

Report subject	Adult Social Care Charging Policy
Meeting date	20 December 2019
Status	Public Report
Executive summary	To present proposals for a public consultation on the principles for a new Adult Social Care charging policy for BCP Council and to gain permission to launch the public consultation necessary to inform the content of the final policy.
Recommendations	<p>It is RECOMMENDED that;</p> <p>(a) Cabinet note the content of this report, including the points raised by the Members' Working Group and any recommendations of the Health and Adult Social Care Overview and Scrutiny Committee</p> <p>(b) Cabinet agree to authorise a public consultation on the principles of a new Adult Social Care Charging Policy for BCP Council</p>
Reason for recommendations	BCP Council is required to establish an Adult Social Care charging policy for residents; carers and for people who use services. In order to achieve this, public consultation is necessary in order to inform the final policy

Portfolio Holder(s):	Cllr Lesley Dedman (Portfolio Holder for Adults and Health)
Corporate Director	Jan Thurgood, Corporate Director
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Wards	All
Classification	For Decision

Background

1. Nationally, there are set rules for paying for Residential Care which include upper and lower capital limits that determine who must pay the full cost of their care (those with assets over the upper capital limit), who does not have to pay for their residential care (those with assets under the lower capital limit) and how much others should pay who have assets between the two capital limits. There is also a national provision which guarantees an individual retains a Personal Expense Allowance after their contributions are made. Therefore, this report only relates to non-residential care charges. Here too there are some restrictions and Section 14 of the Care Act 2014 instructs that local authorities are not permitted to charge for provision of a number of types of care and support including, but not limited to; community equipment (aids and minor adaptations), reablement and enablement for a period of up to six weeks and assessment of needs and care planning, including the cost of the financial assessment, as these constitute 'meeting needs'. These non-chargeable services are also excluded from consideration in this paper.
2. Currently, BCP Council operates three Adult Social Care (ASC) charging policies inherited from the three preceding councils. It is now recommended that a new single charging policy for the BCP Council is implemented so that inconsistencies in the legacy arrangements are removed and all individuals within the BCP Council area are charged in accordance with one consistent policy.
3. As of 31 March 2019, each of the preceding Councils operated its own set of charges and charging procedures under their own charging policies for Adult Social Care. In the case of the Christchurch area, this was the Dorset County Council's council wide policy. Due to the complexity of implementing changes to charging (which necessitates public consultation and political governance), it was not possible to harmonise the three legacy approaches of Poole, Bournemouth and Christchurch/Dorset ahead of Local Government Reorganisation.
4. There are very few differences between the legacy policies and they are limited by the legislative framework which applies to them all. However, the three policies were reviewed and updated at different times by the legacy councils and therefore differences in the amounts charged for similar services exist. The biggest of these differences are in Day Centre session costs and transport. See table 1 below.

5. Of the legacy charging policies, the Bournemouth Borough Council policy was the most recently reviewed and so in many cases presents a set of charges which more closely mirror the actual cost of care to the local authority. Conversely, the Dorset County Council policy had not been reviewed for some time at the point of Local Government reorganisation and therefore has some charges which are well below the cost of delivering the service. Since LGR, Dorset Council has implemented a new charging policy which increases its maximum charges to “the full cost of provision” which is in line with the policy proposals in this report.

	Bournemouth	Christchurch	Poole
Day Services	Full cost recovery	Partial cost recovery	Full cost recovery
Domiciliary Care	Full cost recovery	Full cost recovery	Full cost recovery
Direct Payments	Full cost recovery	Full cost recovery	Full cost recovery
Transport	Full cost recovery	Partial cost recovery	Full cost recovery (but integrated with Day Services)

Table 1: High level overview of legacy authority charges

Charging for Adult Social Care Services

6. The Adult Social Care client group includes a wide range of individuals who all have varying ability to contribute towards the cost of their care. An individual’s ability to contribute is determined by a Financial Assessment.
7. Individuals, who are receiving care at home, must have enough money to meet their living costs as these are not being met by a residential care provider. This is mandated by the Minimum Income Guarantee which is set out in the Care and Support (Charging and Assessment of Resources) Regulation 2014. The Department of Health and Social Care’s “Social Care – Charging for Care and Support” Local Authority circular from January 2019 sets out the Minimum Income Guarantee rate for the current financial year as this rate can fluctuate year to year based on the rise or fall of the cost of living. These rates are set nationally.
8. As the ability to contribute is judged on an individual basis the impact of any changes to charges will be felt differently at an individual level. However, to help understand the client group can be split into three main categories;
- Nil Charge payers; these are individuals who are assessed as being unable to contribute financially towards the cost of their care
 - Full Charge payers; these individuals are assessed as being able to afford the maximum charge for the services they receive
 - Part Contributors; this is the majority of BCP Council clients, these individuals are assessed as being able to contribute an amount towards the cost of their care but are unable to contribute the maximum charge for the services they receive.

