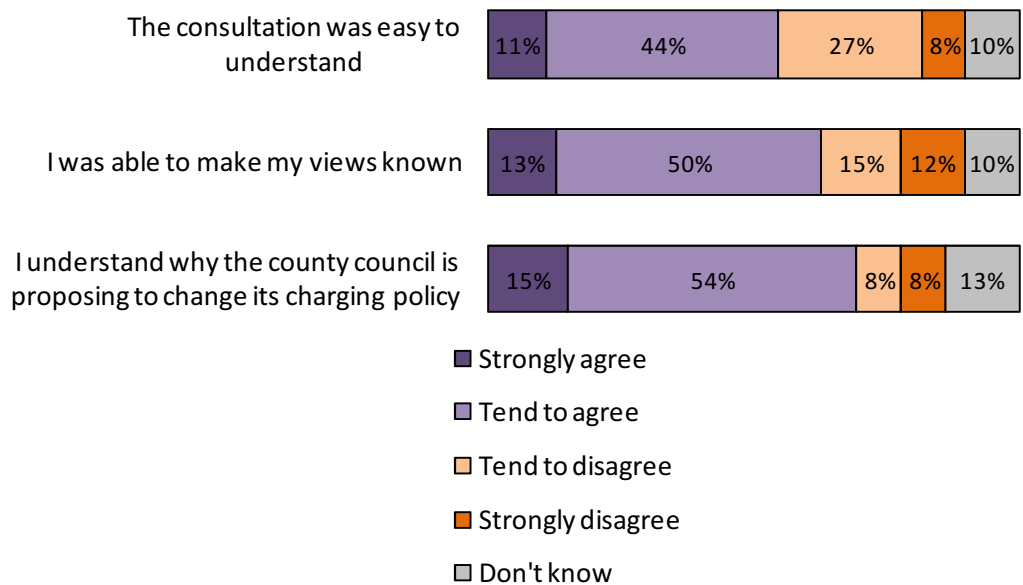


Base: All respondents 332

4.12 Views on the consultation

Finally, respondents were asked a series of questions about the consultation. Over half of respondents agree that the consultation was easy to understand (55%) and three fifths of respondents agree they have been able to make their views known (63%). The majority of respondents agree that they understand why the county council is proposing to change its charging policy (70%).

Chart 14 - How strongly do you agree or disagree with each of the following statements about this consultation?



Base: All respondents 312

5 Conclusions

The options for changes to the charging policy with the most agreement are to give people a weekly allowance for disability related expenses and to charge people who don't give enough notice to cancel services.

Options with some support are to increase the weekly cap, to increase the charge for day care (although not to the full amount that the council is charged) and to charge the full price for home delivered meals.

The options with least agreement are to increase the charge for home care, to charge people for each carer they have (if they need multiple carers), to charge for transport to day centres and to increase the percentage of net disposable income that goes towards the cost of their care.

The following charts show the range of options available ranked so that those with most agreement are at the top and those with least agreement at the bottom.

Chart 15 shows net agreement for options where respondents were asked how strongly they agree or disagree with a proposed policy. Net agreement is those that strongly agree or tend to agree minus those that strongly disagree or tend to disagree.

Chart 16 shows a summary of the policies where respondents were asked which of a range of options the council should implement. In each case the options can be summarised as: keeping things at the current level, increasing but not to the maximum amount and increasing to the maximum amount. For the specific options for each policy see the relevant section in 'main research findings'.

