

**1. Do you agree or disagree with the proposed change that Brent Council should charge for all non-residential social services that could form a part of a personal budget, instead of just charging for home care services?**

Responses:	count	% of responses
Agree	32	20.6%
Disagree	62	40.0%
Neither agree or disagree	61	39.4%
Total Responded to this question:	155	100.0%
Total who skipped this question:	7	
Total	162	

**2. Can you suggest some other ways that Brent Council can adopt in order to ensure that everyone is treated equally?**

Responses:	count	% of total
Valid	56	35%
No reply	106	65%
Total	162	100%

**3. Do you agree or disagree that Brent Council should use the actual cost of providing non residential services to work out how much a service should pay instead of the average cost?**

Responses:	count	% of responses
Agree	46	29.5%
Disagree	48	30.8%
Neither agree or disagree	62	39.7%
Total Responded to this question:	156	100.0%
Total who skipped this question:	6	
Total	162	

**4. Can you suggest any other ways that Brent council could use to assess a service users contribution to the cost of non-residential social services?**

Responses:	count	% of total
Valid	43	27%
No reply	119	73%
Total	162	100%

**5. Do you agree or disagree that Brent Council should put in place a transitional arrangement of equal monthly increments over a 12 month period?**

Responses:	count	% of responses
Agree	52	32.9%
Disagree	51	32.3%
Neither agree or disagree	55	34.8%
Total Responded to this question:	158	100.0%
Total who skipped this question:	4	
Total	162	

**6. Can you suggest an alternative transitional arrangement that could be put in place in moving from the current policy to the future policy?**

Responses:	count	% of total
Valid	37	23%
No reply	125	77%
Total	162	100%

**7. What other ways do you think Brent council could use to communicate the services it offers and their costs?**

Responses:	count	% of total
Valid	42	26%
No reply	120	74%
Total	162	100%

**2. Can you suggest some other ways that Brent Council can adopt in order to ensure that everyone is treated equally?**

I think that everyone should be able to contribute a certain amount that mean that whether they use that service or not or is not part of their personal budget. The cost of each service should be highlighted to everyone so that every one knows what the cost of the service is. Also make sure every one has to pay a minimum amount this affordable to everyone based on their financial
I do not know about other ways but I am living alone, very ill, I can't afford it to pay extra and I need support from home care. Also suffering in lung disease and many more diagnose
Personal assessment
Don't know anything about it as the care manager did not cover this ( Ms G) when my son was reviewed in October . He needs to be assessed again I don't know when , only then I may be able to
Equality meant that every one pays the same amount if some get the service then all should get the services means justify is and should be about , a should disabled people as of hour they
I am totally disabled and my daughter who is over 71 yrs also have to do every thing for me . charge me for sending a woman to give me a bath every day and I have to pay for this which is
I personally will like to revived the help and attention I deserve and paying as an elderly person. Etc personal care um for all human beings. When you are unable to do for yourself this help is needed.
Don't Know
Good service to the elderly people some help and care for the weaker people
Everything was ok as it was
It's impossible to satisfy all equally each person has his/her own personal needs
Most users pay huge amounts in council tax and are vulnerable. It is therefore unfair to charge the vulnerable. This should be seen as an extension of a National Health Service / plan for the elderly
Charging according to their income means everyone is treated equally
People with more or less money should not be treated any different. May be care can be but it is unfair to discriminate against individual financial basis. care or combine staff to for more patients
As state retirement pension income £84-02 plus pension credit £14-93, I pay nil contribution, I have
Check everyone cased making sure to be fair with all. Cos I pay gas, electricity, waters, GP told me to buy shoes support. To help me with my feet (lots of pain) I buy heated plasters for by back (1 a
Some people do not pay and then people pay a lot of money I do not think that this is entirely fair
I think each person should pay towards the cost of the care they receive. Depending on their income some receive more care than others, like where I live. Why should 40 people in the same building be charged the same. Not every one receives the same amount of care and support
People that are fit to work should be incentivised so that their work income will always mean they are substantially better off working and not penalised for working because they need care
Compare income vs. outgoing
Actually I feel that the council should take a consideration the condition and situation of people. I have read all the pages, and is confusing.
I want thing stay say Sam
Social care should be free like it is in Scotland!!!
A greater review of each user plus listen more to the views of the cares
Let Brent council take control over payments
Keep present plan
Everyone should be treated according to ones budget and how much of the service can be utilised
Everyone should be treated equally not according to their finances

