

Adult Social Care Charging Consultation

January – March 2020

Produced by the Insight Team



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Background

Currently, BCP Council operates three Adult Social Care (ASC) charging policies inherited from the three preceding councils. 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.

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.

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 for BCP Council.

A consultation was carried out to 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.

Proposals for Consultation

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 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.

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.

Transport to and from day centres

- 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.

Assistance with bathing at day centres

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

Deferred payment agreements for residential care

- 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.

Methodology

A consultation questionnaire was prepared alongside background information and a summary of the proposed changes. A letter, consultation document, questionnaire and a freepost reply envelope was sent out to all those in receipt of chargeable non-residential services (3,139) inviting them to have their say. Anyone identified as having a learning disability was sent easy read versions of the document and questionnaire. A dedicated helpline was made available to help people who requested the document and questionnaire in another language or format including braille and spoken word. Carers and advocates were also able to complete the consultation themselves or on behalf of the individuals that they care for.

The consultation ran for 8 weeks from 20 January to 16 March 2020. As well as the documents and questionnaires being distributed, there were drop-in events at each of the day centres, and at libraries across BCP Council. There were seventeen drop-in events in total and these provided an opportunity for people to ask Adult Social Care staff questions about the proposals.

DOTS Disability were commissioned, as part of the Council's disability consultation contract, to undertake a qualitative discussion group in relation to the proposed changes. Their report can be found in the appendix 3.

Details of the consultation were sent to voluntary organisations in Bournemouth, Christchurch and Poole who work with Adult Social Care clients and carers.

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

Results

The total number of responses to the consultation was 536 of which 303 (57%) were paper questionnaires, 184 (34%) were easy read versions of the questionnaire and 49 were completed online (9%).

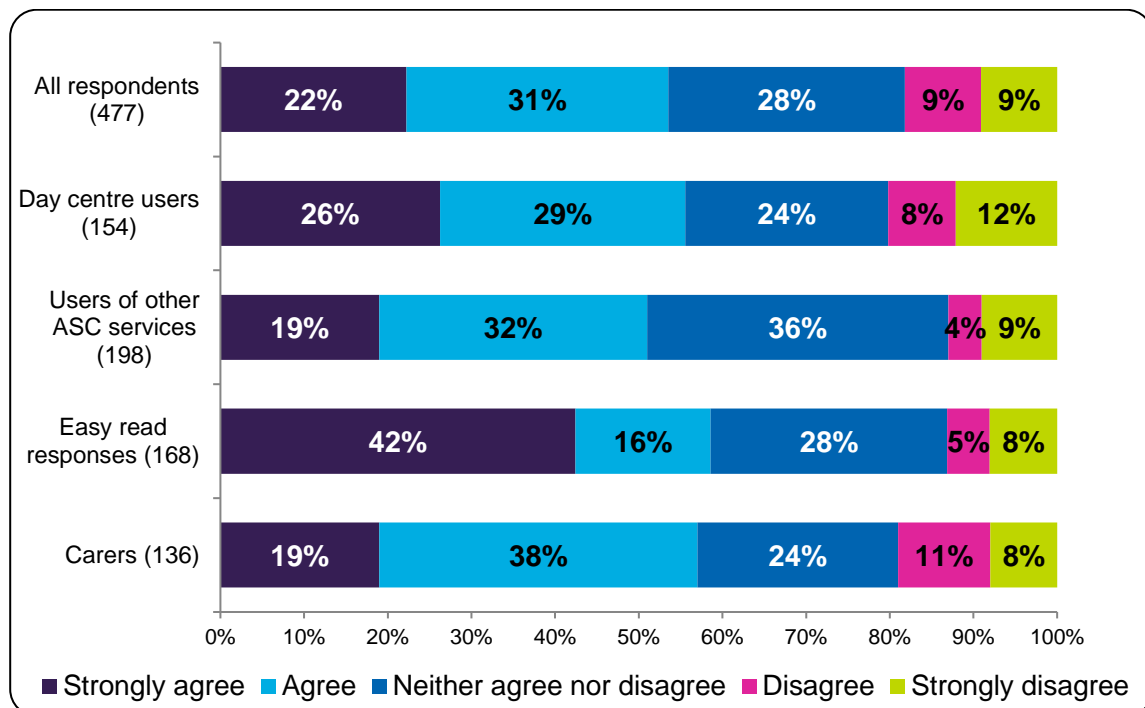
This report also summarises the nature of comments and suggestions made by respondents and the type of themes arising. All comments are available on request from the Insight Team.

Figures in this report are presented as a percentage of people who answered the question i.e. excluding 'don't know', 'does not apply' and 'no reply'. The percentages in this report will not always add up to 100% due to rounding or because respondents are allowed to select more than one response.

Proposal to introduce one maximum charge for attending a day centre

Just over half of respondents (54%) agreed with the proposed change to day centre charges. Just over one quarter (28%) gave a neutral response and just under one fifth (18%) of respondents disagreed with the proposed change. Amongst respondents who use day centres and carers, both agreement and disagreement levels were slightly higher and there were less neutral responses. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 1: To what extent do you agree or disagree with the proposal to introduce one maximum charge for attending a day centre based on the actual cost of providing the service? (% respondents)

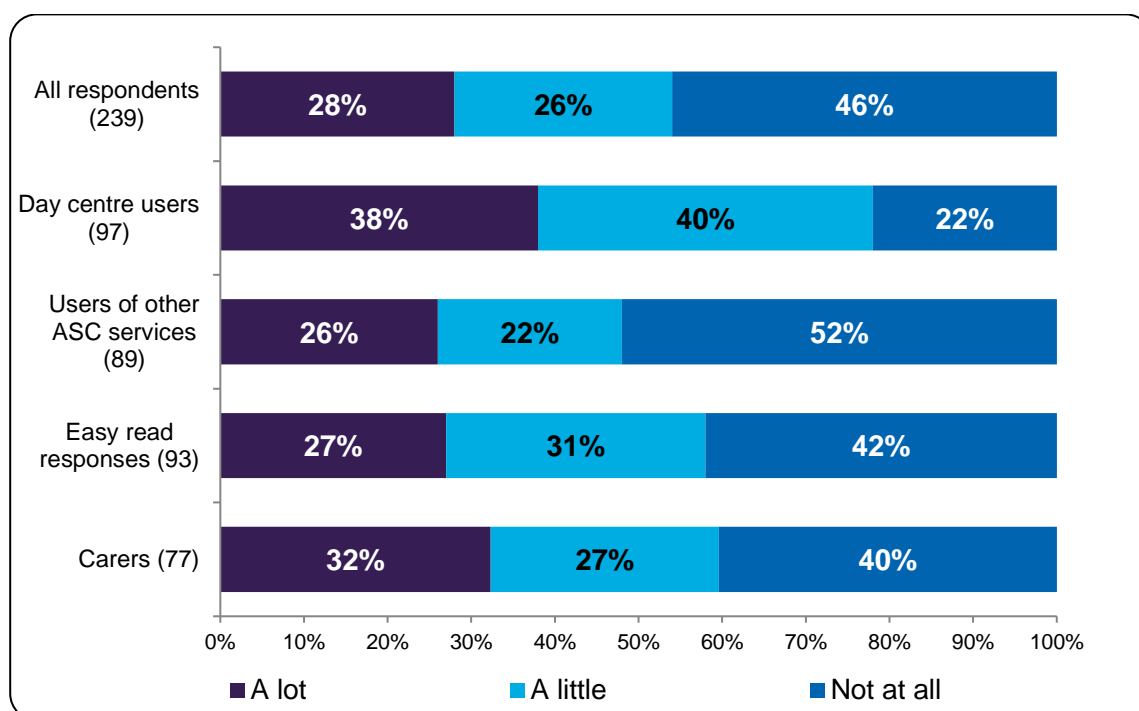


BASE: Varied as labelled

Impact of proposed change to day centre charge

Almost three in ten respondents (28%) said that they would be impacted a lot by the proposed change. Just over one quarter (26%) said they would be impacted a little and almost half (46%) said they wouldn't be impacted at all. Day centre users themselves were more likely to be impacted by the proposal a lot (38%) and a little (40%) with just under one quarter (22%) not being impacted at all.

