

Tameside MBC Adult Social Care Charging Consultation



LIVING WELL AT HOME

Commencing: Monday 29 January 2024
Ending: Sunday 25 February 2024

Purpose of this consultation

Tameside Council is seeking your views on several proposed changes to the way it charges for Adult Social Care Services.

The aim is to review the charges for Adults Social Care Services to reflect the fees paid by the Council. Over the years, the Council has looked to protect people from rising costs and the charging rates have only ever risen by inflation (which have in fact fallen behind the cost the Council pays to providers).

The proposed changes to Adult Social Care charges aim to ensure quality services can be provided to the people who draw on care and support in Tameside in a financially sustainable manner for all.

For eligible services determined by [The Care Act 2014](#), charges can be taken into consideration as part of the financial assessment process, to determine what people's contribution will be towards the package of care. As a result some people may be required to:

- Pay the full cost of their care (self-funders)
- Pay a partial contribution
- Not pay at all.

The Charges are being reviewed, but the financial assessment process will not change.

The consultation will run for four weeks, commencing on **Monday 29 January 2024** and closing on **Sunday 25 February 2024**.

All consultation feedback will be considered by the Council before being incorporated into the new Charging Policy, which will then be taken to Board and Executive Cabinet in 2024 for consideration and final approval.

Changes to charges for social care services

People affected by any changes to Adult Social Care charges which are put in place as a result of this consultation, will be notified prior to any changes being implemented.

Give your feedback on the "Changes to Adult Social Care Charging" proposals

View the "Changes to Adult Social Care Charging" proposal, and give your feedback, by:

- Completing this online survey [Insert link to Big Conversation]
- Completing a paper version of this survey. This can be requested by contacting: TBC
- Calling: TBC
- Emailing: TBC
- Writing to: TBC

You can ask someone, for example a carer or family member, to help you complete this survey if you wish to.

Keeping your data safe

Any personal information you give us will remain private, be stored securely, and be used in line with the Data Protection Act 2018. To read more about how we use your data read our [Privacy Notice](#).

ADULT SOCIAL CARE CHARGING CONSULTATION - PROPOSALS

The Council relies significantly on income from charging for Social Care services. If the Council did not charge for these services, an equivalent level of efficiency savings from the Adult Social Care budget would need to be made which would significantly reduce the level of services provided in future years.

A review of current policies and charging approaches has included benchmarking across other Councils policies and charging approaches to assess the most common approach. The review has identified that there is a gap between the cost of delivering services and the charges made to individuals using those services – this does not therefore demonstrate the duty to deliver best value for the Council.

In light of this review, and given the significant difference between what is charged and what the services cost, the Council is now proposing changes to its Adult Social Care charges as detailed below:

1. Day Service charges;
2. Transport charges and revised Transport and Travel Policy;
3. Supported Living charges;
4. Respite Care – Learning Disability;
5. Removal of the maximum weekly charge for non-residential services;
6. Discretionary Services
 - Pet Care;
 - Key Safes;
 - Replacement costs for pre-payment cards;
7. Costs of providing payroll and managed accounts for Direct Payments;

1. DAY SERVICE CHARGES

This section of the consultation relates to proposals where Tameside Council is reviewing the charges to people who use adult social care day services.

The Council does not currently charge people the full amount it costs to deliver the day service and the aim is to review the charges to reflect the fees paid by the Council. Over the years, the Council has looked to protect people from rising costs and the charging rates have only ever risen by inflation (which have in fact fallen behind the cost the Council pays to providers).

In addition, the Council does not directly provide, or commission providers to offer, meals and drinks as part of the day service for people. It is proposed that any charge that has related to meals and drinks historically is removed completely.

You can see the amount it costs to deliver the service, and what we charge people who use this service in the table below:

	Provider fee/cost of delivery per day	Current charge to people per day
Commissioned Day Service via Active Tameside (Attendance - per day)	£64.10	£3.00
In-house Day Service for people with complex needs (Attendance - per day)	£114.30	£3.00

Currently, we charge £3 per day for attending day services, but the proposal is that the charge matches the cost of delivery.

Q1 The Council wants to know, *“What are your thoughts in relation to the proposals for the changes to charge people for day services in line with what it costs to deliver the service?”* The financial assessment process will not change.

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q2 Do you have anything further to add in relation to Q1?

Q3 The Council wants to know, *“What are your thoughts in relation to the proposal to remove any existing charges that relate to meals and drinks from the day services charges?”*

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q4 Do you have anything further to add in relation to Q3?

2. TRANSPORT CHARGES AND REVISED TRANSPORT AND TRAVEL POLICY

This section of the consultation relates to proposals for Adult Social Care transport.

The Council currently arranges transport as part of a person's package of care and has only charged a small amount as a contribution towards cost. The review has shown other Council's generally charge more for the transport it provides. The Council in arranging transport where this cannot be done via family, friends and/or carers, delivers this in a number of ways including provision by its own minibuses and commissioning taxis.