I would like to suggest, service user to be charged on an hourly rate , because my son stays only 3 hours at a time for twice a week, therefore it is for him to pay the hourly rate and not the whole
People are not treated equally - when they have saved all there lives - you take more money from them than people who have it. Worked so hard and looked after the money
1 on a personal point of view - 2 feel that it is terrible that we are asked to pay for these services because most of us have worked most of our lives contributing to health service and automatically taken from our pay - I worked my self until the age of seventy two- life is extremely different for us all - all house hold expenses continue to rise - heating lighting food etc - personally I could pay
Your proposal will leave disabled person in severe financial hardship. Setting the basic level of income (i.e. income support plus 25 percent) does not recognise disability needs of disable person. Therefore basic level of income should be 100 percent of income support i.e. income support plus 100 percent. How you can save more? Have one chief executive for the two council like other
Do not charge so much, we all should pay £10.00 ph that is enough for all concerned if is only a few hovers a week. Daily care - personal care should be charged a different rate £7.50 ph
Let the very rich people pay for it - they got the money
I think if you have lived and worked in this country ( in my case over 45 years) have contributed through your taxes for over a period of 20 year you should not have to contribute in your old age regardless unless you have an income or have savings well over an average amount
Recover the £17 million pounds lent to the republic of Iceland. Pay no Brent employee more than the annual salary paid to the prime minster
I can't think of any other suggestions but people can't be treated the same!
Age should be taken into account
I think I pay a lot consider there is very little I can do for may self. I think you penalize service user for being disable. As we are the most targeted in all these cut backs
Sorry no suggestions
To make sure it is a equal scale so every feel comfortable and not on easy. Make it. Some pay more some pay less, some there more to be done, or less and there is problem. Just to have best
no changes
Will depend on individual circumstances
Every one assessed on their income, taking into consideration their rent and service charges. Before working out what contribution they can afford, because they are placed in housing by Brent
Financially access each individual as you do now. And charge according to the amount of care each person gets and not a flat rate for each person
I do believe everyone should be assessed individually
First of all I would only like the home help on Monday, Wednesday and Friday mornings. I am slowly, but surely getting better. He only comes in for 45 min in the mornings only
Everyone assessed for how much care needed and how much they can afford to pay. Not a flat rate
Means test each person and assess how many hours they need
They have cut down a lot of things
Funding a way of adopting a plan to keep both services for both criteria.
Reduce the wages of the top highest paid 15% of council staff and use the money to subsidise the poorest residents' community services. To ensure equalities, work out how much money from their council tax is used to provide services to the poorest groups, and how much to provide wages,
Ensure that cost of care provided by families, e.g. loss of earnings are recognised as disability related expenses. Don't discriminate against carers who choose to work. Don't discriminate against people who have a learning disability/autism, rather than an obvious physical disability

There are lots of things in Brent that are unfair and so we am baffled by this sudden urge to be fair in this particular area. With this proposal what would be fair is if: 1) unpaid support provided by family members to ADULTS with Learning Disability was costed out and taken into account. 2) Brent are able to guarantee and monitor quality of service in the community in a way that clearly demonstrates value. When services are free people put up with a certain level of complacency. The minute there is an associated financial value then people will make value judgements. Meals on Wheels service provides ample evidence. As it is it feels like the council is doing everything it can to reduce demand. 3) council being open about the objectives underlying this proposal. Stop saying

These questions are not very well constructed - this one has many different elements that you are asking opinion on - I might agree with personal budgets but disagree with charging - the question is presented to get the answer you want not to seek customers opinion. Therefore i am typing

Charges should reflect the quality of the service as assessed by its recipients.

**4. Can you suggest any other ways that Brent council could use to assess a service users contribution to the cost of non-residential social services?**

They should work out the actual cost every financial year to enable any increase in cost of care to be reasonable for that year with any vat rise or any other extra cost to be calculated accordingly. To
I think they should review people personally by visit and find out their needs, every service user have different health matters, so there for need to be taken by consideration. I personally need
As stated on previous page
The service user should not be asked to make a contribution. This leads to on a person who has always claimed benefit would get the service for free but a person who has always paid full council
The non resident services should be free
Don't know
Help if only where it is necessary
How much a client can afford to pay
No
None
Do not support charging the elderly who are in desperate need of this vital service
Look into the careers service cos together with the agencies they are not doing a satisfying job. The clients they are not happy with the way are getting bad service. (Not arriving in time, and not letting
I do not want to use direct payment because I am sure this will cause difficulties for me. I wish to keep the method whereby the council arranges all the care and needs as has traditionally happened
NO
My name is Ms S. I receive a social service for a shower every other week, and I pay £77.48 per hour. I suffer form sever osteoarthritis with difficulty I can sign letters. I am 90 years of age my
Home carers - it would be better if the person receiving the care is not charged a flat amount per week, sometimes carers do not turn up, therefore the client should not be charged when they do
They can assess how much contributions are made throughout adult life and then charge the user
Provide more carers (creating jobs) quite a number of services users are losing out on carers not turning up, and it is causing financial stress. This service should be monitored, around a 6 month period. Brent social service is losing out a lot resources, compromising people care especially those
As before - everybody wants the best care for themselves - as the cost of living goes up and up - people who have a bit of savings are punished by paying more in contribution - when I'm sure they
Consideration of individuals need and circumstances i.e. heath and safety problems falls etc - difficulties of housekeeping and such - no one should feel discarded because we are old and
By setting the basic level of income enough to meet the needs of disabled person e.g. income support and 100% your proposal of basic level of income + 25% is too low which will deprive disable
You can't compeer some people only need help with shopping 2 hovers weekly
Whether you attend one day or five, charges should be no more hat £5.00
By personal interview previously arranged
Most elderly people have worked and paid taxes all their lives and now they are old they are expected to pay for their care. I think elderly people should just pay a standard charge towards
I don't know enough about social policies to think of other methods!
Age should be taken into account
Sorry no suggestions
Some non residential have the contributions can afford, but expect the council to do everything and not fair because council have help everybody. Not fair on council (service users) some can afford council should provide social worker to help look into that forum. So carers can be paid more, and
no changes