Chart 15 - Net agreement with charging policies

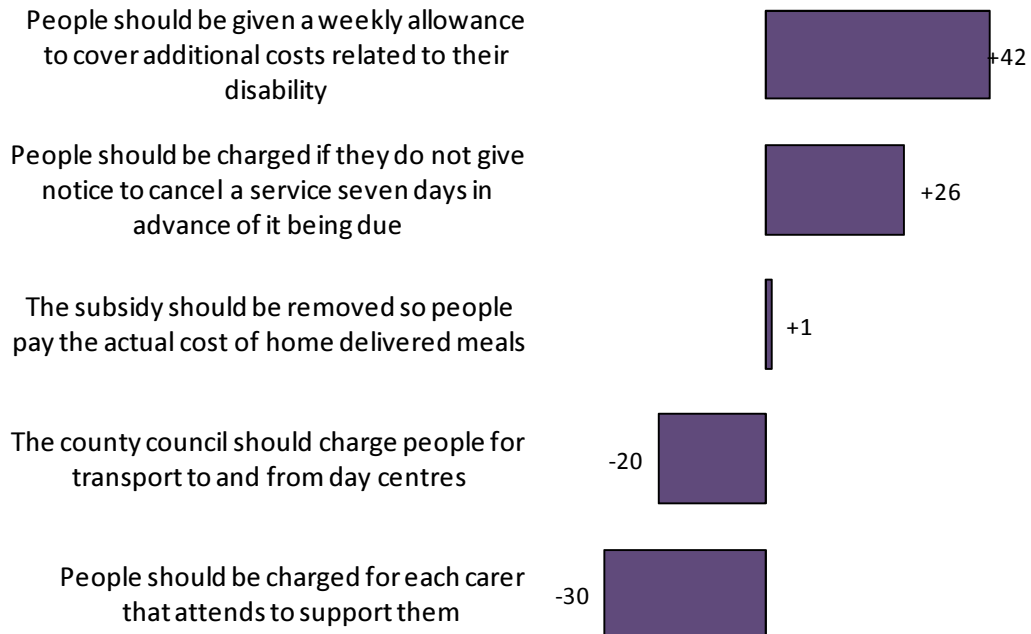
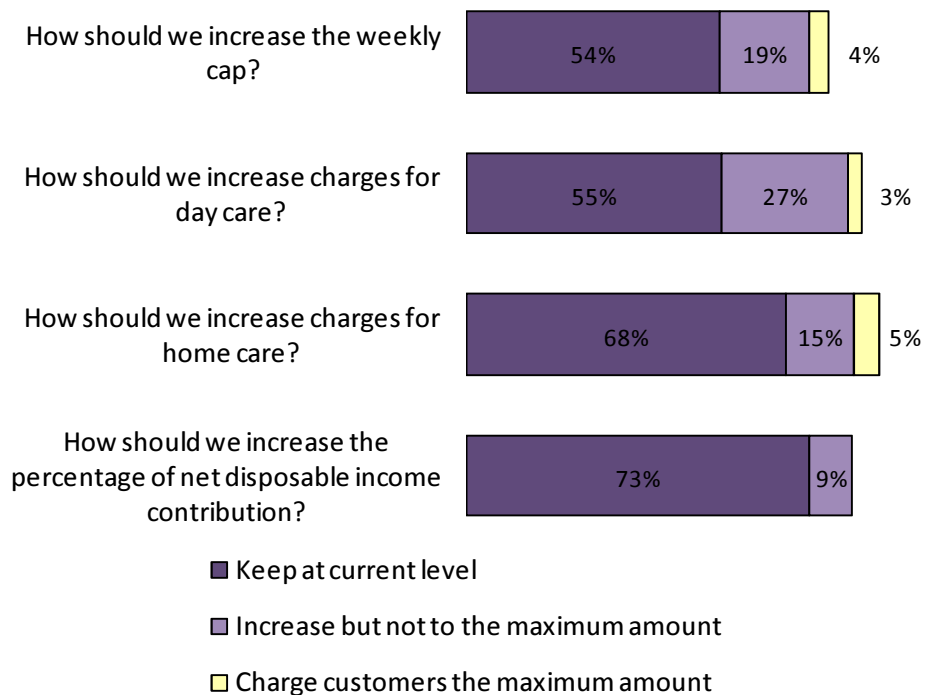


Chart 16 - Summary of policy options



6 Appendix – demographic breakdown

Age Base: 325	Under 35	5%
	35-49	9%
	50-64	17%
	65-84	42%
	85+	26%
Gender Base: 330	Male	35%
	Female	65%
Have you ever identified as transgender? Base: 297	Yes	1%
	No	97%
	Prefer not to say	2%
Are you a deaf person or do you have a disability? Base: 327	Yes	72%
	No	28%
What is your religion? Base: 333	Baha'i	0%
	Buddhist	0%
	Christian	90%
	Hindu	0%
	Jewish	0%
	Muslim	1%
	Sikh	0%
	No faith	4%
	Prefer not to say	5%
	Other religion	0%
What is your sexual orientation? Base: 308	Bisexual	0%
	Gay man	0%
	Heterosexual / straight	88%
	Lesbian / gay woman	0%
	Prefer not to say	11%
Which best describes your ethnic background? Base: 327	English / Welsh / Scottish / Northern Irish / British	97%
	Irish	1%
	Gypsy or Irish Traveller	0%
	Eastern European	0%
	White and Black Caribbean	0%
	White and Black African	0%
	White and Asian	0%
	Arab	0%
	Indian	0%
	Pakistani	1%
	Bangladeshi	0%
	Chinese	0%
	African	0%
	Caribbean	0%
	Other ethnic group	1%