

# Draft Adult Social Care Charging Policy

## Summary of Results

### Introduction

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Derby City Council is reviewing the charging policy for Adult Social Care. The Adult Social Care Charging Policy sets how we charge for our services and is reviewed every two years. We have suggested a number of changes which helped to clarify and explain the policy. Respondents were asked for their comments on the proposed changes.

### Methodology

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A letter was sent to all residents who receive Adult Social Care to make them aware of the consultation and how they could access it via the online consultation or to request a paper copy. The survey was also advertised on the Council's website Your City Your Say, and via the social media streams. An Easy Read version was created alongside the main survey.

**A note on the data in this report:** Data from the closed option questions is presented in the report as a % score. The data in the text of the report is rounded up or down to the nearest whole percentage point. Charts or tables therefore may result on occasions adding up to 99% or 101%. If a table or chart does not match exactly to the text in the report this occurs due to the rounding up or down when responses are combined. Results that differ in this way should not have a variance that is any larger than 1%.

When reading the data, please note that there is a base number against all charts and tables; this is the valid number of responses for that particular question and the figure that the percentages are calculated from.

### About those taking part

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**49** people gave their view through the online survey

**1** sent additional emails or letters (Appendix A)

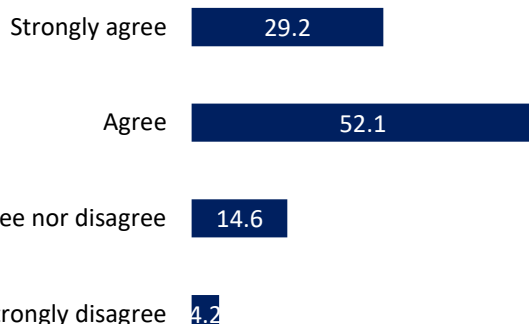
**2** paper surveys were returned after the deadline (Appendix B)

The survey was live between 6 July and 28 September 2020.

## Agreement levels with suggested changes to Principle 2 & 8

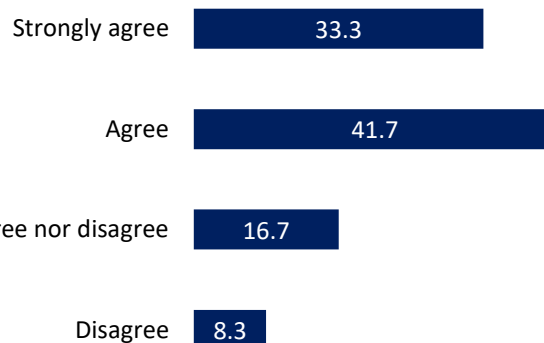
Respondents generally agreed (81%) with the proposed changes in Principle 2 (Chart 1) and Principle 8 (Chart 2 - 74%).

Chart 1 - Changes to Principle 2 (%)




Base: 48 Respondents

Chart 2 - Principle 8 (%)



Base: 48 Respondents

## Comments on Principle 2 and Principle 8

	Theme	No. of responses
 Please tell us why you answered in this way	Asking for clarity or more information	7
	Financial advice	5
	<b>Total Comments</b>	<b>12</b>

Comments have been coded into themes. Some comments may have touched on multiple themes and therefore may have been coded in more than one theme.

Respondents generally made comments under two themes. Seven comments talked about the need for more clarity or more information.

*"I do not really understand the above. I did not even realise that there was a charging policy until last year when my daughter had to suddenly start making a contribution towards her support via her direct payment."*

Others asked for the information to be made clearer...

*“Not sure how this works for someone with learning disabilities and autism. Principle sounds fine on paper but would be helpful to know how this would work in practice. It is already difficult to understand the contributions of the person I represent has been calculated - a figure has "appeared" but I have no insight into how that what arrived at. Hence, the proposed principle (above) needs to be made clear - i.e. who would someone go to for independent advice/how “*

Five respondents mentioned financial advice. Some wanted help to find independent financial advice.

