

Fairer Contributions Consultation

3 Nov 2009 to 3 Feb 2010

Final Report 12/02/10

CONTENTS

- 1) Acknowledgements
- 2) Engagement Gauge
- 3) Population
- 4) Executive Summary of Responses and some recommendations
- 5) Equality Impact Assessment
- 6) Important strategic issues outside the scope of the consultation
- 7) Appendices
 - i. Groups and Organisations Consulted
 - ii. Public Meetings
 - iii. The Questions and Responses (Full Report)
 - iv. Terms of reference
 - v. Interim report of responses 5th January 2010


iii. Acknowledgements

Grateful thanks to:

- Cumbria Mental Health Network
- Cumbria Age Concerns
- South Lakes Carers Organisation, representing all Cumbrian carers organisations
- Cumbria LINK
- Cumbria Action for Health
- Cumbria Working Together Forums
- Mencap
- AWAZ
- Silver Lynx

iv. Engagement Gauge

Engagement Status of this document

Facilitation of other agencies' engagement and participation	Partnership participation : sharing responsibility	Shared Decision Making	Consultation	Information sharing
5	4	3	2	1
			□	
High Citizen Empowerment				High Council Control

3) Population

Anyone with an interest in Cumbria's contributions policy

4) Executive Summary of Responses

Evidence for the summary and any recommendations is to be found in the Full Report, Appendix Item iii. "The questions and full responses".

1. **What are the best ways to inform people of the changes and how will they affect service users?**

Council to identify all networks to be used to cascade information, following training for organisations to provide clear messages to their members and clients.

Officer Comment:

Training all voluntary org reps may be unfeasible, however a comprehensive pack will be circulated with contact details

Write a letter relevant to the specific user group, with a contact number for a specialist adviser who is familiar with the policy and that user group's needs. This to be a month in advance of change, including carers, this is particularly needful for those who need to give notice on interest bearing accounts.

Officer Comment:

Users (carers when relevant) will be written to a month in advance with a concise leaflet explaining changes. This is not user group specific. Easy read, different formats and full policy "How will I pay" available on request.

People experiencing a substantial increase must be told face to face, involve carers, who often handle finances.

There must be sufficient well-trained staff to answer queries in a sympathetic manner.

Officer Comment:

Anyone experiencing an increase above £10 a week will receive a phone call.

Tell people individually at day centres.

Set up a daily drop-in centre for concerned users/carers, where they can call in for individualised information.

Officer Comment:

Confidentiality and cost and time implications, but finance officers are available by phone or to visit when required.

All relevant groups and organisations to be fully informed if they are being expected to deliver the professional support their clients expect of them!

Council to take responsibility for giving clear information to those they know are now receiving care and will be the first to be affected by the changes.

3rd sector could support those with complex cases

The changes could cut demand for day services, which could lead to isolation or mental health problems. People must not drop through the net. Lower demand for day services could reduce supply and choice with considerable impact for users and carers.

2. What transitional support should be in place?

Manageable increases for those adversely affected

Twelve month period of monthly increases was broadly accepted, but there was strong argument for three years from Age Concern.

Officer Comment:

A longer transition period may have implications for day care viability either direction.

£20 a month is a huge change for some people.

Needs to be flexible, to allow for changing financial circumstances E.G. disposable income reduced, or property sales I.E. house to flat.

3rd Sector to offer support throughout transition

The impact should be monitored regularly concerning particular groups and individuals who are adversely affected and adjustments made later if necessary.

3. What information should we publish and include on our website?

Use various media do not rely on website for getting info out to those who need it.

Case studies – clear examples for people to compare, difficult scenarios and examples of how it might work

Officer Comment:

Been on web for some time, hard copy and examples in leaflets available imminently.

List organisations providing support and advice

Details of where and when the full information is available.

Officer Comment:

Easy read, different formats and full policy "How will I pay" available imminently. Been on web, as detail has been known, for some time.

County Council to take responsibility and make proper connections with appropriate organisations to make sure support and advice is available.

Officer Comment:

A comprehensive training pack will be circulated with contact details

Publish the changes in "Your Cumbria" maybe run for two months

Officer Comment:

Wider press releases have gone out, publicity to be followed through by implementation group.

5) Equality Impact Assessment

Introduction

The Department of Health has recently produced new 'Fairer Contributions' guidance to councils on how they should charge people for non-residential adult social care services. These changes, called 'Fairer Contribution': calculating an individual's contribution to their personal budget, must be implemented in April 2010.

