

## Fairer Contributions Policy Consultation – Summary of Feedback

City of York Council has conducted a consultation exercise into proposals to fully implement personal budgets for non residential services, and how customer contributions towards personal budgets would be calculated. There are no plans to change the financial assessment to determine a customer's maximum weekly charge.

The consultation event saw letters being sent to nearly 1600 customers, their families or nominated financial representative. Easy Read letters were sent to customers with a learning disability.

Customers were invited to provide feedback on the proposals within the consultation in writing, by telephone, by e-mail or via the council's website. Two consultation events were open to the public on 29<sup>th</sup> October. Overall, 58 responses/attendees have provided feedback to the consultation, representing 4% of the total number of people likely to be affected by the proposals.

All feedback, has, where appropriate, received a response.

### Summary of Feedback

2 customers in receipt of direct payments fully support the proposals. Additional feedback from the consultation event was that direct payments are great for people wishing to step outside traditional service provision;

There were 3 customers that raised concerns that respite care would no longer be funded;

3 people were concerned about the time recorded by carers when undertaking visits. One of the customers thought it was disgraceful that a carer would not be paid for any minutes 'missed', whilst another was concerned that when only one carer turned up, they would still be charged for 2. One complained that most of the care tasks had been completed by the time the carers arrived;

A family member commented that the proposals would lead to a massive increase in costs for the majority of customers, and that the information provided with details of the consultation was prejudiced, unbalanced and designed to get minimal feedback.

One carer was concerned that this may mean yet another change for his wife. 2 of the services she used had closed down in the past year, and whilst having 2 carers and being self funding, it may now be more cost effective to consider residential support. He was concerned that at times 2 carers didn't always turn up;

One customer group asked for clarification on points of the policy, in particular the inclusions and disregards of the fairer charging financial assessment;

A customer commented that to charge for 2 carers would increase costs by such a magnitude against defenceless targets is unacceptable;

One provider sought clarification that customers would only be charged what they had been assessed as being able to afford;

One family expressed concerns that the implementation of personal budgets in some way passed the responsibility of sorting and determining care needs, to the customer rather than being a local authority responsibility ;

5 customers wanted to know what the proposals would mean for them:

3 customers provided feedback about how they value the care they receive. One customer explained that he was privileged to be able to afford his care and would pay whatever it took for him to be looked after:

One customer complained about having to pay, about council services in general, but was complimentary about his carers and how they helped him.

Feedback for issues outside of the consultation have been forwarded to the appropriate team to take action or respond to.

9 E-mails

23 Telephone Calls

6 Letters

20 Attendees at Consultation Events