*“Will there be an unbiased, accessible directory of individuals who may be able to supply independent financial advice. If not, where can customers find this directory in order to make an informed choice.”*

Others were concerned about the cost of seeking independent financial advice.

*“Consideration to the cost of independent financial advice - is it assumed that this is at the individual's expense?”*

## Changes to Section 6

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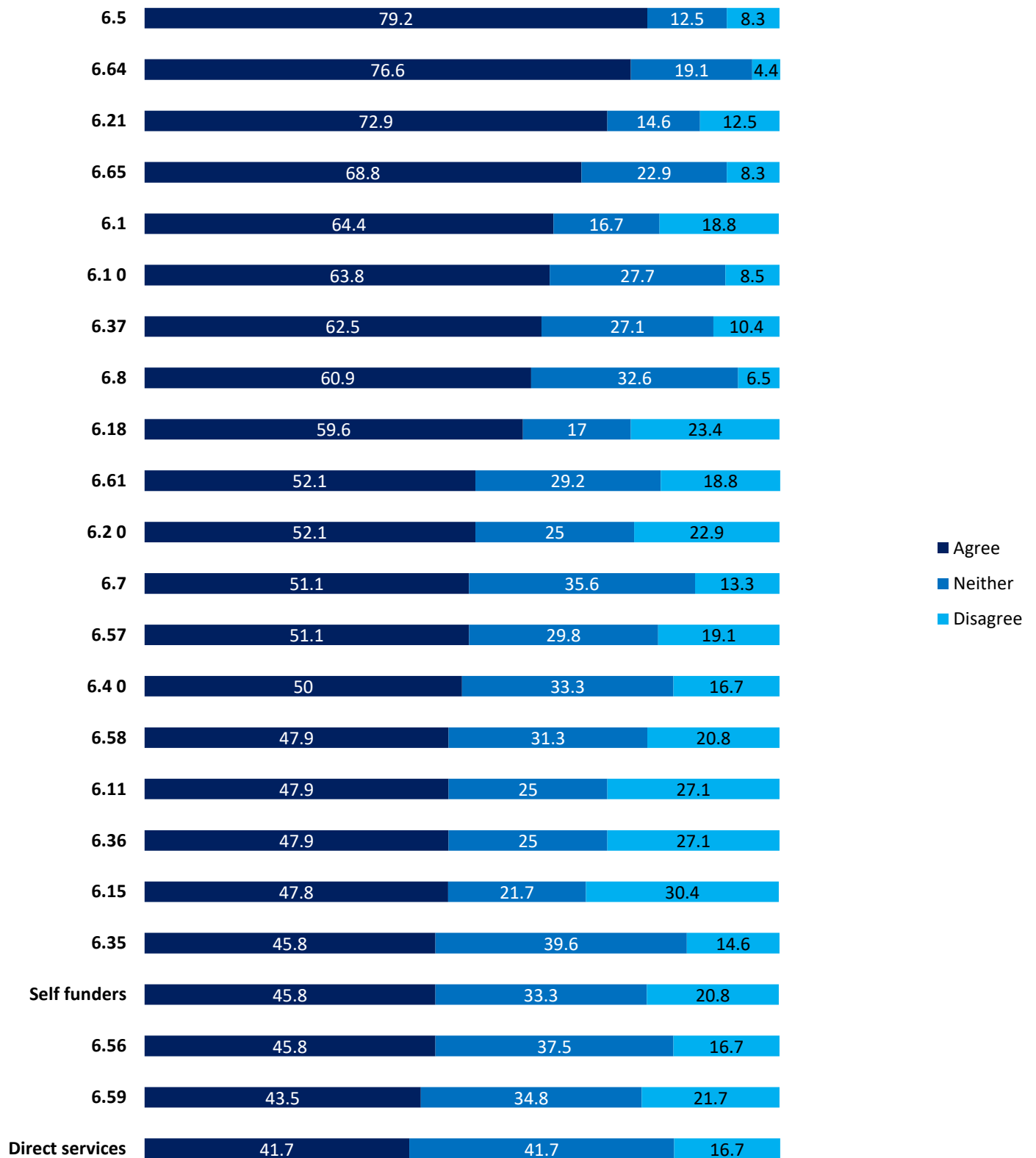
Chart 3 (on the next page) shows the levels of agreement or disagreement with the changes that were proposed in Section 6 of the policy.

