



Question 1: Data Protection Notice

To comply with the Data Protection Act and the General Data Protection Regulation (GDPR), we must provide you with information about the personal data you give to us.

This information is set out below:

Rutland County Council is the data controller for the personal information you may provide. You can contact us by phone on **01572 722577**, via email to dataprotection@rutland.gov.uk or by writing to us at **Data Protection, Catmose House, Oakham, Rutland. LE15 6HP**

Your responses will be used so that we can consider public opinion for the review of the Charging for Care and Support Policy. You have the right to remain anonymous, however if you provide your name and/or address or contact details the following will apply:

Your personal data may be shared with other teams within the council in order to provide a service to you, to ensure our records are kept up to date or otherwise where we are required to do so under other legislation. We may share the data with third parties if we are required by law to do so which, may include the Police or Government Agencies. We will not sell your data or use it for marketing purposes without your consent.

We will keep your data for seven financial years. This is in accordance with current legislation. You have the following rights under the GDPR. Please note not all of these rights apply to all processing. Further details on each right can be found on our website (<https://www.rutland.gov.uk>)

- *The right to be informed.*
- *The right of access.*
- *The right to rectification*
- *The right to erasure*
- *The right to restrict processing*
- *The right to data portability*
- *The right to object*
- *Rights related to automated decision making, including profiling'*

If you are not happy with the way the council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office.

Please confirm that you understand this notice before proceeding by ticking this box.

Question 2: Which statement best describes you?

We would like you to tell us a bit about yourself. We won't ask for your name or full address so you can remain anonymous. Please tick one box:

I am a person who uses care and support services and I live in the community.

I am a person who lives in a care home.

I am a resident of Rutland and not currently receiving any care and support services.

I am representing a person who uses care and support services who lives in the community.

I am representing a person who lives in a care home.

I am representing a resident of Rutland and not currently receiving any care and support services.

I am representing an organisation.

Please provide the name of the organisation, if this applies:

Other. If selected: please describe.

Question 3: Do you have a disability? (If you are representing someone else, please answer on behalf of the person you are completing the questions for)

Yes

No

Don't know/prefer not to say

If yes, please chose the statement that best describes you:

I have a physical disability

I have a mental health related disability

I have both a physical and a mental health related disability

I don't have a physical or a mental health related disability

I have a learning disability and/or Autism

Question 4: Post Code

Please provide the first part of your post code e.g. LE15, PE9

Question 5: Applying for a financial assessment.

What we do now

People can apply for a financial assessment by completing a paper form and sending it back to us with supporting evidence. We enter the data into our system and send out a letter setting out the calculation and the charge.

What we want to change

People will be able to apply for a financial assessment by completing an online form and will be able to see their financial assessment details. We think there are several benefits of doing this:

- People will be able to complete a financial assessment online as soon as they think they might need care and support
- People will be able to see an indicative amount of what they might be expected to pay
- People will be able to make informed choices about their care and support knowing the likely charge
- People will be able to see their financial assessment by logging into their account

We want to know how this change might impact you.

Will you (or someone acting on your behalf) be able to complete an online form and access an online account?

Yes No Don't know

**If you had answered no, or don't know, can you tell us about the help you might need?
Please tick one option:**

I will be able to complete a paper form and send it back to you

I will be able to provide the information by telephone

I will be able to provide the information by video call such as Skype or facetime

I will need someone to help me complete the form at the Council offices

I will need someone to help me complete the form in my own home

Other, please specify:

Question 6: 'Light touch' financial assessments

This is a shorter version of a financial assessment. We can use this when a person has significant financial resources but requires support, has a small service or declines a financial assessment and chooses to pay the full cost of their care.

What we do now

We enter the data provided into our system and send out a letter setting out the calculation and the charge.

What we want to change

People will be able to complete a light touch financial assessment online and view their financial assessment details. We think there are several benefits of doing this:

- It will be quick and easy to do
- People will know what they will be expected to pay immediately
- People can choose to complete a full financial assessment at any time
- People won't be asked to provide evidence

We want to know how this change might impact you.

Will a light touch financial assessment be of benefit to you? (or someone acting on your behalf)

Yes

No

Don't know

Can you tell us why you have said yes, no or don't know? (optional)

Question 7: Self-Assessment

What we do now

We don't currently offer self-assessment. This means that everyone must complete a financial assessment and provide supporting evidence. We work out a person's income and deduct allowable household expenditure e.g. utility bills, and any Disability Related Expenditure (DRE). We then arrive at the charge.

What we want to change

We want to enable people to complete a self-assessment, if the person is in receipt of disability related benefits including Disability Living Allowance (DLA), Personal Independence Payments (PIP), Attendance Allowance (AA) or 'new style' Employment and Support Allowance (ESA).

We will assume that everyone in receipt of a disability benefit also has DRE and will apply a set amount of DRE rather than calculating an individual amount per person. We think there are several benefits of doing this:

- It will be quick and easy to do
- People will know what they will be expected to pay immediately
- People will be able to make informed choices about their care and support knowing the likely charge
- DRE can fluctuate so this gives people more stability about their charge
- People can choose to complete a full financial assessment at any time
- People won't need to provide us with as much evidence

Would a Self-assessment be of benefit to you?

Yes

No

Don't know

Can you tell us why you have said yes, no or don't know? (optional)

Question 8: Income

What we do now

We apply the Care Act 2014 rules and regulations. This means that we use the Minimum Income Guarantee (MIG) to ensure that people keep a level of income which covers living costs. This amount is set by The Department of Health and is reviewed annually.