Figure 2: To what extent do you think that the proposal to introduce one charge for attending a day centre will have an impact on you / your family? (% respondents)



BASE: Varied as labelled

Respondents were asked how the proposal to introduce one charge would impact them. The main theme to arise from the comments was the financial impact of the proposal:

'I may have less money'

'It stops me sometimes from getting other things that I need'

'I will have less money, that could be spent for his clothes, transport etc'

Some respondents also said that they may have to stop attending the day centre, or decrease the number of times they attend, and the associated impact on their wellbeing (or that of their carers).

'If the current rate that I pay was increased much more I would need to reduce my attendance and stay at home'

'We will have to reduce the days my husband attends the day centre. This will have an impact on my deteriorating health and isolate my husband!'

'I will not be able to go to the day centres as often and miss some of my healthy activities they do like sports and dancing'

Comments and suggestions

Respondents were also asked if they had any comments or suggestions they would like to make about the proposal to introduce one charge. The main theme from the comments were alternative suggestions of how the cost could be calculated:

'A fairer charge would be to take an average of the 3 previous council charges'

'The final costing (excluding transport) should be an average of the three areas'

'Make it in the middle not on the highest rate'

The other main theme was general agreement with the proposal:

'One charge across the three areas is a good idea'

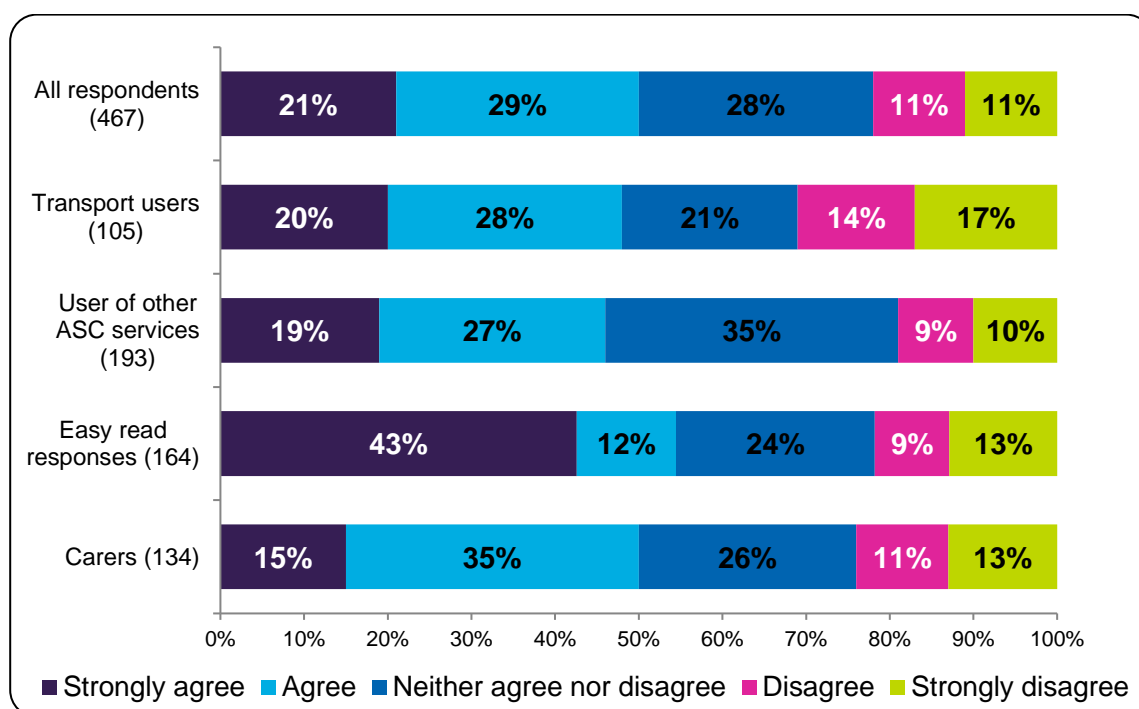
'Puts it fair across the board'

'This sounds consistent and fairer'

Proposal to introduce one maximum rate for transport

Half of respondents (50%) agreed with the proposed change to transport charges. Just over one quarter (28%) gave a neutral response and just over one fifth (22%) of respondents disagreed with the proposed change. Amongst respondents who use transport to and from day centres, disagreement levels were higher (31%). Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 3: To what extent do you agree or disagree with the proposal to introduce one maximum rate for transport based on the actual cost of providing the service? (% respondents)

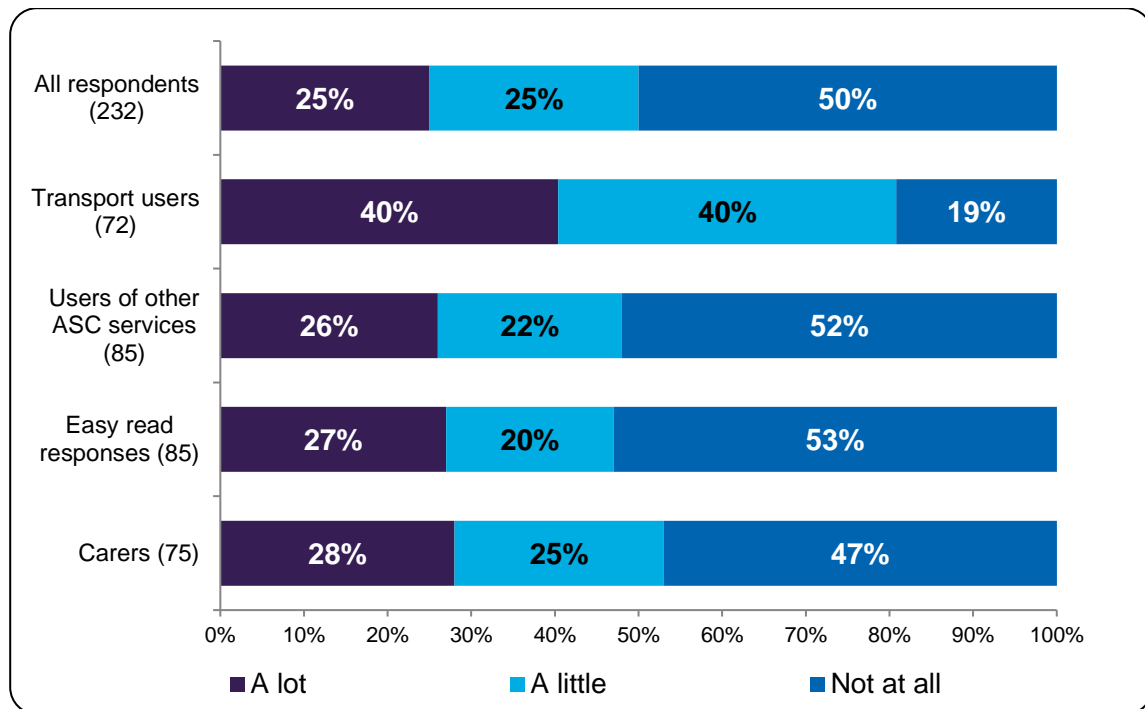


BASE: Varied as labelled

Impact of proposed change to transport rate

One quarter of respondents (25%) said that they would be impacted a lot by the proposed change and the same proportion again (25%) said they would be impacted a little. Half of respondents (50%) said they wouldn't be impacted at all. Transport users themselves were significantly more likely to be impacted by the proposal a lot (40%) and a little (40%) with just under one fifth (19%) not being impacted at all.