Respondents were most likely to agree with the changes to **Section 6.5** with 79.2% either agreeing or strongly agreeing to the changes being proposed. This was closely followed by changes to **Section 6.64** (76.6% agreement) and **Section 6.21** (72.9% of respondents in agreement).


The strongest response to changes proposed for **Direct Services** came from 41.7% that neither agreed nor disagreed. This was equal to a combined 47.1% of those agreeing or strongly agreeing.

Respondents were mostly likely to disagree with changes being proposed in **Section 6.15** (30.4% either disagreed or strongly disagreed). Over a quarter (27.1%) of respondents also disagreed with changes to **Sections 6.11 and 6.36**.

**Chart 3 - Levels agreement with proposed changes  
to Section 6 (%)**



## Comments on proposed changes to Section 6

	Theme	No. of responses
 Please tell us why you answered in this way	Asking for clarity or more information	3
	The quality of care provision	2
	Miscellaneous	3
	<b>Total Comments</b>	<b>8</b>

There were eight comments on the proposed changes to Section 6. Comments reflected those made in the previous section, respondents mainly asked for more information or commented on their understanding of the policy.

*“Difficult for the uninitiated to understand what all of this means, hence, my neither agree nor disagree response.”*

*“I don't understand this paragraph. In what circumstances would services be provided to carers which are chargeable by the council?”*

Two comments referred to the quality of provision of care.

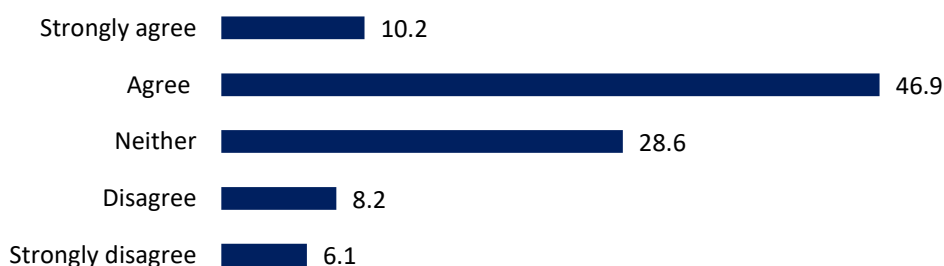
*“The manner in which adult social care is provided both nationally and locally is despicable. Derby social services fail consistently to look at the person in question and their unique circumstances and instead base all decisions on numerical factors. When considering the needs of the elderly, the amount of tax that person has paid throughout their working life is completely ignored. We have experienced nothing but let downs, judgements and failings throughout our dealings with social services. It is shameful.”*

## Overall agreement or disagreement with proposed changes

Respondents were generally in agreement with the proposed changes (57.1%). Chart 4 shows how respondents answered this question.

Just over a quarter (28.6%) neither agreed nor disagreed


**Chart 4 - Overall agreement levels with the proposed changes (%)**



Base: 48 respondents

## Any other comments

15 respondents took the opportunity to make to make further comments. Comments may have been coded into more than one theme. One email was received as part of the consultation and is included as Appendix A. Comments from the email have been included below.

	Theme	No. of responses
<b>Any other comments or suggestions</b> 	More information or clarity	7
	Funding or charging for care	5
	Suggestions or comments on service	3
	Miscellaneous.	5
	<b>Total Comments</b>	<b>20</b>

Six respondents commented on the need for more information or clarity. A consistent theme from respondents was the need for a simplification of the policy to help customers understand and be able to access the care;

*"I fully understand the Policy is written in legal jargon in order for services to be delivered and obligations met. However, as a Carer I am not a qualified solicitor/policy writer consequently the majority of questions I found rather baffling. I would be grateful if a policy could be formulated and written in order for myself and many others in my position to actually understand what they are signing up to"*

Others had suggestions for the policy;

*"The policy should include a brief note regarding the timeliness of FA completion by DCC practitioner and individual. Some vulnerable individuals receive care/services not being made aware of their financial obligations as the FA is not completed before the individual is in receipt of care. This leads to later queries, non payment, bad debt, damage to provider relationships - in a sector that is reliant on a lot of goodwill."*

Four respondents commented on the charging for care...