9. All three broad groups will be impacted differently, but it is crucial that no individual would ever be asked to contribute more than they can afford to pay towards the cost of their care. As an example, if the charges for a Full Charge payer's services increase, it may be that they are no longer able to contribute the new maximum charge and they would therefore fall into the 'Part Contributor' category. Nil Charge payers would always remain unaffected. A charging strategy of full cost recovery will therefore only impact Full Charge payers who currently account for approximately 5% of BCP Council's client group.
10. At the point of financial assessment, relevant Disability Related Expenditures (DRE) are taken into account. Individuals retain funds for these expenditures ahead of their contribution towards the cost of their care being calculated. One example of a Disability Related Expenditure would be where an individual with incontinence has increased costs for laundry or clothes washing.
11. Whilst the preceding councils maintained indicative lists for DRE components (such as excessive laundry costs) decisions were always made on a case by case basis. This will not change under the new policy. However, officers will look to produce a DRE list based on the National Association of Financial Assessment Officers recommendations, which harmonises the terminology used by the legacy authorities.

Policy proposals

12. To establish the recommendations for the new Adult Social Care Charging Policy work has been done to understand and compare current approaches and to consider practice in other local authorities against the legislative framework. Three broad options were considered;
 - Option 1 – Do nothing; maintain three separate charging policies
 - Option 2 – Full cost recovery model; the maximum charge for services is the actual cost of the delivering the services to BCP Council.
 - Option 3 – Adopt the legacy charging policy for Christchurch clients across BCP Council.
13. Option 1 is not recommended as it would perpetuate a situation where residents living in different parts of Bournemouth, Christchurch and Poole would be charged different rates for the same service received. This would lead to a high risk of successful future legal challenge and would be an inequitable approach.
14. Option 3 would maintain a situation, where people receiving some forms of care could be charged the full cost of the care they receive while for those receiving day care and transport services, the principle of full cost recovery would not be applied. This option is therefore not recommended as it would be more equitable for the Council to adopt a consistent principle in relation to full cost recovery across the full range of service provision which the Council funds. This option would also result in a loss of income for BCP Council because individuals in Poole and Bournemouth already pay higher rates than the Christchurch charges for Day Centres and travel. The loss of income from charging for day centres alone would be at least £50,000

per annum, with additional reduction of income in relation to charging for transport which would need to be calculated nearer the point of implementation. It should also be noted that the new Dorset Council Charging Policy has introduced a full cost recovery model which represents a significant increase in the Adult Social Care charges previously charged under Dorset County Council and in Christchurch currently under BCP Council.

15. Option 2 is recommended as the preferred option at this stage, subject to the results of the consultation exercise and full consideration of other options and issues which may arise during this exercise, as it applies a consistent approach, where the maximum charges will be in line with the cost of providing the service for BCP Council. This is a principle applied by Dorset Council and many other Councils. As previously noted, only individuals who are assessed as being able to contribute the full cost of their care would pay these maximum charges. These individuals currently constitute approximately 5% of the Council's total Adult Social Care client group.
16. The following charges, with a brief explanation, are proposed measures to be included in the public consultation:
 - Charges for out of area assessment and review – this is where another local authority asks BCP Council to act on its behalf and conduct an assessment or review for somebody who is placed within BCP Council's borders. This charge is applied to the Local Authority not the individual. It is recommended that in either case BCP Council charge approximately £500 for this service to cover the practitioner's time required to undertake these assessments or reviews.
 - Deferred Payments –A Deferred Payment Agreement is a loan which the local authority secures against an individual's home at a fixed interest rate normally to pay for residential care. Due to the heavy administrative burden of a deferred payment it is recommended that a set-up fee, annual fees and a termination fee are charged in line with the actual costs of administering them. The termination fee is a new charge, but reflects the administration of closing a deferred payment and is in line with similar policies in other local authorities
 - Day Centres – These centres provide opportunities for individuals to socialise, undertake activities and help to maintain an individual's independence. Charges are in place for Day Centre attendance and assistance with bathing. The current charges for the former Councils differ significantly. It is recommended that the maximum charge is the full cost of the provision
 - Standard Transport – Use of Council transport to Day Centres (if required) is also charged differently across BCP Council currently. The recommendation is that BCP Council adopt a flat per journey rate to cover the cost of the provision in line with other local authorities.
17. If agreed the next step will be to launch a public consultation early in the new year on these proposals with an aim of producing and agreeing a new policy which can be implemented from 1 October 2020.

