

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 checked="" type="checkbox"/>	NO	<input type="checkbox"/>
---	-----	-------------------------------------	----	--------------------------

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

.....
.....
.....
.....
.....
.....
.....
.....
.....

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: Bob Livermore (Executive Manager Housing & Property Maintenance Services)
Address: 52 Derby St.
Ormskirk
Postcode: L39 2DF Tel. no.: 01695 585200
Email address (optional): bob.livermore@westlancs.gov.uk

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