All charges are taken into consideration as part of the financial assessment process, to determine what you are able to afford to pay. As a result some people may be required to:

- Pay the full cost of their care (self-funders)
- Pay a partial contribution
- Not pay at all.

Where people have an assessed need in relation to transport and travel, the proposal is to base charges on the full cost either directly or via a “Personal Transport Budget” which would be given as a Direct Payment.

The Council does not have an Adult Social Care Transport Policy at present, though there is transport eligibility criteria which is applied in line with national legislation.

A consultation on the 16–19 Home to School Transport Policy for young people with an Education Health Care Plan (EHCP) is due to be completed by the end of January 2024. The proposal being consulted on is to provide every eligible young person with a “Personal Transport Budget” to enable families to commission their own transport support to meet their individual needs. This proposal has been considered when developing the draft “Adult Social Care Transport and Travel Policy”, which the Council ensures that the principles are aligned for young people to have a seamless transition to adulthood in respect of their transport.

Based on the consultation work being done in relation to young people, Adult Services is proposing to introduce the following in relation to the provision of transport and associated charging.

It is proposed that where people are eligible for transport the Council offer will be:

- Council Fleet Minibus – where an individual requires an escort
- Provision of a Personal Transport Budget where no escort is required will be provided as a Direct Payment – The value of this will be based on the following:

INSERT TABLE

Q5 The Council wants to know, “*What are your thoughts in relation to the attached draft Transport and Travel Policy*”.

- Agree
- Neither agree nor disagree
- Disagree
- Don’t know

Q6 Do you have anything further to add in relation to Q5?

Q7 The Council wants to know, “*What are your thoughts in relation to the proposals for the changes to charging the full cost of transport services?*”

- Agree
- Neither agree nor disagree
- Disagree
- Don’t know

Q8 Do you have anything further to add in relation to Q7?

Q9 The Council wants to know, “*What are your thoughts in relation to the proposal that people eligible for transport services are provided with a ‘Personal Transport Budget’ to arrange their own travel via a Direct Payment*”.

- Agree
- Neither agree nor disagree
- Disagree
- Don’t know

Q10 Do you have anything further to add in relation to Q9?

Q11 The Council wants to know, “*What impact do you feel receiving a Personal Transport Budget will have on you or your family?*”

- A positive impact
- No impact at all
- A negative impact
- Don’t know

Q12 Do you have anything further to add in relation to Q11?

3. SUPPORTED LIVING

The Council currently provides 24 hour supported living services for its Adult population.

These services are provided by either:

- The Councils in-house service - who generally provide support to people with a learning disability with the most complex needs, or;
- Commissioned by the Council with independent providers - who deliver support people with a learning disability, mental health need and/or physical disability.

The proposal in relation to charging for Supported Living Services is to move from the existing complicated charging on the basis of hourly rates to an individual placement cost which reflects the cost the Council pays – this will introduce rates for in-house, and independent provision.

	Provider fee/cost of delivery per day	Current charge to people per hour of support	Proposed charge to people per day
Supported Living – In-House	£249.90	£17.20	£249.90
Supported Living – Commissioned	£188.00	£17.20	£188.00
Supported Living – Commissioned Intensive Support Service	£260.20	£17.20	£262.20

Supported Living – Commissioned Mental Health	£62.20	£17.20	£62.20
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Q13 The Council wants to know, “*What are your thoughts in relation to the proposals to move from the existing complicated charging on the basis of hourly rates to an individual placement cost which reflects the cost the Council pays?*”

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q14 Do you have anything further to add in relation to Q13?

4. RESPITE SUPPORT LEARNING DISABILITY

The Councils respite support for people with a learning disability is currently provided at Cumberland Street which is a 24 hour/7 day a week building based support service.

The table below shows the current cost of service delivery alongside the current charge to people who use it.

	Provider fee/cost of delivery per day	Current charge to people per day
Respite support for people with a learning disability	£215.10	£14.30

Q15 The Council wants to know, “*What are your thoughts in relation to the proposals for the changes to charge people for respite care for people with a learning disability in line with what it costs to deliver the service?*” The financial assessment process will not change.

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q16 Do you have anything further to add in relation to Q15?

5. REMOVAL OF MAXIMUM WEEKLY CHARGE FOR NON-RESIDENTIAL SERVICES

Currently, there is a maximum weekly charge to people of £521.20 per week for non-residential services such as home care or day services. In residential care there is no such maximum weekly charge.

The proposal is to align the charges with the approach in residential charging and therefore remove the current weekly maximum charge for non-residential services completely. This means that people will be charged for the total cost of their care and there will be no cap. The financial assessment process will not change.

Q17 The Council wants to know, *“What are your thoughts in relation to the proposals to remove the maximum weekly charge of £521.20 per week to people in receipt of non-residential services?”* The financial assessment process will not change.