*"6.65 is confusing. Charging for services for the cared-for seems quite reasonable to me if they are receiving support benefits, but I can think of no circumstances where the council would provide me, as a carer, with services that they could charge me for. Am I missing something here?"*

...others had concerns.

*"A few of the carers I have had working for me have illustrated that derby social services are very harsh on people who have direct payments. In fact Derby City Council does not like people managing their own direct payments full stop!*

*Example I discussed with the several other people in our social group about how this was. They where directed to disability direct almost all the time during conversations with social services as to managing their direct payment finances. This indicates not self management but a managed service!"*

## How respondents are responding to the consultation

Chart 5 (below) shows how respondents answered the consultation. Almost of those responding were carers for someone receiving care from the Council. Around a quarter of respondents were receiving care from the Council and around one in 10 respondents were an interested member of the public

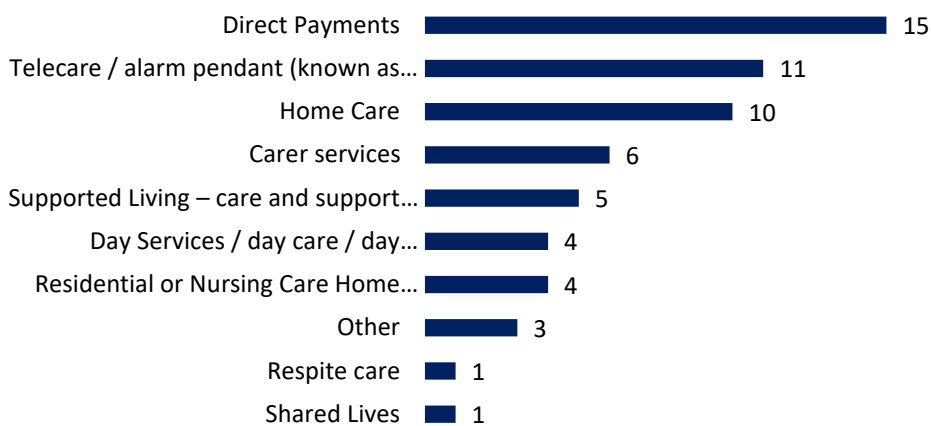
**Chart 5 - How respondents answer the consultation  
(number of responses)**



Base: 45 responses. Respondents were able to select multiple answers.

Respondents who were receiving care were asked for more information on the type of care (Chart 6 below).

**Chart 6 - types of care respondents are receiving (number of responses)**



\* 60 responses. Respondents were able to select multiple answers

Equalities data is included in the data tables below.

## Data Tables

### To what extent do you agree or disagree with the changes to Principle 2

	Number	%
Strongly agree	14	29.2
Agree	25	52.1
Neither agree nor disagree	7	14.6
Disagree	0	0
Strongly disagree	2	4.2
<b>Total</b>	<b>48</b>	<b>100</b>

### To what extent do you agree or disagree with the changes to Principle 8

	Number	%
Strongly agree	16	33.3
Agree	20	41.7
Neither agree nor disagree	8	16.7
Disagree	4	8.3
Strongly disagree	0	0
<b>Total</b>	<b>48</b>	<b>100</b>

### To what extent do you agree or disagree with the changes to Section 6.1

	Number	%
Strongly agree	16	33.3
Agree	15	31.3
Neither agree nor disagree	8	16.7
Disagree	8	16.7
Strongly disagree	1	2.1
<b>Total</b>	<b>48</b>	<b>100</b>