Figure 4: To what extent do you think that the proposal to introduce one rate for transport will have an impact on you / your family? (% respondents)



BASE: Varied as labelled

Respondents were asked how the proposal to introduce one rate would impact them. The main theme to arise from the comments was the financial impact of the proposal:

'I could not afford £10.49 for each journey'

'the cost will affect us a lot on a reduced income'

'If the price goes up too much it would be a shame as not affordable'

Once again, some respondents said that they may have to stop attending the day centre, or decrease the number of times they attend, if the cost of transport is too high:

'My mother would not use the transport or would need to reduce from 2 days down to 1 day which would have an adverse effect on her quality of life'

'If I had to pay, it could affect my decision on whether I come or not'

'I will not be able to go as often'

Comments and suggestions

Respondents were also asked if they had any comments or suggestions they would like to make about the proposal to introduce one rate. The main theme from the comments were alternative suggestions of how the cost could be calculated, most of which suggested that it should be based on mileage:

'Transport costs/charges should be based on individual client mileage to and from day centres'

'Surely the cost of transport should be based on the distance travelled so if a client only travels 1/2 mile he/she should be paying less than someone travelling 2 miles. In other words like taxi charges'

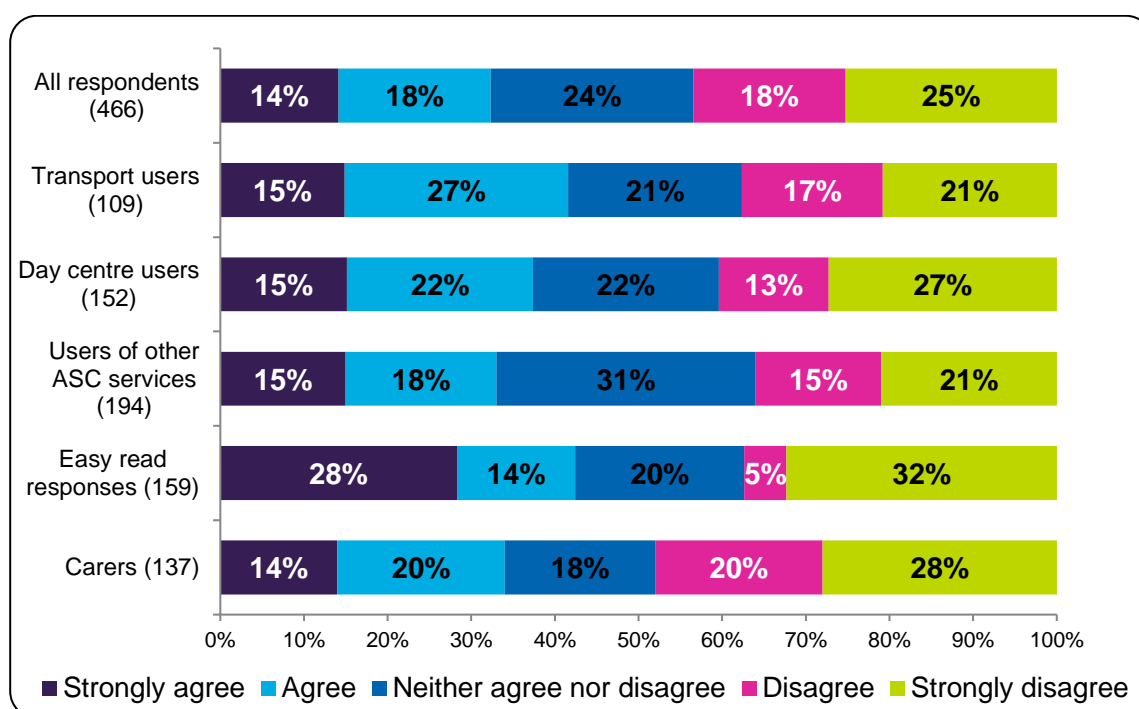
'Could be unfair for the people who only live short distance from the day centre'

'I think that people should pay different amounts as it depends on the transport they use and the distance they are travelling. They all need to be paid according to fuel costs'

Consideration of including transport as part of an all inclusive charge

A third of respondents (33%) agreed that transport costs should be part of an all inclusive charge. Just under one quarter (24%) gave a neutral response and over two fifths (44%) of respondents disagreed. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 5: To what extent do you agree or disagree that transport costs should be part of an all inclusive charge with day centre costs regardless of whether you use transport or not (% respondents)

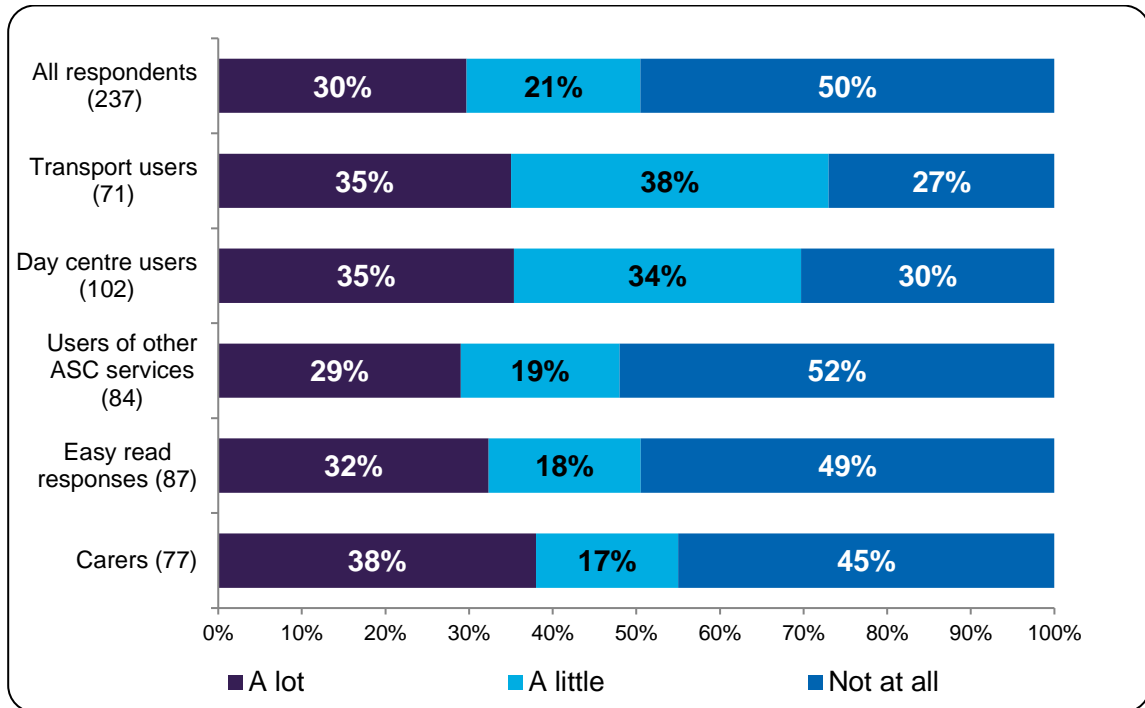


BASE: Varied as labelled

Impact of an all inclusive charge

Three in ten respondents (30%) said that they would be impacted a lot by an all inclusive transport charge and just over one fifth (21%) said they would be impacted a little. Half of respondents (50%) said they wouldn't be impacted at all. Those who said they wouldn't be impacted at all decreased significantly amongst transport users and day centre users.