18. The recommended new charges, particularly for transport and Day Centres, whilst very similar to current charges in Poole and Bournemouth are significantly higher than the current charges in Christchurch. Current Full Charge Payers in Christchurch would therefore be impacted to a greater degree than their counterparts in Poole and Bournemouth. It is, however, important to note that had Christchurch remained part of Dorset Council then they would have been subjected to comparable increases earlier this year.

Consultation

19. A consultation questionnaire will be prepared alongside background information and a summary of the proposed changes. All clients (Approximately 12,000 individuals) will have the opportunity to share their views on the proposals.

20. A letter, consultation document, questionnaire and a freepost reply envelope will be sent out to all clients inviting them to have their say. Anyone identified as having a learning disability will be sent easy read versions of the document and questionnaire. A dedicated helpline will also be made available to help people who request the document and questionnaire in another language or format including braille and spoken word. Carers and advocates will also be able to complete the consultation themselves or on behalf of the individuals that they care for.

21. The consultation will run for 8 weeks from 20 January 2020. As well as the documents and questionnaires being distributed, there will be drop-in events – at each of the day centres, and at libraries across BCP Council. The drop-in events will be an opportunity for people to ask Adult Social Care staff questions about the proposals.

22. Voluntary organisations will be commissioned, as part of the Council's disability consultation contract, to undertake a qualitative discussion group in relation to the proposed changes.

23. Details of the consultation will also be sent to voluntary organisations in Bournemouth, Christchurch and Poole who work with Adult Social Care clients and carers. The Council's Insight Team will work closely with the Communities Team to ensure all relevant groups are included and have the opportunity to take part in the consultation.

24. In addition to hard copies of the questionnaire being sent to Adult Social Care clients, the consultation will also be available online and open to all residents in Bournemouth, Christchurch and Poole as well as to organisations and stakeholders. The online survey will be promoted via the Council's social media channels and newsletters, the planned drop-in sessions and will also be publicised on the Council's Consultation Tracker.

25. The consultation will test the principles of creating a new charging policy for BCP, and of full cost recovery, with some more focussed questions around impact and some of the matters raised by the Members working group regarding transport and the environment.

The Health and Adult Social Care Overview and Scrutiny Committee and Working Group Recommendations

26. To date, proposals have been shared with the Health and Adult Social Care Overview & Scrutiny Working Group as well as the Committee itself. The Working Group has met twice and a summary of these meetings can be found in the Overview and Scrutiny Committee report.
27. On the 18th November 2019, a report was taken to Health and Adult Social Care Overview and Scrutiny Committee along with a presentation on proposals for a public consultation which would outline the principles for a new BCP Adult Social Care Charging Policy. Members noted the content of the report and agreed to the recommendations of *this* report. In scrutinising the report and presentation the Committee identified and questioned key areas which included:
- Details around the process for communication and the importance of ensuring clear messaging to mitigate and avoid anxiety;
 - The potential for mitigating factors to be put in place where there is the potential to cause hardship;
 - That the Working Group and the Committee would be given the opportunity to comment on the consultation results before they return to Cabinet;
 - That the charges would be reviewed each year;
 - That the consultation would look at whether to include transport costs within the daycare charge;

Summary of financial implications

28. The primary driver for this work is to produce equity for BCP Council's Adult Social Care clients. There is only limited additional income, which might be generated from these changes. The true financial implications will also not be determined until after the public consultation takes place and the new charging policy is agreed. However, based on the provisional proposals set out in this paper a full year increase of annual income between £30,000-£60,000 could reasonably be anticipated. Due to the implementation time-frame there will be a part year increase to income in 2020/2021 rising to the full year effect in 2021/22.
29. In terms of cost, £20,000 has been budgeted for the consultation exercise.

