

Making Difficult Decisions about Funding Adult Social Care Services in Lancashire

**A consultation on how care services can be funded in
future, in the face of budget pressure**



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Foreword

As is well known, local authorities have to review their expenditure in the light of the government's Comprehensive Spending Review. Lancashire County Council is expected to reduce its spending by 26% over the coming four years.

The county council has already taken a number of actions to significantly reduce administrative and other costs, but the savings required are so large that administrative savings on their own will not deliver what is required. In the area of adult social care the county council has to actively consider a number of actions, including:

- raising the charges people are asked to pay for services;
- reviewing and possibly reducing fees the county council pays for care services;
- and raising the Fair Access to Care Services (FACS) criteria we use which will reduce the number of people eligible for support.

The county council is at the same time making arrangements to strengthen a range of support measures for vulnerable people, including the roll out of more effective provision of community equipment across the county and planning for increases in the numbers of people using Telecare. It has also demonstrated over the last year the capacity to offer information and support to thousands of people through Help Direct. The county council also promises that if charges or the FACS eligibility criteria change, those people affected will be contacted individually in good time before the changes come into effect.

It is inevitable however, that for some people services will be reduced or charges increased. We are writing to ask you to let us have your views about all this; to contribute to our thinking about what the least worst options might be in considering what to do and what aspects of county council services should be protected.

There are a number of ways you can make your views known:

- Complete the questionnaire attached to this letter and/or contribute your own ideas and return to Adult Social Care Consultation, PO BOX 162, East Cliff County Offices, Preston, PR1 3EA
- Write direct to Adult Social Care Consultation, PO BOX 162, East Cliff County Offices, Preston, PR1 3EA
- E-mail ASCconsultation@lancashire.gov.uk
- Call the consultation line during office hours on 01772 530099

- Make your views known to the independent body Local Involvement Network (LINK) at lancashirelink@blackhealthagency.org.uk
- Come and let us know what you think at one of the events we are holding

Providers and partners event

Friday 4 February 2011 in the Main Conference room, East Cliff County Offices, Preston PR1 3EE. This event is aimed at organisations we work with and who provide services on our behalf.

Public events

North Lancashire - Tuesday 8 February 2011 in the Stables Conference Room, Borwick Hall, Carnforth LA6 1JU

East Lancashire - Thursday 10 February 2011 at Burnley Football Club, Turf Moor, Harry Potts Way, Burnley BB10 4BX.

Central Lancashire - Wednesday 2 February 2011 at Heathcotes @ Deepdale, Preston North End Football Club, Sir Tom Finney Way, Deepdale, Preston PR1 6RU.

The consultation will run for a 12 week period from Monday 6 December 2010 and end on Monday 28 February 2011.

We are facing some tough decisions going forward into future years. We value your thoughts and recommendations in order to work together to continue to provide the best possible service for the adults we support in Lancashire. All the information you provide is treated in the strictest confidence and will be used to help us make these decisions and for statistical and research purposes only. Your personal information will always remain confidential and will not be passed on to any other organisation.



A handwritten signature in black ink, appearing to read 'M. Calvert', written on a light-colored rectangular background.

Mike Calvert

Cabinet Member for Adult and Community Services

The county council only has a limited amount of money with which to provide services. Our options are limited: we either increase charges for services, or reduce or stop some services, or do a combination of both.

Option: charging

The current full charging policy can be found on the county council's website by using the following link: www.lancashire.gov.uk/socialcare or ring us on 01772 530099 to request a hard copy.

Currently if you receive any of the following types of care, you may have to pay towards the cost of the service:

- Home care delivered to people in their own home is charged at £11 an hour. The actual cost to Lancashire County Council is between £11.96 and £13.15 an hour.
- Day care services are charged at £5 a day (subject to a maximum of £15 per week). The actual cost to Lancashire County Council is between £30.75 and £53.80 a day.
- Telecare is currently charged at £8.86 a week. The actual cost to Lancashire County Council is £9.25 per week.