### To what extent do you agree or disagree with the changes to Section 6.5

	Number	%
Strongly agree	16	33.3
Agree	22	45.8
Neither agree nor disagree	6	12.5
Disagree	3	6.3
Strongly disagree	1	2.1
<b>Total</b>	<b>48</b>	<b>100</b>

### To what extent do you agree or disagree with the changes to Section 6.7

	Number	%
Strongly agree	6	13.3
Agree	17	37.8
Neither agree nor disagree	16	35.6
Disagree	3	6.7
Strongly disagree	3	6.7
<b>Total</b>	<b>45</b>	<b>100</b>

### To what extent do you agree or disagree with the changes to Section 6.8

	Number	%
Strongly agree	8	17.4
Agree	20	43.5
Neither agree nor disagree	15	32.6
Disagree	3	6.5
Strongly disagree	0	0
<b>Total</b>	<b>46</b>	<b>100</b>



**To what extent do you agree or disagree with the changes to Section 6.10**

	Number	%
Strongly agree	11	23.4
Agree	19	40.4
Neither agree nor disagree	13	27.7
Disagree	2	4.3
Strongly disagree	2	4.3
<b>Total</b>	<b>47</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section Agreement with 6.11**

	Number	%
Strongly agree	7	14.6
Agree	16	33.3
Neither agree nor disagree	12	25.0
Disagree	9	18.8
Strongly disagree	4	8.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.15**

	Number	%
Strongly agree	6	13
Agree	16	34.8
Neither agree nor disagree	10	21.7
Disagree	11	23.9
Strongly disagree	3	6.5
<b>Total</b>	<b>46</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.18**

	Number	%
Strongly agree	6	12.8
Agree	22	46.8
Neither agree nor disagree	8	17.0
Disagree	7	14.9
Strongly disagree	4	8.5
<b>Total</b>	<b>47</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.20**

	Number	%
Strongly agree	6	12.5
Agree	19	39.5
Neither agree nor disagree	12	25.0
Disagree	6	12.5
Strongly disagree	5	10.4
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.21**

	Number	%
Strongly agree	12	25.0
Agree	23	47.9
Neither agree nor disagree	7	14.6
Disagree	3	6.3
Strongly disagree	3	6.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.35**

	Number	%
Strongly agree	7	14.6
Agree	15	31.3
Neither agree nor disagree	19	39.6
Disagree	3	6.3
Strongly disagree	4	8.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.36**

	Number	%
Strongly agree	9	18.8
Agree	14	29.2
Neither agree nor disagree	12	25.0
Disagree	8	16.7
Strongly disagree	5	10.4
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.37**

	Number	%
Strongly agree	8	16.7
Agree	22	45.8
Neither agree nor disagree	13	27.1
Disagree	2	4.2
Strongly disagree	3	6.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.40**

	Number	%
Strongly agree	8	16.7
Agree	16	33.3
Neither agree nor disagree	16	33.3
Disagree	1	2.1
Strongly disagree	7	14.6
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Self Funders**

	Number	%
Strongly agree	3	6.3
Agree	19	39.6
Neither agree nor disagree	16	33.3
Disagree	4	8.3
Strongly disagree	6	12.5
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.56**

	Number	%
Strongly agree	7	14.6
Agree	15	31.3
Neither agree nor disagree	18	37.5
Disagree	3	6.3
Strongly disagree	5	10.4
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.57**

	Number	%
Strongly agree	3	6.4
Agree	21	44.7
Neither agree nor disagree	14	29.8
Disagree	5	10.6
Strongly disagree	4	8.5
<b>Total</b>	<b>47</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.58**

	Number	%
Strongly agree	4	8.3
Agree	19	39.6
Neither agree nor disagree	15	31.3
Disagree	6	12.5
Strongly disagree	4	8.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.59**

	Number	%
Strongly agree	5	10.9
Agree	15	32.6
Neither agree nor disagree	16	34.8
Disagree	5	10.9
Strongly disagree	5	10.9
<b>Total</b>	<b>46</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.61**

	Number	%
Strongly agree	7	14.6
Agree	18	37.5
Neither agree nor disagree	14	29.2
Disagree	3	6.3
Strongly disagree	6	12.5
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Direct Services**