Summary of legal implications

30. The legislation establishing BCP Council provides that preceding Council strategies and policies continue to apply to the relevant areas until BCP Council adopts a new strategy or policy which replaces them. Whilst the statutory orders provide that

certain policies and strategies have to be completed within a set time (generally two years) there is no formal date by which this particular policy needs to be completed. However, it is advisable that the Council undertakes and reviews these arrangements to ensure a consistent approach in a timely way. Any delay to the review and implementation of a Council wide policy would increase the risk of a legal challenge to the application of different arrangements in different areas. Whilst this risk is low currently as it is accepted that there will be transitional arrangements in place following LGR, the risk will increase as the length of time increases.

31. The primary legislative framework which governs the contents of these policies is the Care Act 2014 which, together with the related statutory instruments and regulations, provides a single framework for charging for care and support. Section 14 of the Act affords local authorities the power to charge individuals in receipt of care and support services, for these services where the local authority is permitted to charge. The same Section also provides the power to charge for services meeting carers' needs, by providing services directly to the carer. There are also certain types of care and support which Local Authorities are not permitted to charge for.

Summary of human resources implications

32. Staff are in place within current structures to draft the new Charging Policy and carry out the implementation programme and therefore no human resources implications are anticipated.

Summary of environmental impact

33. Whilst the production of the eventual charging policy will not have any environmental impact, environmental concerns were discussed at the working group. The discussion focussed primarily on whether changes to transport charges would impact people's behaviour which may, in turn, effect carbon emissions. The view of the working group was that transport charges should be covered in the consultation.

Summary of public health implications

34. The ongoing provision of Adult Social Care Services which is, in part, supported by income received from charging for services is a critical component of realising the wellbeing principle of the Care Act 2014.

Summary of equality implications

35. The group of individuals in receipt of chargeable Adult Social Care Services is a diverse group of people with a wide range of disabilities. At a high level approximately 40% of Adult Social Care clients in BCP Council are male and 60% female and two thirds of those receiving long term support are over the age of 65.
36. The current situation is inequitable and sees individuals being charged different amounts for the same services based on which of the legacy authorities in which they are ordinarily resident. Implementing a new single charging policy will,

therefore, produce equality across the board for all BCP Adult Social Care clients.

37. The process of implementing a new policy will result in some of the legacy charges increase, decrease or remain the same depending on the agreed charging policy and the previous legacy arrangements. This does mean that the impact of the new policy, on individuals, will vary from individual to individual and will depend on their financial circumstances (i.e. if they are able to afford to contribute to some of or all the full cost of, their care) and which charges they were subject to previously.
38. Once the consultation has concluded BCP Council will have a greater understanding of the potential impact on individuals as this will be a key part of the consultation. The agreed charging changes will need to be understood before impacts on individuals can be assessed. The outcomes of consultation will enable consideration of any mitigation required to address any particular implications for individuals or groups of carers or service users.

Summary of risk assessment

39. The greatest risk to the Local Authority is not to act and to continue with the current inequity that the legacy charging policies create and this would leave the Council in a position where it could be open to legal challenge.

Background papers

'Published works'

- Care Act and Accompanying Statutory Guidance
- Department of Health and Social Care, guidance "Social Care Charging for local authorities; 2019-2020"
- Dorset Council's 'A guide to paying for adult social care and support services', May 2019
- Adult Social Care Charging Policy, Health and Adult Social Care Overview and Scrutiny report, November 2019

Appendices

Appendix 1. Adult Social Care Charging Policy Consultation Document – to follow

Adult Social Care Charging Policy Consultation Document



Have your say on proposed changes to Adult Social Care charging

The councils previously serving Bournemouth, Christchurch and Poole were replaced by BCP Council in April 2019. Our priority as a new council has been to ensure all services continue to be provided as normal.

As a result of this local government change, BCP Council has three different Adult Social Care charging policies which have been inherited from the previous three councils. These policies contain differences in the amount that people are charged for adult social care services and as a result we now need to create a single policy for the whole of Bournemouth, Christchurch and Poole.

We want to charge in a fair and consistent way and so it is important that the differences in charging arrangements are removed.

This document explains some changes that BCP Council are thinking about.

The proposals being considered are:

1. To have one rate which is the same in Bournemouth, Christchurch and Poole and is based on the actual cost of providing the service for:

- a) Attending day centres
- b) Using transport to and from day centres
- c) Assistance with bathing at day centres

Residential and Nursing Home Care Charges are set nationally by the Government and are not part of this consultation.

It's important that you tell us what you think about these proposals. Even if you do not use these services now, you, a friend or a relative may need to use them in the future. Your views are important.