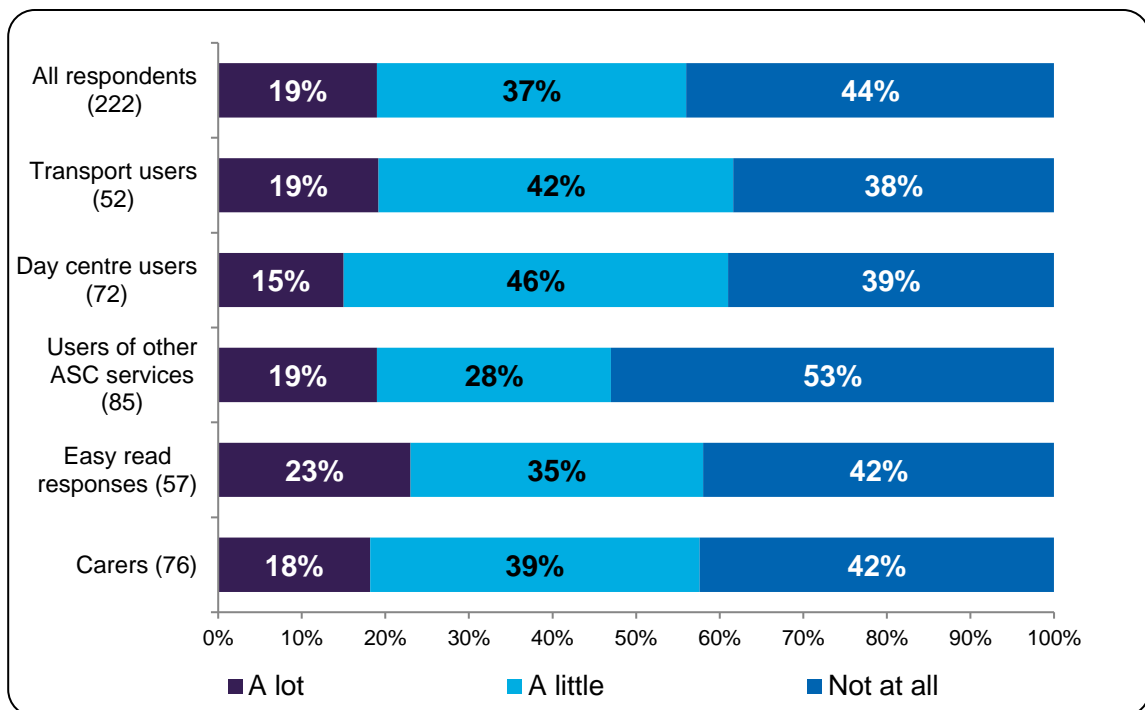
Figure 6: To what extent do you think that including transport costs as part of an all inclusive charge with day centre costs will have an impact on you / your family? (% respondents)



BASE: Varied as labelled

Respondents were also asked whether they thought an all inclusive transport charge would impact on the environment. Just under one fifth of respondents (19%) thought it would impact on the environment a lot and 37% thought it would have a little impact. Over two fifths (44%) thought it wouldn't impact the environment at all.

Figure 7: To what extent do you think that including transport costs as part of an all inclusive charge with day centre costs will have an impact on the environment? (% respondents)



BASE: Varied as labelled

Respondents were asked how including transport costs as part of an all inclusive charge would impact them. The main theme to arise from the comments was that respondents felt it was unfair for people to pay for something they don't use:

'Not fair on people who don't use transport'

'We live within walking distance of the day centre. Therefore I see no reason why we should pay towards transport for other day care users'

'I would normally drop my husband off on the way to somewhere else so I would be paying for a service I would not be using'

'Why should you be charged if you do not use the transport service. Some people may find it less stressful and the journey time quicker if a relative or friend can drop them off and pick them up'

Some respondents also raised the issue of choice:

'Client may have access to family/ motability transport and then are potentially having to pay the cost twice. It also takes the ability of choice and free movement from the client in a financially restricted manner'

'A day centre user should be able to choose the most convenient and cost effective transport for their needs. Transport provision can be provided by various suppliers - including family, friends, partners'

Respondents feelings around the environmental impact of an all inclusive charge were mixed:

'It will reduce the number of cars on the roads if people have already paid for transport'

'I do not think this would affect environment to much extent. It would mean the buses would have a longer route'

'No motivation to walk/exercise'

'If they can walk they should be encouraged & not have to pay'

Comments and suggestions

Respondents were also asked if they had any comments or suggestions they would like to make about including transport costs with day centre costs. The main theme to arise from the comments was a repetition that respondents felt it was unfair for people to pay for something they don't use:

'It doesn't seem fair that to include the transport cost within the fee if some people won't use it'

'If people don't use transport they should not be expected to pay for it'

The other main theme was general disagreement with the idea of including transport costs with day centre costs:

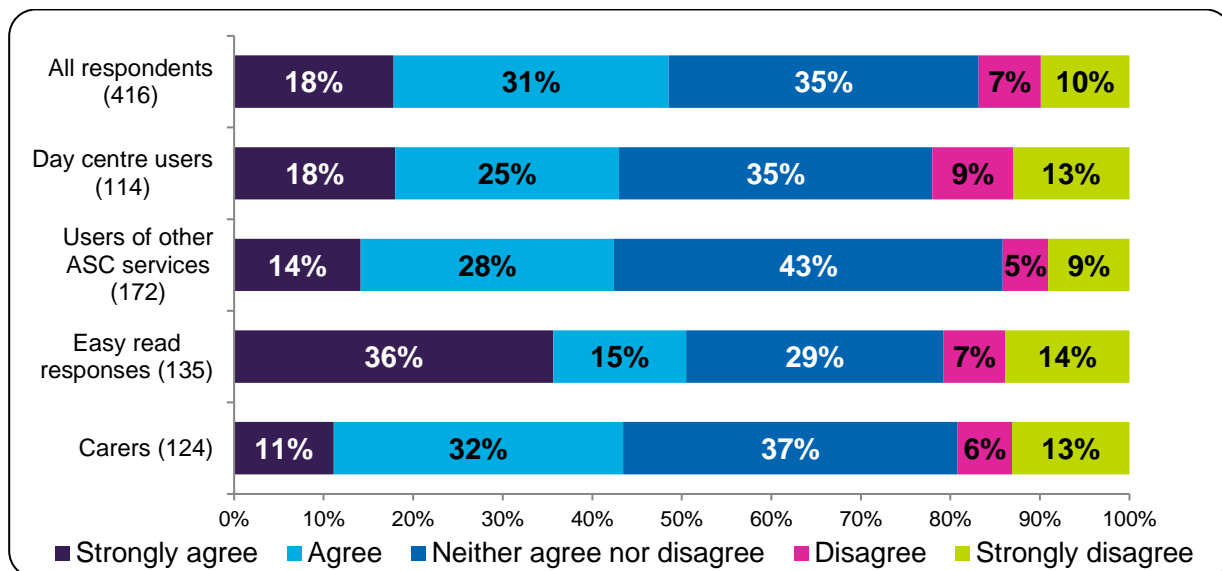
'They should be kept separate'

'I strongly disagree due to the fact I do not & will not be using this service'

Proposal to introduce one rate for assistance with bathing

Just under half of respondents (48%) agreed with the proposal to have one rate for bathing. Over one third (35%) gave a neutral response and under one fifth (17%) of respondents disagreed with the proposal. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 8: To what extent do you agree or disagree with the proposal to introduce one rate for bathing based on the actual cost of providing the service? (% respondents)

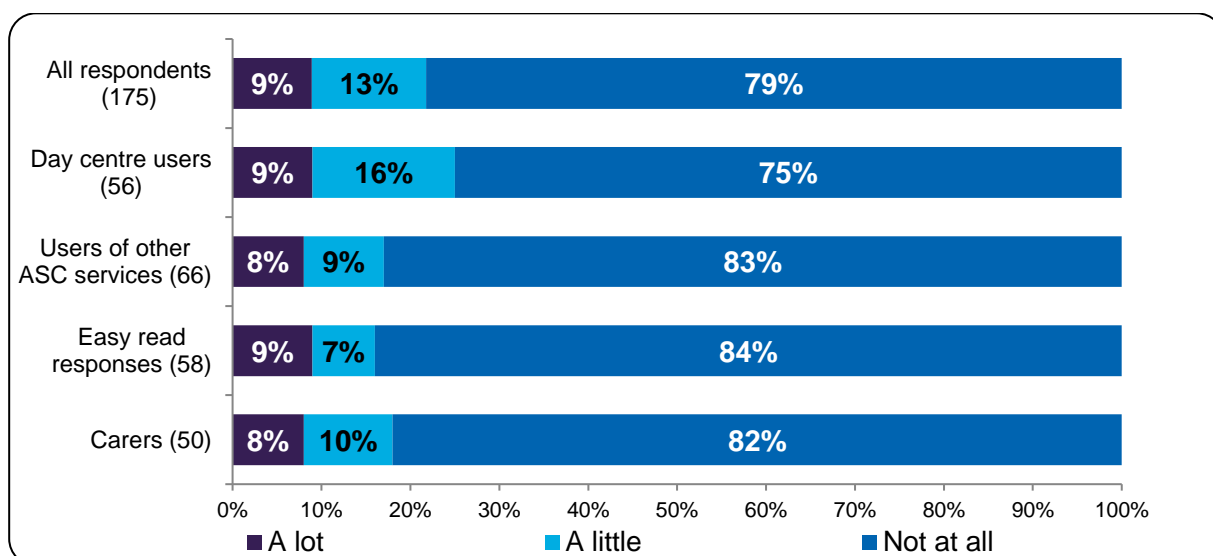


BASE: Varied as labelled

Impact of proposed change to bathing rate

Less than one in ten respondents (9%) said that they would be impacted a lot by the proposed change and 13% said they would be impacted a little. Almost four fifths of respondents (79%) said they wouldn't be impacted at all.