	Number	%
Strongly agree	5	10.4
Agree	15	31.3
Neither agree nor disagree	20	41.7
Disagree	4	8.3
Strongly disagree	4	8.3
<b>Total</b>	<b>48</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.64**

	Number	%
Strongly agree	11	23.4
Agree	25	53.2
Neither agree nor disagree	9	19.1
Disagree	0	0
Strongly disagree	2	4.3
<b>Total</b>	<b>47</b>	<b>100</b>

**To what extent do you agree or disagree with the changes to Section 6.65**

	Number	%
Strongly agree	14	29.2
Agree	19	39.6
Neither agree nor disagree	11	22.9
Disagree	3	6.3
Strongly disagree	1	2.1
<b>Total</b>	<b>48</b>	<b>100</b>

**Overall, to what extent do you agree or disagree with the proposed amendments**

	Number	%
Strongly agree	5	10.2
Agree	23	46.9
Neither agree nor disagree	14	28.6
Disagree	4	8.2
Strongly disagree	2	6.1
<b>Total</b>	<b>48</b>	<b>100</b>

**Please tell us if you...\***

	Number	%
Receive care from the Council	11	27.0
Are part of an organisation working with people in Derby	4	22.0
Are a carer of someone who receives care from the Council	21	46.6
Are an employee of an Adult Social Care Provider	1	2.2
Are none of the above / interested member of the public	8	17.7
<b>Total</b>	<b>45</b>	<b>-</b>

\*Multiple response question % won't add up to 100

**If you receive care\***

	Number	%
Home Care	10	27.0
Supported Living – care and support attached to your place of residence	5	13.5
Telecare / alarm pendant (known as Carelink in Derby)	11	29.7
Day Services / day care / day opportunities	4	10.8
Shared lives	1	2.7
Direct Payments	15	40.5
Respite care	1	2.7
Carer services	6	16.2
Residential or Nursing Care Home placement	4	10.8
Other	3	8.1
<b>Total</b>	<b>60</b>	<b>-</b>

\*Multiple response question % won't add up to 100

## About you

### Are you...

	Number	%
Male	13	27.7
Female	34	72.3
<b>Total</b>	<b>47</b>	<b>100</b>

### Is your gender the same as you were assigned at birth...

	Number	%
Yes	45	97.8
No	0	0
Prefer not to say	1	2.2
<b>Total</b>	<b>46</b>	<b>100</b>

### What was your age on your last birthday?

	Number	%
26-35	2	6.9
36-45	4	13.8
46-55	3	10.3
56-65	11	37.9
66 and over	9	31.0
<b>Total</b>	<b>29</b>	<b>100</b>

### To which group to you consider you belong?

	Number	%
Asian or Asian British – Pakistani	1	2.2
Black or Black British – African	1	2.2
Black or Black British – Caribbean	1	2.2
Dual Heritage - White and Asian	1	2.2
White - English / Welsh / Scottish / Northern Irish / British	37	82.2
White – Irish	2	4.4
White - Gypsy or Irish Traveller	1	2.2
Any other White background	1	2.2
<b>Total</b>	<b>45</b>	<b>100</b>

### Do you consider yourself to be a disabled person?

	Number	%
Yes	16	36.4
No	28	63.6
<b>Total</b>	<b>44</b>	<b>100</b>

### I consider myself to be...

	Number	%
Heterosexual/straight	37	86
Bisexual	1	2.3
Prefer not to say	5	11.6
<b>Total</b>	<b>43</b>	<b>100</b>

### Do you have any religious beliefs?

	Number	%
Yes	29	64.4
No	11	24.4
Prefer not to say	5	11.1
<b>Total</b>	<b>45</b>	<b>100</b>

### If yes, to which religion do you belong?

	Number	%
Buddhist	1	3
Christian	23	69.7
Jewish	2	6.1
Muslim	1	3.0
Prefer not to say	2	6.1
<b>Total</b>	<b>33</b>	<b>100</b>