

**Consultation on Changes to how we work out how much someone has  
to pay towards their personal budget:**

At present Torbay Care Trust calculate a person's contribution towards the cost of their care using the Fairer Charging Policy. However there needs to be changes in how we work out how much someone may need to contribute from their assessed charge towards their Personal Budget. The following is a passage the document Putting People First.

*"In Putting People First the Government made clear its commitment to personal budgets as part of the move towards the transformation of social care. In the future, people will have more choice and control over how their social care needs are met. In order for this to happen, certain changes need to be made to charging arrangements. One of these changes relates to how a council calculates a person's contribution to the cost of their social care."*

The new Fairer Contribution Policy has been designed by the Department of Health to help us meet the demands of the new policy under personalisation. With Personalisation a person will be advised how much money they will have in their budget to meet their outcomes identified on their self-assessment. The main change Torbay Care Trust has to consider is whether to ask for the contribution to be against all of the personal budget or just a percentage. Torbay Care Trust feel it is appropriate to ask for a contribution against the whole of the budget as this more realistically reflects the true market price for services. People will continue to be assessed against their ability to pay under the current charging policy and the outcome of this financial assessment will then be applied to the Personal Budget.

This questionnaire is not meant to cause you any concern, but your help in completing and returning it would be very much appreciated by the Care Trust. I enclose a SAE and a feedback form and would be grateful if you could return it by.....

If you are at all worried or concerned, please telephone us on 01803 219773 and we shall be happy to help in any way.

Thank you in advance for your co-operation. It is only by listening to the views of our customers that we can ensure our services meet the standards you have a right to expect from Torbay Care Trust. Your reply will help influence the development of our future service strategy.

The purpose of this consultation is to allow people to understand the impact of changes to the Financial Policy prior to implementation

### Client Feedback Questionnaire

*As part of our commitment to improving the service we provide we would be grateful if you could help us by completing this form and returning it in the enclosed envelope (you do not need a stamp). Please be assured that the survey is completely confidential and unless you complete your details at the end, we will not know who has taken part.*

Date Issued:

Q1. We believe to help people make choices in how their Personal Budget is spent they need to be able to compare like with like. Therefore we will need to remove any subsidies previously offered so the true market value can be compared. Do you think it is right to ask for any contribution that is asked for to be against the true or real cost of the service?

PLEASE TICK ONE BOX

- ☐ Agree
- ☐ Disagree
- ☐ Undecided

Q2. Under the new proposals, other than those individuals who are assessed to pay for their services in full, approximately 20 people will see an increase in their contribution. At present the proposal is to implement these changes and the new Fairer Contribution policy from July 2011 and we feel it is appropriate to have a transitional period for those people whose contribution would increase, ie their charge will not increase until April 2012. Do you feel that this is an appropriate transitional period?

PLEASE TICK ONE BOX

- ☐ Happy
- ☐ Unhappy
- ☐ Undecided

Q3. At present the amounts we use to calculate disability related heating costs has been in place since 2002. We are looking to update our figures in line with those used by the National Association of Financial Assessment Officers (obtained yearly from the Government's National Statistic's Department). We believe our figures are out of date as fuel prices have risen considerably since 2002, we currently base the average yearly consumption for all electricity, gas, and oil at £600 based upon 2002 rates, however we feel it would now be appropriate to use National figures to ensure consistency. How do you feel about this?

PLEASE TICK ONE BOX

- ☐ Happy
- ☐ Unhappy
- ☐ Undecided

Thank you for completing this questionnaire. Your responses are completely confidential. However, if you would like us to contact you to discuss any of the issues raised, please complete your name and address below.

**IF YOU DO NOT REQUIRE US TO CONTACT YOU PLEASE LEAVE THIS SECTION BLANK.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_