However, we need to change the way we charge for the care and support we make available to people because we now offer self directed support and personal budgets. This means people can have a personal budget allocated for services and can choose how they receive support and who provides it. We will have less money in the future to provide social care services but increasing these charges would help us to continue to provide these services.

Please indicate how strongly you agree or disagree with the following statements about the charges we make for care and support.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
1. Charges should not be increased at all					
2. Charges should only go up in line with inflation for everyone					
3. Charges should be increased significantly for those who can afford it					

Option: services that are subsidised by the county council

The county council currently subsidises some or all of the cost of some of its services. These are provided to all people assessed as needing them.

Looking at the examples, given on the previous page, although people pay £5 for one day of day care, the maximum anyone can pay for day care is £15 a week however many days they attend. The real cost to Lancashire County Council however, is between £30.75 and £53.80 a day. In the case of home care services, the real cost is between £11.96 and £13.15 an hour although Lancashire County Council only charges people £11.

Please indicate how strongly you agree or disagree with the following statements about subsidies.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
4. Subsidies should not be reduced at all					
5. Subsidies should be reduced but not removed completely					
6. Subsidies should be removed for those who can afford to meet the full cost					

Option: transitional protection under the charging policy

Where a person is already paying for their services and we change our rules, so that they have to pay more, it can cause them hardship. We could implement transitional protection which would allow them to adjust their budgets over a period of time or only when their needs change.

Please indicate how strongly you agree or disagree with the following statements about transitional protection.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
7. People already paying a specific charge should not pay any increase					
8. Increases should be limited to a maximum amount each year					
9. No protection should be offered to people already paying charges					

Option: low level and preventive services

We have invested in a lot of preventive and low level services in the past three years which anyone in Lancashire can use. Many of these can help people remain independent without having specialist services provided through adult social care.

Help Direct supports people in their communities, through signposting to a wide range of practical support services, guidance and information, for example:

- Health and fitness
- Home and garden
- Feeling safe in your home and community
- Learning and leisure

- Managing finances
- Mobility and transport
- Community groups and involvement
- Getting the right help and support
- Relationships and families
- Employment, volunteering and training
- Safe Trader Scheme.

Please indicate how strongly you agree or disagree with the following statements about low level and preventive services.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
10. Everyone who approaches the council for help should be encouraged to use these services rather than the support provided through adult social care					
11. Everyone who approaches the council for help should be expected to use these services before they are provided with support through adult social care					
12. Social workers should include the use of these services as part of every care and support plan if appropriate					

Option: changing the eligibility criteria

In 2007 we consulted with the people of Lancashire about raising the threshold at which people qualify for adult social care support. At that time the government made some more money available to us so we did not need to raise the threshold. This gave us the opportunity to develop some of the low level and preventive services mentioned previously. We currently provide support for those in the critical, substantial and moderate categories.

However 72 % of other councils in England only offer support to people who meet the substantial or critical criteria. An explanation of the thresholds and the criteria for each band is given in the appendix at the end of this document.

PLEASE TICK ONE BOX ONLY

13. Do you think we should raise the threshold at which people receive support from adult care services to substantial?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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Option: limit fee increases to service providers

The services which we buy in to support people in their own homes and in residential care make up the largest part of our expenditure. Usually this cost is carried forward from one year to the next until the individual ceases to require the service. These costs often increase as people age and their need for support increases.

We have a contract with each provider of services which lays down how much we will pay for each unit of care they provide. This is reviewed each year. As the county council will have less money in the future we need to consider asking our service providers to help in finding the necessary savings.

Please indicate how strongly you agree or disagree with the following statements about the fees we pay providers.

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
14.The council should ask service providers to take a reduction in fees					
15.The council should not offer service providers any increase this year					
16.The council should offer service providers a small increase in fee level this year but less than inflation					
17.The council should offer service providers an increase equivalent to the full rate of inflation					

Your priorities

Our budget for adult social care will be reduced next year and we will need to make savings somewhere so we will need to use some or all of the six ways we have described to help us manage the budget.

