
Bath & North East
Somerset Council

Care and Support Charging and Financial Assessment Framework

What you said



Contents



Introduction

3



Asking people what they thought

4



Proposal 1

5



Proposal 2

6



Proposal 3

7



Proposal 4

8



Proposal 5

9



Proposal 6

10



Proposal 7

11



Proposal 8

12



Proposal 9

13



Proposal 10

15



For more information

16

Introduction



Bath and North East Somerset Council is looking at how we ask people to pay towards adult social care services.

We had 10 **proposals**.



We asked people what they thought.

We wanted to know what people thought before we made any decisions.



This report explains what people said about our proposals.

It also explains our decision about each proposal.



A **proposal** is an idea to change something.

Asking people what they thought



We told people that we wanted to know what they thought by:

- Advertising in local papers



- Through Healthwatch and many community groups



- Letters to service users



We had a questionnaire.



We also held meetings in many different places around Bath and North East Somerset.



There was an Easy Read version of the questionnaire.

Proposal 1



We want to make sure that the way we ask people to pay is fair and easy to understand.



Most people agreed with this proposal.

Some people said they agreed with this proposal but not with everything the council is suggesting.



The council's decision

The council agreed this proposal.

Proposal 2



We will offer you a meeting to work out how much you have to pay.



We are suggesting that you will have 2 weeks to agree to the meeting.



Otherwise we will assume that you will pay for the service yourself.



Just over half of people did not agree with this proposal. About 1 person in every 3 did agree with it.



Some people said they need longer to agree to the meeting. It is hard for some people who live alone.



The council's decision

The council decided to give people more time to agree to the meetings. Instead of 2 weeks, it is now 4 weeks.

Proposal 3



We can suggest people who can make you aware of any benefits you can claim such as Pension Credit.



Over half of people agreed with this proposal. About 1 person in every 3 people did not agree.



Some people said that the council should help people to get all the benefits that they can get.



The council's decision

The council agreed this proposal.

Proposal 4



We will let your family or friends pay some extra towards a more expensive service for you.

For example a larger room in a care home.



We will check that people can afford to do this and ask them to sign an agreement with us.



Most people agreed with this proposal but some people did not agree.



Some people said that the council should explain to families that they might have to pay the extra money for a very long time. The council will do this.



The council's decision

The council agreed this proposal.

Proposal 5



We want to have a way for people who own a single home to pay later if they don't have the money straight away.



A lot of people didn't say if they agreed or not.

Of those people who did, about half agreed and half disagreed.



Some people were unhappy with the law that says that some people have to sell their home to pay for their care home.



Some people think that care homes cost too much.



The council's decision

The council agreed this proposal.

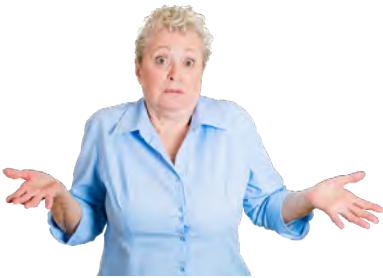
Proposal 6



We want a way to fund your care while people get the right to make decisions for you or your property is registered.



Most people agreed with this.



Some people didn't say if they agreed or not.



Some people said this is quite complicated. Some people didn't fully understand it.



People wanted more support to make the right decisions.



The council's decision

The council agreed with this proposal but will write a leaflet to help people to understand it.

Proposal 7



We want rules about the amount of money people are allowed because they are disabled.



Most people agreed with this.



Some people said that the rules need to be fair. People who are disabled or vulnerable should not be left without proper funding.



The council's decision

The council agreed this proposal.



The Council wanted to be sure that people get the help they need.

Your care and support assessment will allow for any eligible disability related support needs.

Proposal 8



When we think about how much people can afford, we may include the costs of transport and education.



Most people agreed with this.



Some people said it depends on each person's individual needs.



The council's decision

The council agreed.

Proposal 9



We will only include the standing charge of the costs of water, gas and electricity when we think about how much people can afford.



This is the fee that is charged for providing the service and does not include the fee for the amount of water, gas or electricity you use.



Some people didn't say if they agreed or not.

Of those who did say the majority agreed or had no opinion.



Some people said that people who can't get out of the house need more help with heating costs as they are home all day.



The council's decision

The council agreed.



The Council said that they will think about people with disabilities who need extra heating if the care plan says they need this.



People aged over 60 would get money towards heating from the Government. This is called a winter fuel allowance.

Proposal 10



We will charge people a one-off fee if they ask the council to arrange their care for them even though they are paying for it themselves.



We are suggesting that this charge will be £250 plus VAT.



Most people did not agree with this.

People said that the charge is too high.



The council's decision

The council agreed this proposal.



The Council said that £250 was a reasonable fee when compared to what many other councils charge

For more information



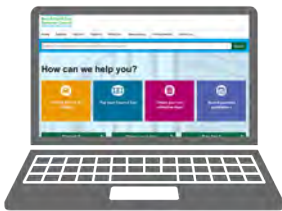
If you need any more information please contact us by:

Email:

cafaconsultation@bathnes.gov.uk



Telephone: **01225 477810**



Website: www.bathnes.gov.uk



Post:

**Guildhall
High Street
Bath
BA1 5AW**