The new system is intended to be fairer for everyone in that the contributions they make will better reflect the actual care being given. The system is also closely related to the introduction of personal budgets. This is where people who need support can have more choice and control over the support they received through use of a personal budget.

Who will be affected?

This Guidance is for all adults 18+ who meet Fair Access to Care who receive non residential services and who currently make a contribution towards the cost of this care. Policies around who will and will not be charged for services will stay the same.

It was raised that the main service that this new guidance could affect is day care, if someone is receiving day care and another service the cost may only change slightly.

This change could have an impact on Day Service users, of whatever user group, and their carers.

Consultation

Consultation is being carried out to seek views on:-

1. How best to inform people of the changes how it will affect service users
2. What transitional support ought to be put in place to help people whose contributions have increased
3. What information we should publish and what we should include on our website

Three public meetings have also been arranged that will take place in West Cumbria, Ulverston and Penrith.

Phase 2 Screening for Impacts

All equality strands: Any issue that cuts across ethnicity, age, gender, disability, religion/belief, sexuality and rurality.

Issue	Impact Yes No Potential	Positive Impact	Negative impact	Further action required?
Fairer Contributions	P	Communication of the consultation has been sent to a number of organizations including health, link, libraries, travelling organisations, churches, Cumbria Mental Health Group, AWAZ, Cumbria Disability Network and OutReach Cumbria. Public meetings are also being held.		Y
	P		People who receive home care and need to have two carers will cost more as the full cost of the care package is calculated	Y
	P		Need to ensure that there are good clear examples for people to read with complex scenarios and examples of how it might work.	Y

Disability: All forms of disability recognised under the Disability Discrimination Act including sensory impairment, mental health, learning disabilities, mobility related conditions, conditions such as heart disease, diabetes, and asthma.

Issue	Impact Yes No Potential	Positive Impact	Negative impact	Further action required?
Fairer Contributions		With the introduction of personal budgets, we are moving from traditional services to person centred planning encouraging to seek more activities to meet needs	There are concerns that the new policy could have an impact on users who receive day care	Y

		An easy read version of the guidance will be produced.		
		A focus group has been set up with Society for the Blind.		
	P		There are presently several consultations happening which could have an impact of several changes to embrace at the same time.	Y
	P		Concerning MH and LD users, clarity may be needed over the mistaken perception that supported employment is affected by potential policy changes related to this consultation. The impact for people, and psychologically can be significant.	Y
	P		For people with enduring and fluctuating Mental Health issues, the financial impact of the change, associated anxiety and perceived complexity could have a deleterious impact on mental well-being, perhaps requiring advocacy and additional support.	Y
	P		It may be that the changes could impact upon demand for services. Those people who decline services or relinquish some of the services they already receive but can no longer afford or who perceive	

			that they can no longer afford them and are identifiable must be monitored to ensure they do not deteriorate. They risk becoming isolated and depressed. They must not be allowed to fall through the net.	
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Age: Where a person is at risk of unfair treatment because of their age group

Issue	Impact Yes No Potential	Positive Impact	Negative impact	Further action required?
Fairer Charging Contributions			There are concerns that the new policy could have an impact on carers who need the respite provided by day care. If users end up declining day care.	Y

Actions

Action No.	Area for Action	Actions Proposed	Lead
F17	Fairer contributions consultation and public meetings	Continue sending information to organisations to keep them informed	Julian Legat
F18		Once public meetings have taken place incorporate feedback into the EIA	
F19	Fairer contributions policy	Need to monitor usage of day care and home care	
F20		Monitor complaints received once new policy is implemented	
F21		MH and LD - supported employment is not affected by any policy implications following this consultation.	
F22		Need to monitor the demand for services and people who decline services once the new contributions policy is implemented	

6) Important strategic issues outside the scope of the consultation

Service Demand and Supply

The changes could cut demand for day services, which could lead to isolation or mental health problems. People must not drop through the net. Fear that lower demand for day services could reduce supply and choice with considerable impact for users and carers.

How well will this be monitored? Was any in depth research performed after the charging of day care was introduced on how people were affected by reduced supply or choosing not to go for financial reasons?

Will demand increase on “free” services, can they cope and respond accordingly?

If the impact on day services means demand is diminished and the service becomes unviable this will be devastating for our users.

Doesn't seem properly thought through from a rural perspective, and feels like tinkering at the edges as the main issue in this area (South Lakes) is recruitment and retention of suitable carers under SDS.

7) Appendices

i.