A summary of how much each method will save or help the council is as follows:

- Charging - this could raise up to £2.5million
- Removing subsidies - this could raise up to £3.2million
- Transitional protection - this will reduce the savings from removing subsidies by £1million
- Preventive services - this will achieve savings but no realistic figure can be put on this until decisions on other aspects of care funding have been made
- Raising FACS threshold - this could raise up to £5million
- Limit fee increases - this could raise up to £7million

18. Of the six ways, how much would you prefer the county council to do each of them to make savings? Please tick on a scale of 1 to 5, with 1 being the most preferred and 5 being least preferred.

PLEASE TICK ONE BOX FOR EACH PRIORITY

	Most Preferred			Least Preferred	
	1	2	3	4	5
a. Charging more for our services					
b. Removing subsidies for the services we provide					
c. Providing transitional protection to people whose charges will rise					
d. Asking people to make more use of the preventive services					
e. Raising the threshold at which people are eligible for services					
f. Limiting fee increases to service providers					

Other ways we can manage the budget

We have included our ideas for significant ways to manage our reduced budget and still meet the needs of the people of Lancashire. We have also already started to put into effect other measures such as:

- A freeze on the pay of all staff;
- Offering the option of voluntary redundancy to some senior managers;
- Restructuring the organisation to reduce the number of managers needed;
- Reducing the back office functions in order to protect the front line services as far as possible.

19. What other suggestions do you have for further measures we can take which will help us reduce the budget for adult social care whilst still meeting the needs of the people of Lancashire?

Please write below

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Please continue on a further sheet if required.

We may want to get in touch with you to find out more detail about your suggestion. If you are happy for us to do this please provide the following details:

Name:

Address:
.....

Postcode: Tel. no.:

Email address (optional):

Thank you for your time in filling in this questionnaire. Your views matter.

Adult Social Care Budget Consultation 2010-2011

Appendix

Information on eligibility criteria and thresholds

Setting the eligibility criteria

Councils should use the eligibility framework listed below to specify their eligibility criteria. In other words, they should use the framework to describe those circumstances that make individuals with disabilities, impairments and difficulties, eligible for help. The eligibility framework is based on the impact of needs on factors that are key to maintaining an individual's independence over time.

The framework makes no reference to age, gender, ethnic group, religion, disabilities, impairments, personal relationships, location, living and caring arrangements, and similar factors. In themselves, these factors do not threaten independence; however, they may need to be taken into account as needs are assessed and services considered.

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if needs are not addressed.

The four bands are as follows:

Critical – when

- life is, or will be, threatened; and/or
- significant health problems have developed or will develop; and/or
- there is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- serious abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- vital involvement in work, education or learning cannot or will not be sustained; and/or
- vital social support systems and relationships cannot or will not be sustained; and/or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial - when

- there is, or will be, only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- the majority of social support systems and relationships cannot or will not be sustained; and/or
- the majority of family and other social roles and responsibilities cannot or will not be undertaken.

Moderate - when

- there is, or will be, an inability to carry out several personal care or domestic routines; and/or
- involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- several social support systems and relationships cannot or will not be sustained; and/or
- several family and other social roles and responsibilities cannot or will not be undertaken.

Low – when

- there is, or will be, an inability to carry out one or two personal care or domestic routines; and/or
- involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or
- one or two social support systems and relationships cannot or will not be sustained; and/or
- one or two family and other social roles and responsibilities cannot or will not be undertaken.

In constructing and using their eligibility criteria, and also in determining eligibility for individuals, councils should prioritise needs that have immediate and longer-term critical consequences for independence ahead of needs with substantial consequences. Similarly, needs that have substantial consequences should be placed before needs with moderate consequences; and so on.

In setting their eligibility criteria councils should take account of their resources, local expectations, and local costs. Councils should take account of agreements with the NHS, including those covering transfers of care and hospital discharge. They should also take account of other agreements with other agencies, as well as other local and national factors.

