

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 10 October 2018

BY: Acting Director of Health and Social Care Partnership

SUBJECT: Non-Residential Social Care Charging

1 PURPOSE

- 1.1 To update the Policy and Performance Review Committee on the impact to date of the introduction of new and increased charges.

2 RECOMMENDATIONS

- 2.1 The Policy and Performance Review Committee is asked to note the update provided in this paper.

3 BACKGROUND

- 3.1 Council agreed on the 13th February 2018 that the strategic budget for the adult social care part of the Health & Social Care Partnership budget should include additional income for 2018/19 of £358,000 to be realised from a combination of increases to existing charges and the introduction of new charges. In addition the budget included a target of £213,000 additional income in Customer Services from changes to community alarms charging.
- 3.2 The Health and Social Care Partnership has a well-established charging group with multi-stakeholder membership. This group oversaw the updating of the social care charging policy in 2017/18. The group has met regularly in order to play an impact assessment role in the development and assessment of proposals which would realise the income generation agreed by the Council. This role continues post introduction of the new and revised charges.
- 3.3 In addition to the work through the multi-stakeholder charging group a consultation page was developed to follow on from the Council consultation exercise on the proposed Council budget. The consultation ran for one month and finished on the 20th February with 99 people having responded.

- 3.4 As well as the multi-stakeholder group and consultation page, three public meetings were held at the three resource centres, to provide information about the budget and charging policy processes, to listen to concerns, suggestions and answer questions. These were all well attended by carers, service users, and workers.
- 3.5 A benchmarking exercise was undertaken using a variety of sources. All of these sources together confirmed that with a 15% increase to the existing charges as well as the change in the taper up by 20%, East Lothian Council would still be in the middle or lower half of the range of Councils as a charging authority.
- 3.6 Detailed financial modelling was undertaken in order to realistically calculate the income which will result from the increase of these increased charges. Crucially the financial modelling also involved the undertaking of a detailed analysis of clients using our services in order to understand the impact on different clients depending on their financial circumstances and the services that they currently use. This analysis will continue.
- 3.7 The £358,000 income figure in the budget would have required a 25% increase in existing charges. The aim of this policy was to spread the charges over a larger group of people by introducing new charges. Older people had paid a charge for day services to their local provider for some time. This policy introduced the same position for younger adults. A paper to cabinet on 13th March 2018 proposed the introduction of two new charges for day centres and transport which was calculated to raise £87,000 in additional income. The anticipated income from the increases to existing charges and change to the taper was calculated at £317,000.
- 3.8 Information is currently not available on the income that has been generated to date as a result of the new and increased charges but this will be calculated as part of half financial year budget position reporting.
- 3.9 In relation to impact in the last six months this has largely been monitored through the Appeals Panel Hearings. There have been four hearings since the changes to the charges were introduced on May 7th. A total of ten appeals have been heard so far.
- 3.10 Anecdotally members of the charging group have reported they are being approached by clients and carers about concerns and difficulties with regard to the charges and that these individuals may not be proceeding to appeal and we are therefore ensuring that the appeals process is adequately publicised and that there are agencies on hand to help people with their appeal.
- 3.11 Since April 1st 2018 **579** have ceased their community alarm service, the vast majority being those deceased or who have gone into long-term care. **8** individuals have moved out of the area or into sheltered/amenity housing and **71** simply stated that the alarm was no longer required – this could be due to a number of reasons such as a family member moving in or an improvement in their condition. Whenever a person ceases their alarm the telecare team looks at their activation levels in order to risk assess the

impact of a person ceasing to have an alarm. Only **44** people have advised that they are ceasing their community alarm service due to cost. With a total of **2800** alarm users as at 1st April this represents **1.6%** of the total users. Although **579** have ceased the service, a similar number have started using and therefore the current number of alarm users, at the time of writing this report is **2,767**. The numbers ceasing to have an alarm for the previous two years were **560** ceasing on 2016/17 and **626** ceasing in 2017/18.

- 3.12 There will be on-going review of the council's social care charging regime to ensure delivery of the three year budget targets for charging income. This will also include further impact assessment, further benchmarking as it improves and develops nationally, exploring further potential for new chargeable services and exploring new models of charging in other Councils which could be considered locally. This further review will explore the potential for a change in current policy on when Disability Related Expenditure is considered.

4 POLICY IMPLICATIONS

- 4.1 These proposals are in line with current COSLA 2017/18 Guidance on charging for non-residential social care services and deliver the Council's decision on the budget on 13th February 2018. However current COSLA guidance on the levying of so called Flat Fee charges (charges where there has not first been a financial assessment) is not clear. This area is currently under review at COSLA and any change in the guidance will need to be adopted locally in East Lothian once known.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report has been through the two stages of Integrated Impact Assessment process and a further one impact assessment will be undertaken, the third focussing on impact as part of a review in six months time. The third impact assessment should focus on areas such as disability related expenditure and the impact 'flat fee' charges are having on those individuals not financially assessed.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – Income achieved against targets illustrated above will be assessed as part of half year budget position statement yet to be completed.
- 6.2 Personnel - N/A
- 6.3 Other – N/A

7 BACKGROUND PAPERS

7.1 None

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