Please read the information in this document and then fill in the questionnaire and post it back to us in the freepost envelope provided as soon as possible and by **Monday 16 March 2020**. If you need help or support with understanding or completing the questionnaire, or would like it in another language or format, then please call 01202 633902 or email insight@bcpcouncil.gov.uk

We want to hear from you. Thank you for taking the time to help develop our policies.

Background information

When an adult receives social care, we assess their finances to find out how much they can afford to contribute to the cost of their care. This assessment takes into account the weekly amount of money an individual needs to live, according to central government, and any money needed to pay for expenses related to their disability. Only if any money is left after

living costs and costs associated with their disability have been taken into account will the individual be asked to contribute towards their care costs.

Many people contribute some money towards their care costs, some are able to cover the full costs of their care and others are not able to contribute at all.

In order to introduce a fair and equitable policy, we propose that the maximum charge for the adult social care charges set out in this consultation should be the same as the cost to the Council of providing the service. We also propose that these charges should be applied equally across BCP Council. The Council will never make a profit on any adult social care charge. We will continue to ensure that no one pays more towards the cost of their care than they can afford. The changes proposed only apply to those people who can afford to pay the full cost for their care. Those who contribute only part of the care costs or nothing at all are unlikely to be impacted by the changes.

Day Centre Attendance

Day centres are designed to allow adults of all ages to meet and socialise with friends, take part in activities and learn new skills. Support is also offered for personal care, eating and drinking.

Current situation

The current charges for a half day session at a day centre are:

Bournemouth residents	Christchurch residents	Poole residents
£35.00 (excluding transport)	£24.70 (excluding transport)	£39.00 (including transport if needed)

The cost for people who attend a day centre for a full day is equivalent to two half day sessions.

Proposal

Day Centre Attendance

To introduce one maximum charge for attending a day centre based on the actual cost of providing the service to BCP Council. Currently this would be £35 for a half day session.

This maximum charge would only apply to people who are assessed as being able to pay the full amount, with most people paying either no contribution or a partial payment based on their financial means to do so.

How will this impact people?

It is important to remember that when a person applies to the Council for help towards the cost of their care, a financial assessment is offered, to work out how much the person can afford to contribute towards the cost and how much the Council will pay. No one is asked to pay more than their financial assessment shows they can afford.

The proposals are based on the idea that those who can afford to pay for their care will cover the actual cost of the service to the Council.

The cost to the council of providing services may change each year and so an annual change to the charge to reflect this may be made. Even so, Adult Social Care will never make any profit on these charges and only those who can afford to pay more would be subject to any increases.

Transport to and from day centres

Some people are unable to get to day centres without help. Therefore, BCP Council provides a transportation service for those who need it by using taxis or accessible buses which will pick people up from their homes and take them to their day centre.

Current situation

The current rates for transport per journey are:

Bournemouth residents	Christchurch residents	Poole residents
£10.49	£2.76	Included as part of the day centre charge

Even though people do not have to use the Council's transport, in the past, the cost of transport has been included as part of the charge for day centres in Poole.

Proposal

Transport

To introduce one rate based on the actual cost of providing the service. Currently this rate would be around £10.49. People would only pay £10.49 per journey if they can afford to pay the full cost of their care.

To consider whether transport costs should be separate to the cost of attending a day centre or included as part of the overall day centre charge.

How will this impact people?

It is important to remember that when a person applies to the Council for help towards the cost of their care, a financial assessment is offered, to work out how much the person can afford to contribute towards the cost and how much the Council will pay. No one is asked to pay more than their financial assessment shows they can afford.

The proposals are based on the idea that those who can afford to pay for their care will cover the actual cost of the service to the Council.

The cost to the council of providing this service may change each year and so an annual change to the charge to reflect this may be made. Even so,

Adult Social Care will never make any profit on these charges and only those who can afford to pay more would be subject to any increases.

Assistance with bathing at day centres

Some people require help in order to be able to bathe. Help is provided at a number of our day centres but this service is not a standard part of day centre attendance and so there is an additional charge for this.

Current situation

The current charges for assistance with bathing at a day centre are:

Bournemouth residents	Christchurch residents	Poole residents
£14.00	£13.00	£14.50

Proposal

Assistance with bathing

To introduce one rate of £14.50 for assistance with bathing.
This figure is based on the actual cost of providing the service.

How will this impact people?

Bathing at day centres is an additional cost and is paid separately to any care costs that an individual may contribute towards. The proposed changes will result in a fair and consistent offer for this service but may result in small increases for some individuals.

The cost to the council of providing this service may change each year and so an annual change to the charge to reflect this may be made. Even so, Adult Social Care will never make any profit on these charges.