Councils should review their eligibility criteria in line with their usual budget cycles. Such reviews may be brought forward if there are major or unexpected changes, including those with significant resource consequences.

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Monitoring form

We want to make sure that we have taken proper account of the views of individuals who use our services, their carers, organisations who represent you and organisations that provide services on behalf of Lancashire County Council. It would help us if you would take a moment or two to fill in the following monitoring form.

Please can you tell us some information about yourself or your organisation.

Are you responding to this consultation as	Please tick any that apply to you
a) A person who currently receives adult care services from Lancashire County Council	
b) A person who provides care for someone who receives adult care services from Lancashire County Council.	
c) A representative of a group of people who currently receive adult care services from Lancashire County Council (such as an older people's forum)	
d) A representative of a group of people who provide care to someone who receives adult care services from Lancashire County Council (such as the carers forum)	
e) A representative of an organisation which provides adult care services on behalf of Lancashire County Council	
f) A resident of Lancashire who does not receive adult care services from Lancashire County Council.	
g) A representative of an organisation in Lancashire which does not provide adult care services on behalf of Lancashire County Council.	
h) Other interested party – please explain:	

If you are responding as a representative of a group or organisation please could you tell us what group or organisation it is and something about the people it serves or the services it provides?

Name of group or organisation

Who you represent or what you do

.....

If you are responding as an individual person please can you complete the rest of the monitoring form on the following pages so we can be sure we have consulted with all sections of our community?

This information will not be linked to any personal details you may have given in the main questionnaire.

1. What is your full home postcode? e.g. PR25 1XJ, FY1 2PJ _____

2. What was your age on your last birthday? _____

3. Are you a deaf person or do you have a disability Yes No

(The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities).

4. Are you Male Female

Have you ever identified as transgender? Yes No

Prefer not to say

(Transgender is defined as someone who lives, or wants to live, fulltime in the gender opposite to that they were assigned at birth).

5. What is your religion? Baha'i Buddhist Christian

Hindu Jewish Muslim

Sikh No faith Prefer not to say

Any other religion, write below

6. What is your sexual orientation?

Bisexual

Gay Man

Heterosexual/Straight

Lesbian/GayWoman

Prefer not to say

7. Which best describes your ethnic background?

A White

- English/Welsh/Scottish/Northern Irish/British
 - Irish
 - Gypsy or Irish Traveller
 - Eastern European
 - Any other White background, write below
-

B Mixed/multiple ethnic groups

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed/multiple ethnic background, write below
-

C Asian/Asian British

- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Mixed/multiple ethnic background, write below
-

**D Black/African
Caribbean
Black British**

- African
 - Caribbean
 - Any other Black/African/Caribbean background, write below
-

E Other ethnic group

- Arab
 - Any other ethnic group, write below
-

Thank you for helping us.

If you want this information in another format please ring:
01772 534285.

For more information about our services visit:
www.lancashire.gov.uk

Bengali

আপনি যদি এই তথ্য বাংলায় ব্যাখ্যা করা পেতে চান তাহলে আরোও জানার জন্য দয়া করে
01772 534285 এই নম্বরে যোগাযোগ করুন।

Gujarati

જો તમને આ માહિતી ગુજરાતીમાં જોઈતી હોય, તો કૃપા કરી વધુ માહિતી માટે 01772
534285 નંબર પર સંપર્ક સાધો.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ
ਟੈਲੀਫੋਨ ਨੰਬਰ 01772 534285 ਤੇ ਫੋਨ ਕਰੋ।

Urdu

اگر آپ چاہتے ہیں کہ آپ کو یہ معلومات اردو میں سمجھائی جائیں تو براہ مہربانی مزید معلومات کے لئے 01772 534285 پر رابطہ کریں۔

Chinese

如果您需要这些信息 的中文解释, 请致电01772 534285。

Polish

Jeśli potrzebujesz uzyskać objaśnienia dotyczące tej informacji po polsku, zadzwoń
pod numer 01772 534285, aby uzyskać dalsze informacje.