**i. Groups and
Organisations
Consulted**

AWAZ
Cumbria Age Concerns
Mencap
Cumbria LINK
Action for Health
South Lakes Society for the Blind
Working Together Steering Group
Signposts
Cumbria Carers Associations
Cumbria Alzheimer's Societies
Cumbria Disability Network
Action for Blind people
Cumbria travellers
Cumbria Churches Together
Cumbria Equalities Resource Centre

Groups which hosted open meetings

Penrith Working Together Forum
Carlisle Working Together Forum
South Lakes Working Together Forum
Silver Lynx Barrow
Barrow and Furness Pensioners' Association
Cumbria Mental Health Group, Whitehaven
Cumbria Mental Health Group, Barrow
Cumbria Mental Health Group, Eden
Cumbria Mental Health Group, Carlisle
Cumbria Mental Health Group, Penrith
Cumbria Mental Health Group, Workington
Cumbria LINK Penrith
Action for Health Penrith

ii. Public Meetings

Working, Oval Centre, 12 January 2010
Ulverston, Coronation Hall, 20 January 2010
Penrith Public Meeting: Penrith Leisure Centre, 22 January 2010

Written responses following public and agency meetings and in response to the published material and examples were received during the period 3 November 2009 to 3 February 2010.

iii. The Questions and full Responses

Comment from public meetings and agency run meetings, written responses following public and agency meetings and in response to the published material and examples were received during the period 3 November 2009 to 3 February 2010.

1. What are the best ways to inform people of the changes and how will they affect service users?

Service users should be informed of the imminent change as soon as possible with the following approaches being suggested to minimise potential stress (that could relate to ongoing distrust or decisions to drop services that are recommended):

A draft information letter could be 'trialled' with a sample of service users or service providers (staff of various provider organisations / council departments who work directly with service users)

the text could offer reassurance that many individuals who currently receive a regular bill for their day-care or home-care services, will not have their bills affected by this process (though a slight adjustment for inflation may be seen) the text could offer reassurance that individuals currently receiving services free should continue to receive free services, assuming there are no changes to their needs or financial situation

the text could also offer reassurance that, should individuals go on to face a higher bill (due to this Fairer Contributions implementation rather than annual increase), they will have the right to (be offered) further advice, initially via the council (presumably there will need to be an increased capacity to respond to such phone calls – call-waiting / only a recorded phone message clearly won't be helpful)

The text could also offer reassurance that, the level of contribution will remain the same for individuals who have begun to use, or may begin to use, a Personal Budget (as opposed to the care managed service where the council makes all arrangements directly)

while a standard text could include the above 4 points, these could be highlighted or coded (e.g. A-D) and an indication given which point(s) relate to the service user addressed in the letter, such standard letter texts, as well as further information, should be available at key locations especially health centres

Letter texts, as well as further information, should also be disseminated to all professionals who are likely to have to respond constructively to concerns of service users and those close to them – these professionals include:

- health centre-based staff
- council social workers
- council occupational therapists
- council / partner staff providing daycare and homecare

Council to commit to identify all, or as many as possible networks that can be used to distribute information, e.g. user groups, existing networks, signposts, those with and those without County Council contracts. Also networks like Cumbria LINK, Action for Health, CVS

membership, Third Sector Network, ACT, Disability Network, AWAZ, Cumbria Mental Health Group, etc. Once these groups and organisations are given the relevant information they can cascade it out through their membership.

The County Council need to offer comprehensive focused training for organisations to provide them with clear information to pass on to their members and clients.

It may be that the changes could impact on the take up of services. Those people who do not take up services, or give up some of the services they previously enjoyed but can no longer afford, will be known clients and need to be monitored by the County Council to ensure there is no deterioration in their health because they may not be getting out anymore. This may lead to isolation or mental health problems such as depression. They must not be allowed to drop through the net.

Where will people be directed for advice? Will County Council take responsibility or will they tell people to get advice where they can.

There is great concern that there will be reduced time to inform whilst waiting for clarity on policy.

It is suggested Action for Health write a letter to Council leader to stress the need for this information as soon as possible.

Write to users before they receive the bill, including carers, say a month in advance of the changes.

Drafts of the policy need to go to the relevant voluntary organisations as soon as they are ready.

Publish the changes in "Your Cumbria"

As this is a national change are campaigns being run in press, TV and other media?

Share our draft policy early as possible.

Need dedicated phone lines with sufficient well- trained staff to answer queries in a sympathetic manner.

Want the option of a person to visit to perform financial assessment and answer queries.