Figure 9: To what extent do you think that the proposal to introduce one rate for bathing will have an impact on you / your family? (% respondents)



BASE: Varied as labelled

Respondents were asked how the proposal to introduce one rate for bathing would impact them. The comments were mixed. Some respondents said there would be little or no impact:

'Not much because the variation is small'

Whilst other respondents felt the cost was too high:

'Very expensive'

'I think £14.50 is too expensive'

One respondent raised a question about whether they would be charged more than once:

'If it's a one off payment that's fine, but if I need extra bathing do I have to pay each time I bath due to toilet accidents?'

Comments and suggestions

Respondents were also asked if they had any comments or suggestions they would like to make about the proposal to introduce one rate for bathing. The main theme from the comments were alternative suggestions. These included bathing being part of the care received at a day centre:

'If the bathing is done at a day centre and a person is already paying to attend and be looked after at the day centre they are in effect being charged twice for the period taken to bathe'

'A bath for some day centre users is a priority. The cost of this "service" should be an integral part of the care they receive. It takes less than an hour to bath someone and users are already on site. If staff are appropriately trained - what is the difference between assisting with a bath or assisting to eat lunch?'

Other respondents suggested the rate should be the average of the previous three rates:

'Adopt average of £14 rather than highest fee'

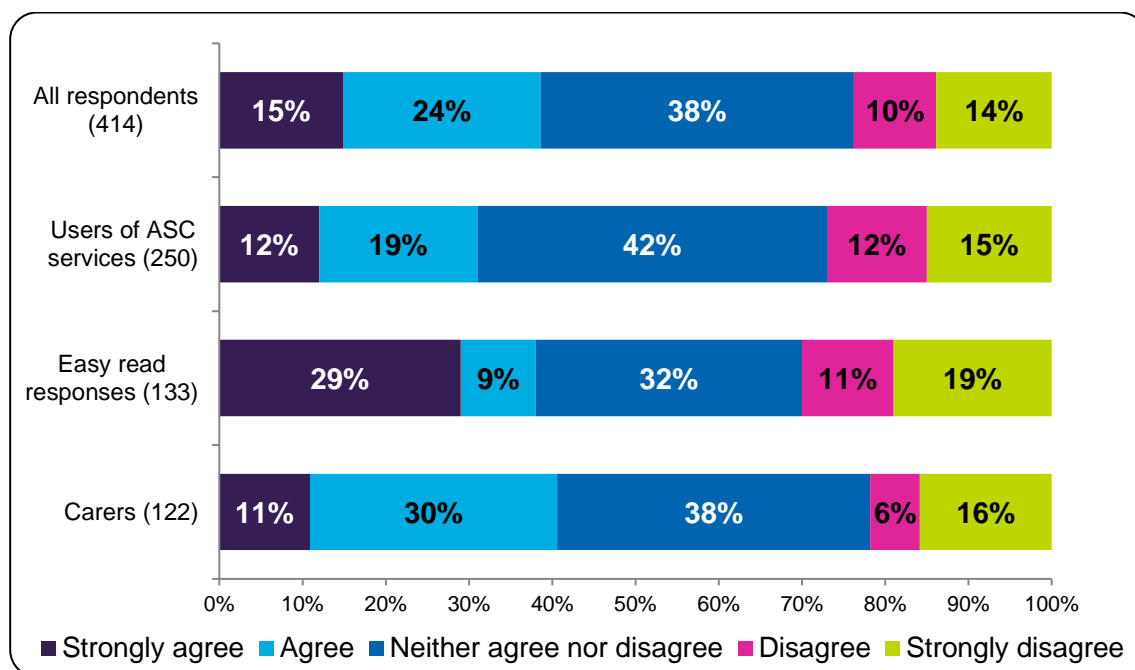
'Shouldn't the charge be an average of the 3 costs currently in place instead of the highest charge?'

'Should be middle rate for all'

Proposal to introduce one rate for the set-up fee of deferred payment agreements

Just under two fifths of respondents (39%) agreed with the proposal to have one rate for the set-up fee of deferred payment agreements. Almost the same proportion again (38%) gave a neutral response and just under one quarter (24%) of respondents disagreed with the proposal. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 10: To what extent do you agree or disagree with the proposal to introduce one rate for the set-up fee which reflects the actual cost of setting up these arrangements? (% respondents)

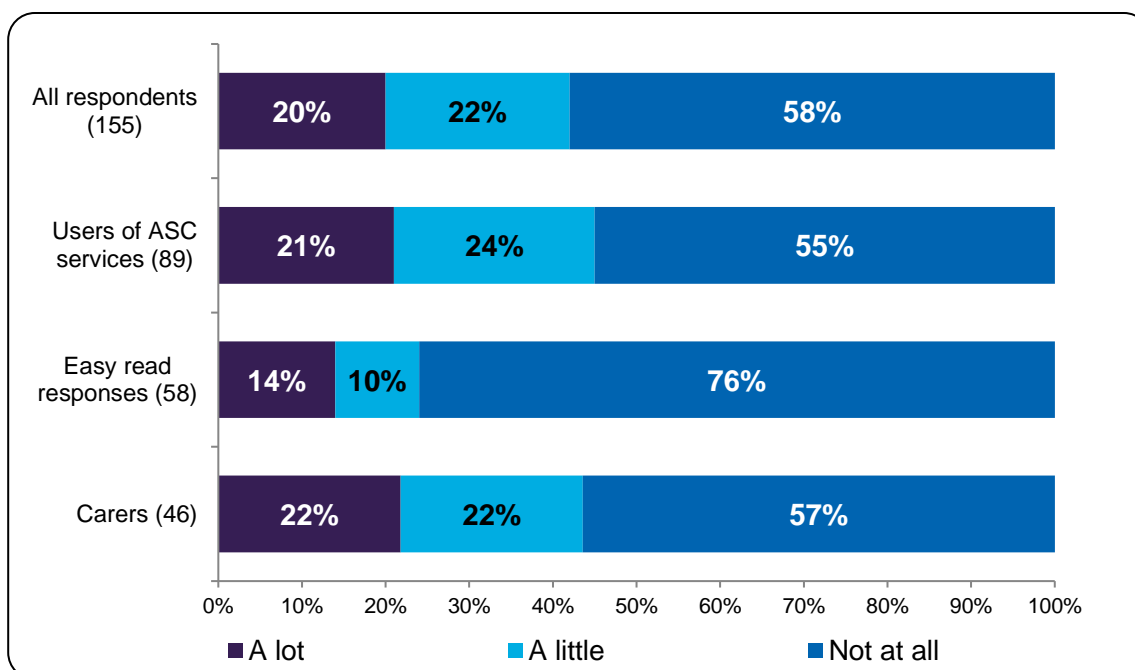


BASE: Varied as labelled

Impact of proposed change to set-up fee

One fifth of respondents (20%) said that they would be impacted a lot by the proposed change and 22% said they would be impacted a little. Almost three fifths of respondents (58%) said they wouldn't be impacted at all. Respondents who completed easy read versions of the survey were significantly more likely to say they wouldn't be impacted at all.