Deferred payment agreements for residential care

A deferred payment is an optional way in which an individual can 'defer' or delay paying the costs of their care and support until a later date. This is done

by taking out a loan with the Council based on the value of their home so that they are not forced to sell their home during their lifetime to pay for their care. Deferred Payments only apply to people in residential or nursing care.

These new rates would only apply to new deferred payment agreements, current agreements would be unaffected.

Current situation

The maximum interest rates for deferred payment agreements are nationally set and the Council will continue to apply these rates as it does now.

The setting up and administration of a deferred payment is complex and so a number of fees are currently charged to cover these costs:

Deferred payment agreement fee type	Bournemouth residents	Christchurch residents	Poole residents
Set-up fee	£500.00	£804.00	£500.00
Annual fee	None	£100.00	£100.00
Termination fee	None	None	None

Proposal

Deferred payment agreements

To introduce one rate for the set-up fee which reflects the actual cost to the Council of setting up these agreements. This is likely to be in the range of the current charge in Christchurch of £804.

To introduce one rate of £100.00 for the annual fee. This figure is based on the average yearly cost of administering the deferred payment.

To introduce one rate of £100.00 for ending a deferred payment (termination fee). This figure is based on the average administrative cost of ending the deferred payment.

How will this impact people?

This will not impact anyone who currently has a deferred payment and will only apply to new deferred payment agreements.

Why propose changes to Adult Social Care charging?

1. To ensure all residents who live in the BCP council area are charged fairly and consistently.
2. To protect vital services provided for the most vulnerable, we need to ensure that Adult Social Care make the best use of resources available and can continue to meet statutory responsibilities as well as focusing on those in greatest need.
3. Maximum charges which are based on the actual cost of the service to the council ensures consistency.
4. Charging would continue to be subject to means testing to determine how much people can afford to pay towards their care but those who can afford to pay the full cost will be asked to do so.

Help for those affected

Depending on the outcome of the consultation and any subsequent decisions, it is recognised that some people may be asked to pay more for services than they do currently if they can afford to do so. For these people the following support will be available:

- Offer to undertake a review of their financial assessment and circumstances to ensure all information is up to date
- Whilst undertaking a financial assessment, to ensure all benefits that someone is entitled to, have been claimed
- For those with capital above the threshold, advice on possible benefits they may be entitled to can be given and we can signpost people to voluntary sector organisations who provide advice and support about money management.

Further information

If you have any questions about this consultation or require the questionnaire in another language or format, then please call 01202 633902 or email insight@bcpcouncil.gov.uk

We are holding drop in events at day centres and libraries if you would like to ask Council staff questions about the proposals on the following dates.

Date	Time	Location
Wednesday 5 February	9.00am to 4.00pm	Poole Plus
Monday 10 February	9.00am to 4.00pm	Moordown Plus
Tuesday 11 February	9.30am to 12.30pm	Hamworthy Library
Tuesday 11 February	2.00pm to 5.00pm	Rossmore Library
Wednesday 12 February	9.00am to 4.00pm	Westbourne Plus
Thursday 13 February	9.00am to 4.00pm	Christchurch Connect
Friday 14 February	9.00am to 12.00pm	Poole Central Library
Monday 17 February	1.00pm to 4.00pm	Bournemouth Library
Tuesday 18 February	9.00am to 4.00pm	Boscombe Connect
Wednesday 19 February	9.00am to 4.00pm	Wallisdown Plus
Thursday 20 February	9.30am to 12.30pm	Kinson Library
Monday 24 February	9.00am to 4.00pm	Parkstone Connect
Tuesday 25 February	1.00pm to 4.00pm	Highcliffe Library
Wednesday 26 February	9.00am to 4.00pm	Highcliffe Plus
Thursday 27 February	10.00am to 1.00pm	Creekmoor Library
Friday 28 February	1.00pm to 4.00pm	Christchurch Library
Wednesday 4 March	9.30am to 12.30pm	Castlepoint Library

You can also ask a member of staff at the day centre you attend to help you.

What happens next?

The results of the consultation will be considered before making any final decision about the new adult social care charging policy. Proposals will be presented to the Council's Cabinet in early Summer 2020.

If the proposals are agreed, we will be writing to people about the changes and notifying them individually if, and how they will be affected. Adult Social Care will work with individuals affected by the changes and will provide information and advice where needed.

This document and the accompanying questionnaire can also be found online at: **www.bcpcouncil.gov.uk/chargingconsultation**