DM suffers from dementia so cannot contribute to filling this form in any way or form
According to how much money a person has in the bank
I think it should be an average cost because not everyone should pay the same. As they do not all
none
Not everyone needs the same hours so why should everyone who has no saving and claims benefits pay the same. Some people need 10 hours a week and other may need 15hour pw.
No idea
Making the current system work by using similar system as now, so that it would be easier for the
Paying according to how much money would be left for a decent life. Working out how to remember there is no such thing as a service user, (hideous phrase) just old, frail, disabled bewildered people having to decide whether to pay out of their £132 pw or remain utterly alone all
Make a full and fair assessment of all living costs, then take into account all additional expenditure related to disability. Otherwise those with very high support needs will not be able to afford the
Some account could be taken when assessing the contribution of the free help given by family members, particularly those drawing a pension and unable to draw carers allowance. I am sure that a
It will push most service users towards the cheapest provider whether that adequately meets their needs or not which in turn will lead to deterioration in quality of life. In worse cases, public will
HAVE a variety of service providers that can propose what they would charge - an element of competition with close monitoring of standards - make the customer the important decision maker
The contribution should reflect the quality of the service.

**6. Can you suggest an alternative transitional arrangement that could be put in place in moving from the current policy to the future policy?**

No the 12 months is reasonable and breaks down the payment and they won't have any hardship as it's a fixed amount each month
I am very satisfied with Brent home care and carers, helpful
Form day 1 people should not loose out by these changes as could cause
They should not and make the service for people like us free
Set a future start date issue notice to service users of the change
Disabled people should be helped with care
NO
None
Very concerned about the monthly increments. I am petrified of the potential of rising monthly costs!
I neither agree or disagree but for those who have no choice to pay addition would probably benefit from transition payment. They could be given option to reduce are slightly to avoid care payment.
I think I should pay what I can, towards the care and support I receive. Each individual's income is different, as some people have occupational pensions and other rely on state benefits only. I also think some people can op out of care cost if they are not receiving care or support.
Again there should be incentives for people who need care to work if they can, so no one is worse off or only a little better off by working and paying towards their care
No
I can not suggest any policy reading again and again the 13 pages are vey confusing. Neither the examples. I'm very concerned how the proposed changes affect me personally. I cannot see in the web as you suggest
Maybe suspend the payment request for a few months, giving the client more time to find the money
Keep present policy
An advocate should be put in place to advise and help service user make decisions
Should be invested first and then access for all service users in Brent and around the borough
Yes, by sending us all the relevant information and ensuring that the fund will be paid in advance, before directly making payments forward the service that my son is using , in this case is the day centre
This is to hard to understand
Why make it transitional
If you are taking away a disabled persons part of disability living allowance (personal care past) it does not matter. How you destroys that person life. So there is no need for you trying be nice

I do not use presently the service since last year
No more than £5.00 per week
Advice client well in advance of any proposed increases
I can't think of a system that is cheaper, more cost efficient to the client, changing for the current policy to the future policy!
Do not understand this so I am not sure how to answer these question are not for me
Have a regular meeting with agency and carers, and social workers to help client that are vunnerebal and have no one to help and have are confused. And feel less helpless. Main thing is the communicating level: clients feeling lost
no changes
no
Everyone's income is different
none
No idea
If it means staff positions. Fine if not no . Don't want to lose any more staff than has been.
You appear to have made a decision already; so this is not a real question. How is helping a transition from relative to absolute poverty, to be done helpfully or with compassion? "incur an addtional payment increase of £13 pw?" "correct contribution"?? What you are asking is, "shall we take from the poorest and most frail money they don't have now or in a year?" Using pompous language doesn't disguise the disgusting subtext, sorry.
No - I don't agree with the higher charge
The transitional arrangement just takes account of the financial impact in the first year. What about subsequent inflationary increases in charges? Can't because the whole proposal is ill considered and unfair.