It's very hard for each individual's situation to be addressed especially in advance with all the uncertain pieces of information.

People who are adversely affected must be told by a personal visit and not merely written to, with carers being fully involved.

Adequate Notice

People should be advised with adequate notice that they will experience a change; this is particularly needful for those who need to give notice on interest bearing accounts.

When people are notified there should be a letter, relevant to the specific client group and with a contact number for a specialist adviser who is familiar with the policy and that user group's needs. E.G. Learning Disability- Mencap.

There should be additional resources to ensure there are additional Financial Assessment Officers to release greater capacity to help perform assessments punctually and to support users with queries.

Understand the tension of letting people know individually early risking needlessly raising their anxieties and of being accused of not letting people know sufficiently soon.

Impact of demand changes

Fear that demand for day services will be dramatically affected thus reducing supply and choice the impact of which should not be underestimated.

How well will this be monitored? Was any in depth research performed after the charging of day care was introduced on how people were affected by reduced supply or choosing not to go for financial reasons?

Fear more people will end up neglected as in papers recently because they decline services for financial reasons.

Will demand increase on "free" services and can they cope?

Are services sufficiently responsive?

Relying on the annual financial assessment to be received by everyone and being the key time to tell people may be inadequate, because not all service users receiving bills get an annual financial assessment.

If the impact on day services means demand is diminished and the service becomes unviable this will be devastating for our users.

Doesn't see properly thought through from a rural perspective, and feels like tinkering at the edges as the main issue in this area (South Lakes) is recruitment and retention of suitable carers under SDS.

Keep the message simple.

Website alone is inadequate for us.

Need audio tapes and braille

Direct correspondence

Publish the information in Local Papers

Write a month in advance of change.

2. What transitional support should be in place?

The County council will need to increase the capacity of Adult Social Care office phone-line staffing if making such contact is the only action advised to concerned service-users. All those with any increase above the Annual Uplift should be targeted for a transitional 'safety net':

incorporating a system of checking that budgeting adjustments have successfully been made by service users so that they are continuing to access all recommended services (this could mostly be at the level of direct service-provision staff alerting finance officers as to any drop off in take-up of services; finance departments would then need to liaise with social work department on such cases and where their database that an individual on a relatively low income has had a relatively large increase in bill)

service users whose bill is raised by more than £20 per week, could be contacted / visited by, say a council social worker, before any further rise occurs – and the service user could have a say in the timing and scale of that next rise (guided by overall transitional period / extent of increase)

Another way for the County council to contact/advise service-users would be for say, Financial Officers, to visit Day Centres (where it is thought by Forum members that there will be a considerable airing of concerns)

For the advice/explanations to get out less directly, County council Officers could attend Homecare providers' team meetings

service users who drop services should have their 'place' kept available (at least for a negotiable period of time) to allow the service user to reconsider and adjust

There needs to be more flexibility and longer time than 12 months to introduce new charges gradually, 3 years would be more realistic, the same amount of time and flexibility for adjustment for all affected, no matter how much they have to adjust their payments.

The period should only be less than 12 months if the person agrees

Transitional relief should be at far smaller increments than £20 a week; this is a very sizeable change for many people with dramatic impact. That a sympathetic approach be taken.

Clients need to be supported by giving each individual a clear forecast and access to relevant sound financial support/advice ('financial health check')

Likely to need financial re-assessment during transitional period which is an admin cost

Questions were raised around who can access transitional support? Who will make those decisions and what criteria will be used to make those decisions?

This information needs to be clear from the start, so those advising know how to advise

There needs to be flexibility (a safety net) built into the proposals to take into consideration changing financial circumstances (disposable income reduced, or property sales for mobility reasons e.g. house to flat, bungalow)
Hardship fund/support needs to be available – who is responsible for these decisions

It was felt very strongly that the unknown % change was a stumbling block and decisions need to be made sooner rather than later to ensure relevant precise advice is given to clients, rather than predictions that can cause anxiety and confusion

It is very important to keep all relevant groups and organisations fully informed if they are being expected to deliver the professional support their clients expect of them!
There is some good work going on around Personalisation, this ties in with that and work could piggyback some of that.

3rd Sector to offer support throughout transition
Stretch of advice services, clarity needed around who to ask and where to go for advice
Council to take responsibility for giving clear information to those they know are now receiving care and will be the first to be affected by the changes.

Use existing networks – 3rd sector could support those with complex cases
Supporting changes to personal budgets, very limited training offered for those outside the Care Sector Alliance, Cumbria – the Council need to look to their professional 3rd Sector groups or orgs.