What we want to change

We appreciate that disabilities affect people differently and people's needs vary. However, we need to make sure that we apply our policy fairly to everyone to make sure that no-one is unfairly disadvantaged or advantaged.

We want to know if we should allow certain groups of people to retain more of their income before we apply any Disability Related Expenditure they may have. For example, adults receiving care who are also able to work can increase their income through earnings, which the Care Act says we must disregard. However, adults with a severe disability who are not able to work, can't increase their income from earnings, so we are asking if they should be allowed to keep more of their benefit income.

Which groups of people, who share common characteristics, should be allowed to retain more of their income (above the Minimum Income Guarantee) (MIG)? (please tick)

People with a *severe disability

*a deficit in one or more areas of functioning that significantly limits an individuals performance of major life activities

People with a *disability

*a physical or mental impairment that has a substantial and long term adverse effect on the person's ability to carry out normal day-to day activities

People with a *mild disability

*ability to learn practical life skills, blend in socially, attain reading and math skills up to grade level 3-6, be functional in daily life, have no observable physical signs of disability

None/don't know

Please tell us why you have made this choice (optional)

Question 9: Disability Related Expenditure

What is Disability Related Expenditure (DRE)?

Disability Related Expenses are extra costs that a person may have to pay because of their disability or need. DRE only relates to non-residential care and to people who have been assessed to contribute towards the cost of their care. DRE is assessed as part of a financial assessment.

What we do now

We ask people to tell us what DRE they have, and we consider if this is a 'reasonable' cost. There are some issues in doing so, this is because what is 'reasonable' to one person might not be for another which can create unfairness and lack of consistency. We used fixed rates for some common items such as extra laundry costs. For larger purchases, e.g. a specialist wheelchair which cost £3,600, we would take the average life span of 10 years so the calculation would be as follows: £3,600/10 years/52 weeks = £6.92 per week.

What we want to change

- We will continue to use some fixed rates and these will be detailed in the Policy Appendix, which will be updated annually.
- We want to make sure our policy is clear on what DRE can be included.
- We want to establish if the cost is necessary. e.g. if it's needed instead of personal choice.
- We want to make sure the expense is reasonable e.g. if a suitable item can be purchased at a cheaper price we may limit the expense to a lower amount.

- We will make sure that the expense is directly linked to the person's disability, medical condition, or care need.
- We would check to see if the expense can be met by other means e.g. if it's in their personal budget already or can be provided by the NHS instead
- We want to explain how we will consider requests for DRE that aren't set out in the Appendix

Do you think this approach is fair?

Yes

No

Don't know

Can you tell us why you have said yes, no or don't know? (optional)

Question 10: Waivering charges

What we do now

We don't have a formal process for waivering charges for individuals that are suffering from severe financial hardship or have exceptional charges. Whilst requests are infrequent, it does mean that they are not easy to manage and administer.

What we want to change

We would like to detail a process for waivering charges for individuals that are suffering from severe financial hardship or have exceptional charges, this may be for a set period, in part, or in full.

We would need to understand how the hardship occurred and what steps the person has taken to remedy the situation. We think we would need to consider:

- the household income
- the household expenses
- any debts being paid and how these occurred
- if any money is being spent on addictions or habits and if help is being sought for those.
- if expenditure can be reduced and if steps have been taken to do so e.g. cancelling non-essential spend on subscriptions or shopping at cheaper shops, changing daily habits e.g. reducing daily visits to cafes
- If budgeting or debt advice has been sought e.g. from citizens advice
- How long the situation is likely to continue for and if it is likely to change

Do you think this approach is fair?

Yes

No

Don't know

Can you tell us why you have said yes, no or don't know? (optional)

Question 11: Comments

Do you have anything else you would like to say about the review of the charging policy?

Question 12: Equality Impact

We are committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community and promote and advance equality of opportunity. We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

A. What is your gender?

Male Female I use another term e.g. pangender

B. Is the gender you identify with the same as your sex registered at birth?

Yes no prefer not to say

C. What was your age on your last birthday (in numbers)?

D. Are you a parent or carer of a young person under the age of 17?

Yes no prefer not to say

E. If yes, what are the ages of the children in your care? (Please tick all that apply)

0-4 5-10 11-15 16-17

F. Are you a carer of a person aged 18 or over?

Yes no prefer not to say

G. What is your ethnic group? (please circle only one)

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

Caribbean

African

Any other black, black British or Caribbean background

White and black Caribbean

White and black African

White and Asian

Any other mixed/multiple ethnic background

White English, Welsh, Scottish Northern Irish or British

Irish

Gypsy or Irish traveller

Roma

Any other white background

Arab

Any other ethnic group

H. What is your religion? (please circle only one)

No religion

Bha'i

Buddhist

Christian (all denominations)

Hindu

Jain

Jewish

Muslim

Sikh

Any other religion

I. Which of these activities best describes what you are doing at present?
(please circle only one)

Employee in full time job (30 hours plus per week)

Employee in a part time job (less than 30 hours per week)

Self-employed

On a government supported training programme

Full time education at school, college or university

Unemployed

Permanently sick or disabled

Retired from work

Looking after the home

Doing something else

J. What is your sexual orientation? (please circle only one)

Bi-sexual

Gay

Heterosexual/straight

Lesbian

Other

Prefer not to say

K. Armed Forces and Veterans? (please circle only one)

I am a serving member of the armed forces, including reservists and Territorial army

I am a veteran

I am a member of a current or former serving persons immediate family/household

This doesn't apply to me

END