**7. What other ways do you think Brent council could use to communicate the services it offers and their costs?**

Not as much paper work would be good
best
Put an article in Brent magazine of the fixed proposed changes for 1st August 2011. So every one can have a read and it's well communicated. Also letter or posters or leaflets sent out to people on the service about how it would affect them after the changes. And updated changes communicated t each service user by form of leaflets
I would prefer if they communicate with me about any changes by visiting me at home where I live. I would explain my situation personally. I would like to prefer if they can sent me someone who speaks Urdu that would make much easy for me.
Sorry, I can't give any opinion as explained over leaf, I'm in the dark about this. I need to hunt down social services again as to ask about it.
Net everyone has access to the web or to computers letter would usually be enough
me
Have a communication box on the invoice
Mail
will not be representative of people's true feelings because the questions are so difficult to understand. Please amend in future. I suspect that change will be made irrespective of our choices
have face to face dialogue with council officers. It is rather insensitive for the council to expect pensioners disabled etc, to make a journey to the north of the borough for a meeting. Those of us in the south are therefore at a disadvantage. It appears that a decision is already made. Why consult??
By writing every one directly
with to it are limited to payment. Other suffer from not so complex conditions receive more money or help
By post messaging
I think that it is better to write to people because a lot of people are not on the internet and even if they are do not have a computer a home
Letter would be best if not by phone
Email
good idea to have this information on posters, and flyers for clients to read when they visit Brent buildings
paper. As I have mention before the only social service I receive is I have the shower lady come every other week. I am very worried that the changes can affect me. I would be grateful if you could let me know.
By post, I'm 91 and don't have a computer of any kind
In the Brent magazine. Via email ( for those who have internet). By leaflets.

workers who will then explain with us in black and white , because the support worker are the people we regularly see.
people, I for one have been very ill and unable to go to any of the meetings - therefore I really do not understand your letters on pre payment cards. I have been told as I missed the meetings you cannot spare the time to explain all the changes. I am very nervous as to what is going on, if I do the wrong thing will my mother suffer, also how do I pay the tax etc.
out of their visits then at the end they have also to write up each task they have performed in total these two items are taking up to ten minutes of our time why can't they just write up on the first visit and write ditto for the rest. To end this I would like to say I have had wonderful carers - but is very sad to see their struggling to keep up with the demands of travelling from one client to the next - in my road there are two of us receiving care really is one carer required to visit us both often they care asked to travel from Kilburn to Harlesden and the bus services are also abominable I know travelling time is paid to them and no time allowed for?
physical disability (e.g. cannot speak, read website) make the impossible to us. for council to save money
By letters. Ps over 70 year of age you should charge as I suggested £10 or £7.50 over 75 years of age regardless of income a flat £7.00 ph that is enough!
computers. Every disabled person in this country should be entitled to attend a day centre if they wish to without them coming into a criteria. it is there given right to do so
We do not see the justification for increasing client s contributions. When Brent is owed £17million by Iceland
Internet - Brent council website
Information in local papers, local radio stations, letters to home care customers. Also leaflets to day centres e.g. for elderly or disable or to libraries!
Only borough social services
You could also use local surgeries (DR) to advertise and promote the real cost as the surgery is often the most contact service user visit. Produce a easy read leaflet also and instructional video on your new website would be helpful to convey the message
I think at the moment service users like myself our money fluctuates form one month to another , and if you housebound (semi) and have stressful when you are worried cannot pay because something else comes up e.g. gas electricity , water, things for school e.g. trips and when there on holidays. You get very anxious
because some them ask carers, and carers are lost to, to help especially if a client is on there own and confused
no changes
From Mr G, Willesden Green London

Keeping regular updates as they are monthly quarterly yearly - however they are done at the present time

current experts such as community groups, charities, tenants associations and ward councillors to raise funds to develop such services. Stop presenting everything as decisions made by council workers and begin asking and having face to face discussions across the communities about how to utilise their strengths.

Make sure all charges are made clear at the time the assessment is carried out, and then made clear again when the service is proposed to the user. This will need to be in a variety of accessible formats, not just on the website.

Your proposals seem adequate.

Whatever the communication channel using plain English and getting a focus group to comprehend the content would be a good start.

A special effort to train people at the onestop shop as my experience in the past is that the information is hit and miss.

## Fairer Contributions Policy (Personal Budgets) consultation

survey start date: 11-Apr-11  
survey close date: 04-Jul-11

### **Responses:**

Paper	152
Online	10
<hr/> Total	<hr/> 162