Figure 11: To what extent do you think that the proposal to introduce one rate for the set-up fee will have an impact on you / your family? (% respondents)

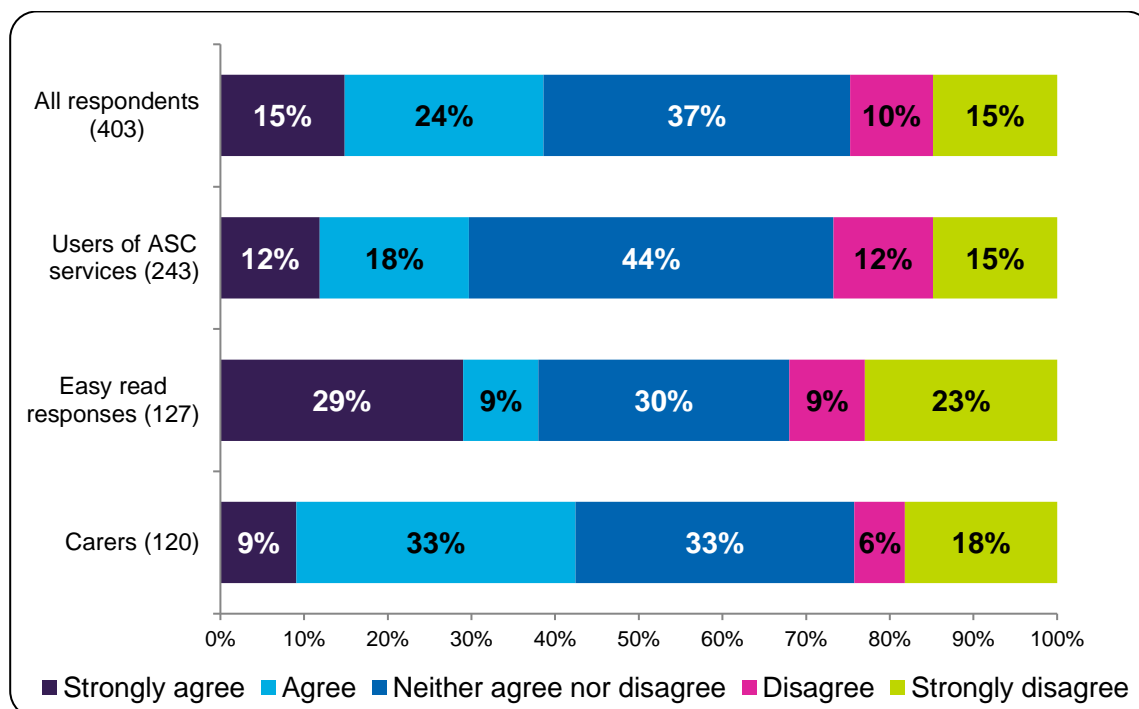


BASE: Varied as labelled

Proposal to introduce one rate for the annual fee of deferred payment agreements

Just under two fifths of respondents (39%) agreed with the proposal to have one rate for the annual fee of deferred payment agreements. Almost the same proportion again (37%) gave a neutral response and one quarter (25%) of respondents disagreed with the proposal. Users of adult social care services were significantly more likely to give a neutral response. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 12: To what extent do you agree or disagree with the proposal to introduce one rate for the annual fee based on the yearly average cost of administration? (% respondents)

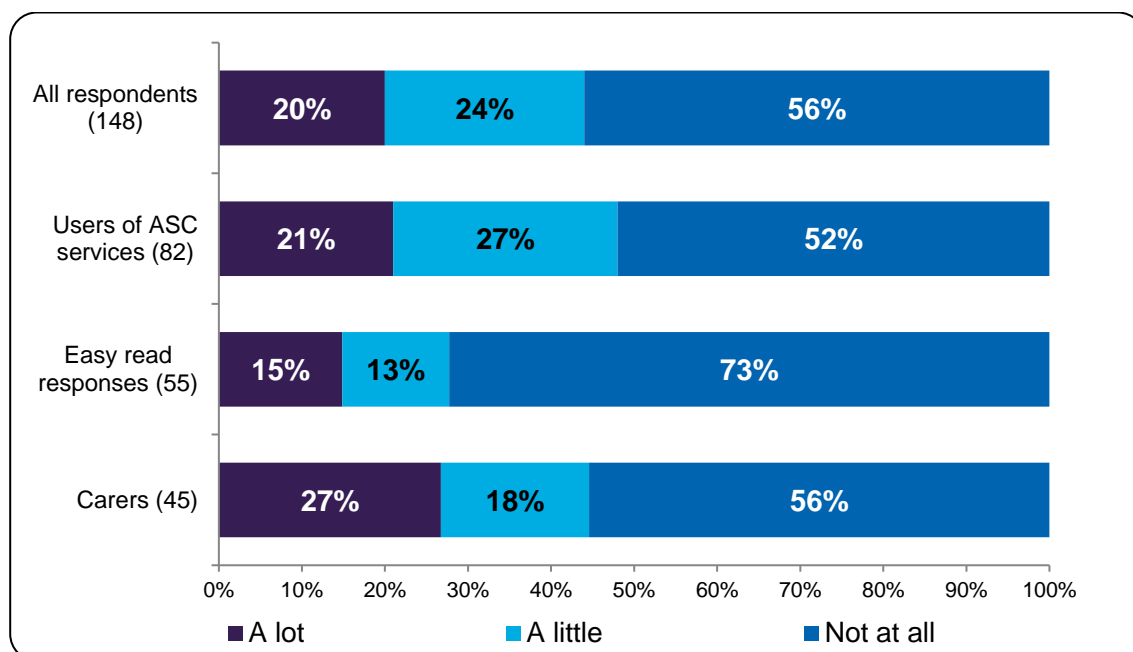


BASE: Varied as labelled

Impact of proposed change to annual fee

One fifth of respondents (20%) said that they would be impacted a lot by the proposed change and 24% said they would be impacted a little. Over half of respondents (56%) said they wouldn't be impacted at all. Respondents who completed easy read versions of the survey were significantly more likely to say they wouldn't be impacted at all.

Figure 13: To what extent do you think that the proposal to introduce one rate for the annual fee will have an impact on you / your family? (% respondents)

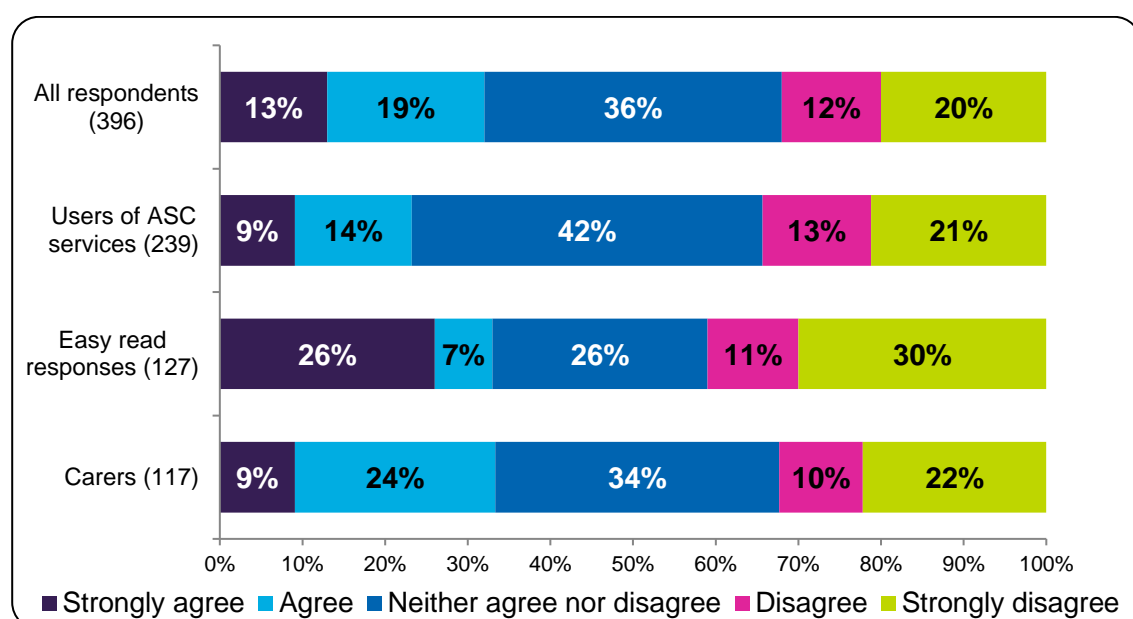


BASE: Varied as labelled

Proposal to introduce one rate for ending deferred payment agreements

Just under one third of respondents (32%) agreed with the proposal to have one rate for ending deferred payment agreements. Over one third (36%) gave a neutral response and just under one third (32%) of respondents disagreed with the proposal. Users of adult social care services were significantly more likely to give a neutral response. Respondents who completed easy read versions of the survey were significantly more likely to strongly agree with the proposal than all other groups.