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q18 Do you have anything further to add in relation to Q17?

Where people have eligible needs for adult social care, they are financially assessed which means tests people's affordability for the services they need and what their charges could look like.

8. DISCRETIONARY SERVICES

Tameside Adult Social Care provide a range of services that historically have never been charged for even though in some cases there is significant cost to providing those services. The following details the three areas where it is proposed that the Council introduces new additional charges as part of its approach to charging.

Charges for Pet Care

The Council has a duty of care for a person's belongings; this includes arranging care for a person's pet(s) in the event that the person goes into hospital or to a care home for example. Currently, the Council does not charge for this service.

The proposal is to recover the actual cost of pet care when this is required. The Council will always ask whether a member of the family, a friend or a charity could take care of the pet first to avoid incurring costs for the pet's owner. However in some cases, where this is not possible, a paid service is required.

Q19 The Council wants to know, *“What are your thoughts in relation to the proposals to implement charges for taking care of a person's pet(s) in the event that family, friends and carers cannot do this and paid for services are required?”*

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q20 Do you have anything further to add in relation to Q19?

Charges for Key Safes

If you need urgent help, a key safe helps emergency service workers gain access to your home. They can also be used by care agencies or other service workers that support you, to allow them to enter your home if you can't open the door by yourself.

If you have been assessed as being eligible for adult social care and need to have a key safe, the Council does not currently charge you for the service.

The current costs to the Council are as follows:

Delivery Options	Cost of Delivery	Cost of Key Safe	Installation Cost	Total Cost (key safe + installation + delivery)
Standard – 4 Days:	£20	£42.46	£10	£72.46
Premium – 2 Days:	£28	£42.46	£10	£80.46
Urgent – Next Day (5pm Cut-Off):	£40	£42.46	£10	£92.46
Emergency – Within 4 Hours (4pm cut-off)	£75	£42.46	£10	£127.46

The proposal is to fully charge for costs incurred by the Council to install and deliver key safes if you have an assessed need. The financial assessment process will not change.

Q21 The Council wants to know, “*What are your thoughts in relation to the proposals to fully charge for the delivery and installation of key safes?*”

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q22 Do you have anything further to add in relation to Q21?

Charges for a Replacement Pre-Paid Card

A pre-paid card is just like a normal bank or debit card. It is loaded with your regular personal allowance so you can withdraw cash from cash machines and pay for things in the shops or on the internet.

The Council issues pre-paid cards for Appointeeships in Adult Social Care. The initial cost of the pre-paid card is included in the charges for putting the Appointeeship in place.

Sometimes, cards can get lost or stolen and the Council currently does not charge for the replacement of the pre-paid cards. The proposal is the Council will charge the £5 cost for the replacement of lost or stolen pre-paid cards.

Q23 The Council wants to know, “*What are your thoughts in relation to the proposals to fully charge for the cost or replacing pre-payment cards??*”

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q24 Do you have anything further to add in relation to Q23?

9. COSTS OF PROVIDING PAYROLL AND MANAGED ACCOUNTS FOR DIRECT PAYMENTS

If you or someone you care for receive support from Adult Social Care, you can apply for a Direct Payment to organise your own support. This allows you to choose and buy the services you need yourself and gives you more flexibility and greater control of your support package instead of having them organised by the Council.

To support managing your Direct Payment the Council has a contract in place to deliver a Payroll and Managed Account Service to support you in organising your support to meet your needs. This includes:

- **A Managed Account Service**– This is where the provider manages the financial side of your Direct Payment. The managed account service will for example pay invoices to agencies, pay your Personal Assistants wages and any associated HMRC bills etc.
- **A Standard Payroll Service** - If you employ a Personal Assistant, they may have to pay tax and national insurance on their wages. The Standard Payroll service will work this out for you and send you a payslip so you know how much to pay your Assistant.

The current costs of providing these services are as follows:

	Current monthly costs from 1/4/23	Current Monthly Charge	Proposed Weekly Charge
Managed Account Service Fee Rate (Month) with or without Payroll including year-end fee	£30.58	£30 (£7.5 x 4wk)	£7.32

Standard Account Service Fee Rate (Month) per PA including year-end fee	£9.28	£0	£2.40
NEST Pension Set Up (One off cost)	£12.01	£0	£12.01 (one off cost)

We currently do not charge for payroll services. It costs the Council £7.32 per week for the Managed Account, £2.40 for the Standard Account and a one off fee of £12.01 for the pension set up costs. The proposal is to fully charge what it costs to deliver the Payroll Services for a Direct Payment.

Q25 The Council wants to know, "*What are your thoughts in relation to the proposals to fully charge for the cost to deliver the payroll service?*"

- Agree
- Neither agree nor disagree
- Disagree
- Don't know

Q26 Do you have anything further to add in relation to Q25?