Twelve month period, but even £20 a week is a sizeable increase for some people.

Hard to say until we know the impact. Too many uncertainties. The impact should be closely monitored with regard to particular groups who are adversely affected and adjust made if necessary.

Will people experiencing a small increase receive the same duration of transitional relief as those with a larger increase?

Financial assessments should be revisited to these people a few weeks afterwards to check the impact and adjustments made accordingly.

Phase in over twelve months

Increases should be applied monthly, no more frequently to enable people to adjust and plan.

3. What information should we publish and include on our website?

Alongside early letters to service users, there should be supporting publicity – so the change is not only felt as a personal impact (as happens with a letter) – and also so that other interested people, including family members of service users, can gain awareness (some of these being more likely to turn to the council website if that is suggested in the publicity).
The publicity could be in February and include:

posters – e.g. “if you have day-care or home-care provided or subsidised by Cumbria County Council, you will be informed about billing changes and can find out more from [phone numbers and website] ... AND please do ask service providers if you have any concerns”

Newspaper and radio articles

Media interviews with council service managers of Adult Social Care

Do not fully rely on website for getting info out to those who need it, use different methods
There should be a clear and easy Link to ‘Fair access to care’

Case studies – good examples for people to compare, difficult scenarios and examples of how it might work

Piggyback onto Personalisation Agenda – Peter Knock contact person to identify support organisations

List of organisations providing support and advice

Link to personalisation and what is happening there

Publish:

Leaflet – with real data and information as soon as possible

Figures of how many will be affected and how many will not

Contact details for organisations ‘trained’ to help, or offer signposting and advice.

Use media appropriately – clear message from County Council

County Council need to give clear instructions/advice

County Council to take responsibility and make proper connections with appropriate organisations to make sure support and advice is available

Link to and circulate the paper “Charging for Community based services- a Guide for the General Public.” and easy-read version

Need a number of clear hypothetical examples demonstrating how people have been affected to which people can relate to be published on the web and in hard-copy. Need to include a very high value package.

Check that all web publications have a Google key word check.

Publish the changes in “Your Cumbria” maybe run for two months

The website is very complicated; it is currently like looking for a needle in a haystack, we need simple clearer presentation on the website, about this and about a variety of issues.

Need for training/briefing and comprehensive literature for those in Voluntary organisations called upon to explain these changes to people after the decisions have been taken.

Website alone is inadequate for us.

Need audio tapes and braille

Understandable for “normal” people, no Whitehall manderinese.

IV. Terms of Reference

*As discussed 6th November 2009 Contributions Policy Guidance Steering Group
Agenda Item 1.*

1. Purpose

The group will provide direction and steer to the Adult and Cultural Services Directorate on development and implementation of consultation and information sharing in respect of the Contributions Policy for the population of Cumbria in respect of Adult Social Care Contributions policy for Adults.

2. Aims and Objectives

- Recommend how guidance on the changes will be passed on to service users, family, care providers and CCC staff
- Develop Format for user led groups and public meetings
- To agree a process to share the message that the method for calculating people's charge for social services excluding long-term residential care has changed.
- Consult on new Cumbria Charging Policy when received
- To assess and evaluate the local implications of options of proposed models of consultation and information sharing and to advise the Directorate.
- To coordinate work streams within the Directorate and through partner agencies, to influence and implement this process.
- Perform Equality Impact Assessment
- Develop recommendations of transitional support potential options with duration and cost for stakeholders to consider.

3. Membership of the Steering Group

Name	Designation
Lorraine Smyth Kieran Barr	Safer Stronger, Cumbria County Council
Peter George	Adult and Cultural Services Cumbria County Council
Susan Renucci	Equality Officer, Adult and Cultural Services

	Cumbria County Council
Mary Tuffin	Adult and Cultural Services Cumbria County Council
Jim Bradley	Cumbria LINK Governing Body/ Hon Secretary Cumbria Mental Health Group
Steve Pollard	South Lakes Carers for Cumbria Carers
Catherine Beverley	Knowledge Manager, Adult and Cultural Services Directorate
Sonia Mangan	Age Concerns
Gareth Coslett	Corporate Communications, Cumbria County Council
Norman Clarke	Mencap
Peter Knock	Adult and Cultural Services Cumbria County Council
Peter Woodhouse	Adult and Cultural Services Cumbria County Council
Julian Legat	Adult and Cultural Services Cumbria County Council /Working Together Network

4. Meeting arrangements and frequency

Meeting frequency will vary as the process progresses, approximately monthly, usually afternoons (dates circulated 6th November).