Figure 14: To what extent do you agree or disagree with the proposal to introduce one rate for ending a deferred payment based on the average cost of administration? (% respondents)

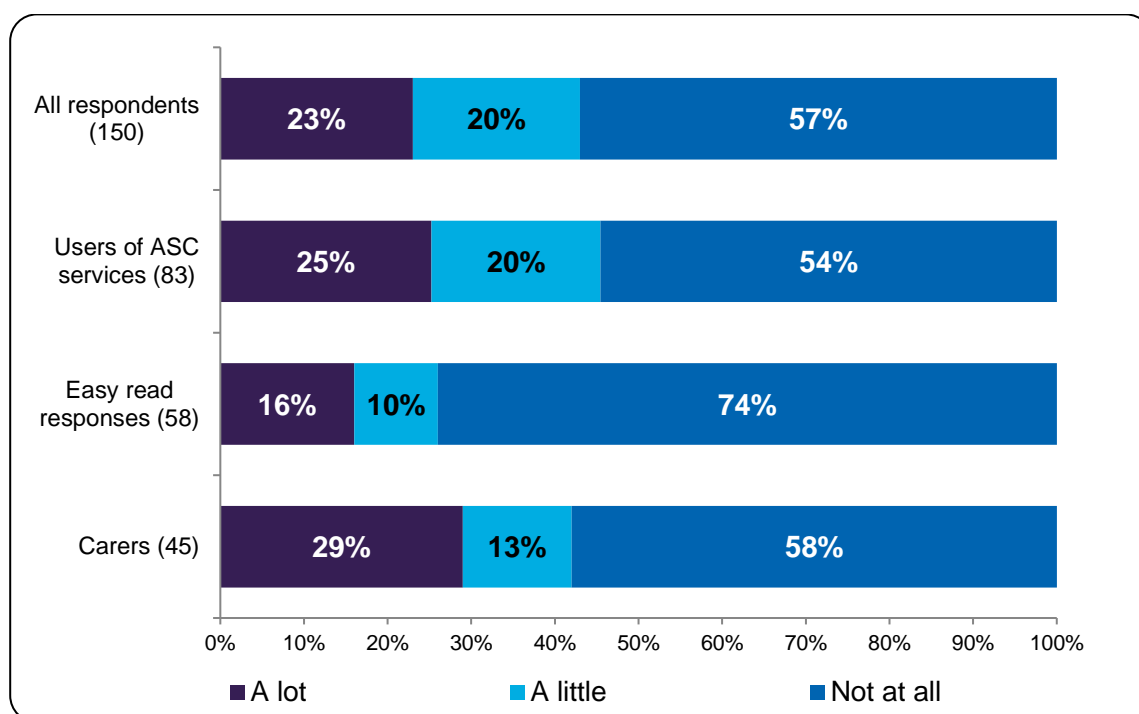


BASE: Varied as labelled

Impact of proposed change to ending a deferred payment agreements

Just under one quarter of respondents (23%) said that they would be impacted a lot by the proposed change and 20% said they would be impacted a little. Almost three fifths of respondents (57%) said they wouldn't be impacted at all. Respondents who completed easy read versions of the survey were significantly more likely to say they wouldn't be impacted at all.

Figure 15: To what extent do you think that the proposal to introduce one rate for ending a deferred payment will have an impact on you / your family? (% respondents)



BASE: Varied as labelled

Respondents were asked how the proposals in relation to deferred payment agreements would impact them. The main theme to arise from the comments was the financial impact of the proposals:

'It's too much cost'

'It just means that the money that we get for mum's flat sale will be used quicker and we'll have to apply to the council sooner for funding once the money runs out'

The other prominent theme was a general disagreement with the proposals:

'I am not in favour'

'Just another additional charge. Too much form filling, red tape, bureaucracy etc'

Comments and suggestions

Respondents were also asked if they had any comments or suggestions they would like to make about the proposals in relation to deferred payment agreements. The main theme from the comments were that the rates are too high:

'Costs seem rather high, especially termination fee when none was charged for any residents'

'I think the fees you are charging are extortionate. Many people you are dealing with don't have this kind of money to pay out'

'The increase is too much'

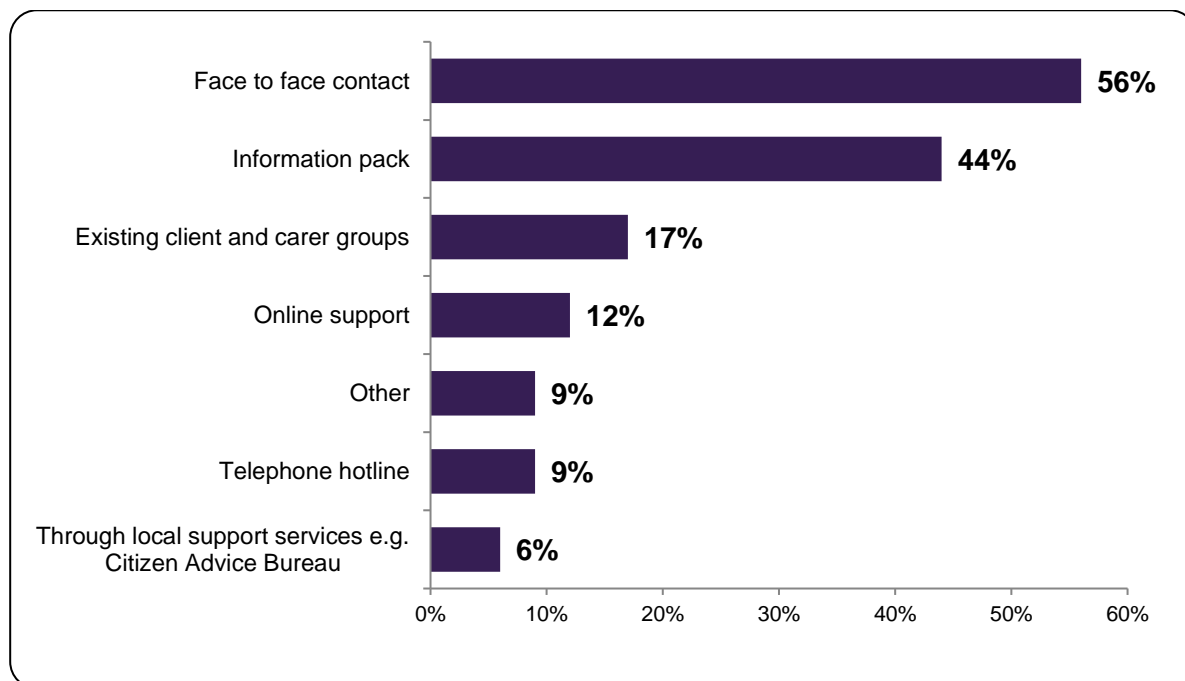
'I would be interested in seeing how the charges are calculated as they appear high to end the agreement'

Support

Respondents were asked how they would prefer to receive support if the proposals are implemented. Over half of respondents (56%) would prefer face to face contact and over two fifths (44%) would prefer an information pack. Almost one fifth (17%) would like support through existing client and carer groups whilst more than one in ten (12%) would like online support. Less than one in ten (9%) would prefer a telephone hotline and 6% would like support through services such as the CAB.

The other support that respondents specified was through their social worker, family member or carer.

Figure 16: If the proposals are implemented and you need support with the changes, how would you prefer to receive the support? (% respondents)



BASE: All respondents

Equalities analysis

The table below highlights the significant differences in the impact of the proposals between different equality groups.

