

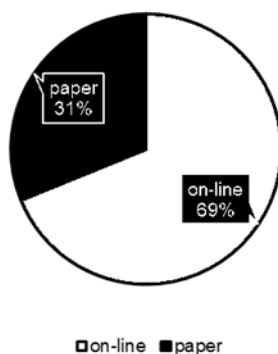
**Consultation:** Care and support charging policy consultation summary

**The Consultation ran from 15 December 2021 to 10 February 2022**

All current service users sent letters with contact details for helpline, email, and links to the on-line consultation page

**Overall 61 respondents completed this questionnaire**

Consultation Responses



- 4 of these responses were from provider organisations

**66 people made contact by phone or email  
(21 service users, 45 financial reps)**

- 4 people made more than 1 contact
- 5 people didn't feel inclined to submit comments on consultation after the impact of the proposals explained
- 33 calls were from people requesting a paper questionnaire
- 44 paper questionnaires sent out.
- 1 request for large print
- 5 requests for easy read version

1 face to face meeting with provider organisation

2 MS Team meetings with representatives from Making it Real Board.

Common themes through contact through helpline and email

- People not fully understanding that the examples given on website may not apply to them but were to demonstrate the proposals.
- People not understanding that only some of the proposals may apply to them.
- People very happy with call-backs and being provided with individual explanations of the proposals and how they would affect the individual service user.

- Twice the number of Appointee/ Financial reps/Family/Carers contacted the Helpline/Email than Service Users.
- People did not feel inclined to comment on any proposals which did not affect them

### Captured comments from Call-backs and Emails

- “Happy with current Charges”
- “No computer or access to the internet”
- Helpline respondents stated they were very pleased with the fast and efficient call-back service, often within an hour of initial contact.
- Helpline respondents who did not leave a voice message were surprised and pleased to receive a call-back.
- Opportunity to send large print to meet need of 1 service user
- 5 people did not feel inclined to submit comments on consultation when they had the impact of the proposals explained to them or the service user they represent. These individuals were offered paper forms to attempt to encourage comments.
- 1 wife of a service user –English not first language.
- Genuine and serious enquires from people wishing to understand the proposals. Some people had taken time to look at the website and requested call-backs to “double check” their understanding of the impact of the proposals on them or the person they represented.
- Gave some people an opportunity to have the financial assessment process including disability related expenses explained to them again.

### Other key points

- No requests received to take up offer to attend service user’s community groups to discuss and explain the proposals.
- 1 respondent enquired about a public meeting.
- Only 1 respondent requested a specific example Financial Assessment calculation for a person aged over 25 with 24 hr support.
- People were very pleased to have the personal contact and information. To the point that it became a common theme.
- Able to signpost people to relevant teams to resolve non consultation issues being raised.
- 2 service users used the opportunity to contact to discuss issues with the care agencies not provided the services specified in support plans.

### Other outcomes from the Consultation

- Contact with partner Organisations creating relationships to build on for future partnership working. Specifically where they support service users with understanding financial assessments. E.G. Cart shed Community Farm, Mencap and ECHO.
- Building on relationships with Making It Real Board. Invited to Herefordshire Disability United meeting to work on financial documents for the new charging policy following the end of the consultation.