Papers will be circulated not less than 2 working days prior to the meeting, when under the chair's control.

The Chair will be Julian Legat.

The meetings will be managed and minutes held by Julian Legat, Development Manager.

Apologies should be sent to Brenda Shepherd or Julian Legat.

5. Reporting and accountability

The Group will report progress on a regular basis, with accountability to the Integrated Management Team of the Adult and Cultural Services Directorate.

6. Review arrangements

The Group has been established with a specific, focused remit and is time limited to the period of the implementation timescale.

Julian Legat
Development Manager

v. Interim report of responses 5th January 2010

1. What are the best ways to inform people of the changes?

County Council commit to Identify all, or as many as possible networks that can be used to distribute information, e.g. user groups, existing networks, signposts, those with and those without County Council contracts. Also networks like Cumbria LINK, Action for Health, CVS membership, Third Sector Network, ACT, Disability Network, AWAZ, Cumbria Mental Health Group, etc. Once these groups and organisations are given the relevant information they can cascade it out through their membership.

The County Council needs to offer comprehensive focused training for organisations to provide them with clear information to pass on to their members and clients.

It may be that the changes could impact on the take up of services. Those people who do not take up services, or give up some of the services they previously enjoyed but can no longer afford, will be known clients and need to be monitored by the County Council to ensure there is no deterioration in their health because they may not be getting out anymore. This may lead to isolation or mental health problems such as depression. They must not be allowed to drop through the net.

Where will people be directed for advice? Will County Council take responsibility or will they tell people to get advice where they can?

There is great concern that there will be reduced time to inform whilst waiting for clarity on policy.

2. What transitional support should be in place?

There needs to be more flexibility and longer time than 12 months to introduce new charges gradually, 3 years would be more realistic, the same amount of time and flexibility for adjustment for all affected, no matter how much they have to adjust their payments.

Clients need to be supported by giving each individual a clear forecast and access to relevant sound financial support/advice ('financial health check')

Likely to need financial re-assessment during transitional period which is an admin cost.

Questions were raised around who can access transitional support? Who will make those decisions and what criteria will be used to make those decisions?

This information needs to be clear from the start, so those advising know how to advise

There needs to be flexibility (a safety net) built into the proposals to take into consideration changing financial circumstances (disposable income reduced, or property sales for mobility reasons e.g. house to flat, bungalow

Hardship fund/support needs to be available – who is responsible for these decisions

It was felt very strongly that the unknown % change was a stumbling block and decisions need to be made sooner rather than later to ensure relevant precise advice is given to clients, rather than predictions that can cause anxiety and confusion

It is very important to keep all relevant groups and organisations fully informed if they are being expected to deliver the professional support their clients expect of them! There is some good work going on around Personalisation, this ties in with that and work could piggyback some of that

3rd Sector to offer support throughout transition but advice services are already stretched, clarity is needed about whom to ask and where to go for advice.

Council to take responsibility for giving clear information to those they know are now receiving care and will be the first to be affected by the changes.

Use existing networks – 3rd sector could support those with complex cases

Supporting changes to personal budgets, very limited training offered for those outside the Care Sector Alliance, Cumbria – the Council need to look to their professional 3rd Sector groups or orgs

3. What information should we publish and include on our website?

Do not fully rely on website for getting info out to those who need it, use different methods

There should be a clear and easy Link to 'Fair access to care'

Case studies – good examples for people to compare, difficult scenarios and examples of how it might work

Piggyback onto Personalisation Agenda – Peter Knock contact person to identify support organisations

List of organisations providing support and advice

Link to personalisation and what is happening there

Publish

Leaflet – with real data and information as soon as possible, including figures of how many will be affected and how many will not.

Contact details for organisations 'trained' to help, or offer signposting and advice.

Use media appropriately – clear message from County Council

County Council need to give clear instructions/advice

County Council to take responsibility and make proper connections with appropriate organisations to make sure support and advice is available

- vi. Related questions outside the scope of the consultation
 1. Has the potentially huge impact on demand and supply of services been considered, say if some services are charged for at a higher level than previously and were previously?
 2. How is care and support for people with learning disabilities defined and calculated?

3. How is a joint approach to Health and Social care commissioning currently undertaken?
4. Why are so many changes happening at the same time? It is confusing.
5. How can we influence the percentage?
6. A small number of people have a financial assessment “for life” how will they be affected?
7. Will the impact be assessed by specific conditions or user groups?