Figure 17: Significant differences in impact

Equalities	Significant differences between equalities groups
To introduce one maximum charge for attending a day centre based on the actual cost of providing the service	<ul style="list-style-type: none"> • Respondents with a disability were significantly more likely to be impacted (a lot/a little) compared to those without a disability • Christian respondents were significantly more likely to be impacted (a lot/a little) than those with no religion
To introduce one maximum rate for transport based on the actual cost of providing the service	<ul style="list-style-type: none"> • Respondents with a disability were significantly more likely to be impacted (a lot/a little) compared to those without a disability
To consider whether transport costs should be included as part of an all inclusive charge with day centre costs	<ul style="list-style-type: none"> • No significant differences
To introduce one rate for assistance with bathing based on the actual cost of providing the service	<ul style="list-style-type: none"> • No significant differences
To introduce one rate for the set-up fee which reflects the actual cost to the Council of setting up these agreements	<ul style="list-style-type: none"> • Female respondents are significantly more likely to be impacted a lot compared to male respondents
To introduce one rate for the annual fee based on the average yearly cost of administering the deferred payment	<ul style="list-style-type: none"> • No significant differences
To introduce one rate for ending a deferred payment (termination fee) based on the average administrative cost of ending the deferred payment	<ul style="list-style-type: none"> • No significant differences

It is also worth noting that respondents who completed easy read versions of the survey were more likely to strongly agree with proposals compared to all other respondents. However, in general, the overall agreement levels weren't significantly higher.

Appendix 1 – Summary of results by area

The summary results below show the breakdown of agreement and impact levels of respondents by area (based on postcode where provided by respondent). The number of respondents by area were 206 in Bournemouth, 77 in Christchurch and 174 in Poole.

Proposal	% Agree				% Impact A Lot				% Impact A Little			
	Overall	Bournemouth	Christchurch	Poole	Overall	Bournemouth	Christchurch	Poole	Overall	Bournemouth	Christchurch	Poole
Day Centre Attendance												
To introduce one maximum charge for attending a day centre based on the actual cost of providing the service	54%	55%	37%	54%	28%	25%	51%	19%	26%	18%	24%	37%
Transport												
To introduce one maximum rate for transport based on the actual cost of providing the service	50%	47%	42%	53%	25%	19%	41%	19%	25%	23%	14%	37%
To consider whether transport costs should be included as part of an all inclusive charge with day centre costs	33%	35%	21%	37%	30%	25%	51%	25%	21%	16%	15%	27%
Assistance with Bathing												
To introduce one rate for assistance with bathing based on the actual cost of providing the service	48%	47%	39%	52%	9%	4%	13%	9%	13%	13%	16%	12%
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	39%	39%	37%	37%	20%	18%	22%	19%	22%	21%	22%	29%
To introduce one rate for the annual fee based on the average yearly cost of administering the deferred payment	39%	37%	40%	37%	20%	17%	14%	22%	24%	21%	29%	31%
To introduce one rate for ending a deferred payment based on the average administrative cost of ending the deferred payment	32%	30%	29%	34%	23%	24%	21%	20%	20%	14%	21%	32%

Appendix 2 – Respondent profile

Group	Breakdown	Number of respondents	%
Gender	Male	218	44%
	Female	267	54%
	Other	5	1%
	Prefer not to say	9	2%
Transgender	Yes	4	1%
	No	411	94%
	Prefer not to say	21	5%
Age	16 - 24 years	21	4%
	25 - 34 years	43	9%
	35 - 44 years	42	8%
	45 - 54 years	58	12%
	55 – 64 years	90	18%
	65 - 74 years	66	13%
	75 - 84 years	82	17%
	85+ years	84	17%
	Prefer not to say	10	2%
Disability	Yes, limited a lot	244	50%
	Yes, limited a little	105	22%
	No	114	24%
	Prefer not to say	22	5%
Ethnicity	White British	473	94%
	White Other	8	2%
	BME	9	2%
	Prefer not to say	11	2%
Religion	No religion	118	24%
	Christian	325	66%
	Other religion	17	3%
	Prefer not to say	31	6%
Sexual Orientation	Heterosexual	393	84%
	All other sexual orientations	15	3%
	Prefer not to say	61	13%



Disability Consultation and Advisory Service

Social Care Charging Policy Consultation



March 2020

Introduction

DOTS Disability was asked to consult with local disabled people on proposed changes to Adult Social Care charging. 8 disabled people took part in the consultation exercise, including people with mobility impairments, sensory impairments long-term health conditions and mental health support needs. Also involved in the consultation was the Chair of Bournemouth Older People Forum. Participants welcomed the opportunity to contribute their views regarding the proposed changes which clearly have high proportionality for disabled people. Pete Courage, Head of Strategic Development & Change Management, BCP Council provided background information and the meeting was facilitated by Jonathan Waddington-Jones, DOTS Disability.

Background

The councils previously serving Bournemouth, Christchurch and Poole were replaced by BCP Council in April 2019. The 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.

The Council want to charge in a fair and consistent way and this involves removing the differences in charging arrangements.

The proposals being considered are:

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
- d) Setting up deferred payment agreements

a) Day Centres

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

Bournemouth residents	Christchurch residents	Poole residents
£35 (excluding transport)	£24.70 (excluding transport)	£39 (including transport if needed)

Therefore, the current costs are unevenly weighted towards Christchurch.

BCP propose to introduce one maximum charge for attending a day centre based on the actual cost of providing the service to BCP Council. Currently this has been calculated by Tricuro to 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.

b) Transport to and from day centres

The current cost for transport to day centres per journey are:

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

BCP propose 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.

C) Assistance with bathing at day centres

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

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

BCP propose to introduce one rate of £14.50 for assistance with bathing, based on the actual cost of providing the service.

D) 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	£100
Termination fee	None	None	None

BCP propose 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.

Discussion

There was concern that the very process of consulting current service users might *“put vulnerable people off accessing services”*.

Participants noted that in each instance BCP favoured the highest of the 3 ex-local authorities costs. One commented *“it’s always the higher charge that’s chosen. It’s easy. But it begs questions”*

Another commented, *“it’s a big hike for residents in crisis”* and another questioned whether *“people with low level needs are subsidising others with high level needs”* (with regard to Day Centre costs).

Some participants were puzzled as to why charges varied so greatly, *“why are*

Christchurch residents paying so much less than Poole to the same provider” (Tricuro) “Have Christchurch negotiated a better deal or is there some other reason?”. One participant questioned whether Christchurch “are able to subsidize day care costs because residents pay higher level Council Tax?”

One participant was concerned that the proposed transport solution is *“effectively insisting that disabled people use local authority transport and “busing people in might not be great for everyone, people who can’t tolerate touch etc, where’s the personalisation?”*. Another pointed out that there are other potential voluntary sector providers that might be used, such as SEDCAT.

Personalisation was also raised an issue by a young adult DOTS Disability member who was unable to get to this consultation. She is transported to a Day Centre, but feels this is more for the convenience of the Council/Tricuro than anything to do with her personal preferences, which might well be to attend voluntary sector vocational training groups.

Tricuro’s effective monopoly on provision was highlighted. How have they arrived at their cost estimates and to what extent has this been scrutinised? As a local authority trading company why isn’t it subsidising Social Care?

Participants were concerned at the cumulative impact of cuts and extra costs on the lives of disabled people. The current proposals which result in extra costs for some, add to the costs already resulting from changes to Disability Related Expenses and charges for TaxExempt Blue Badge holders. Given the combined impact *“are they (the Council) going to invest in those voluntary sector organisations that provide financial advice?”*

Participants noted that there are 30 – 40 new deferred payment arrangements each year across BCP and were concerned that *“compound interest could be a bit of a killer”*.

Recommendations

- 1) Participants supported harmonisation of charges in principle but expressed concern that in each proposal the preferred option is always the most expensive.
- 2) BCP should scrutinise how the proposed charging levels are arrived at by Tricuro. This is an opportunity for BCP to renegotiate with Tricuro and/or open the market.
- 3) BCP should avoid entering into long-term contracts with Tricuro to allow more personalised solutions to emerge, based on strength-based/community asset approaches.
- 4) BCP Councillors should consider the impact of these proposals in context of multiple other additional costs that disabled people have already been exposed to, such as changes to Disability Related Expenses and charges for Blue Badge Tax Exempt drivers.