



Norfolk County Council

Norfolk County Council's proposal to charge an arrangement fee for people who self fund their care.

Easy Read version.



**Some of the things in this paper
are not easy to understand.**

**You may need help from someone
to read it.**





Council

Norfolk County Council is responsible for a lot of things in Norfolk.



Library

Services such as libraries, the fire service and recycling centres (and lots of other things too!).



To do this, we spend over a billion pounds each year.



We must be sure the money we spend matches the money we get in.

This is hard to do at the moment.



Things are getting more expensive. The money we get in isn't covering what things now cost.



We need to save money by cutting what we spend. We have been saving money between 2011 and 2023. However, we need to save another £41.5 million in 2024.



We have already asked people about our budget and council tax rises in October 2023.



However, we got less money from the government than we thought we were going to get this year.



We have £4 million less than we thought we were going to have this year.



So we need to save some money, by reducing what we spend.



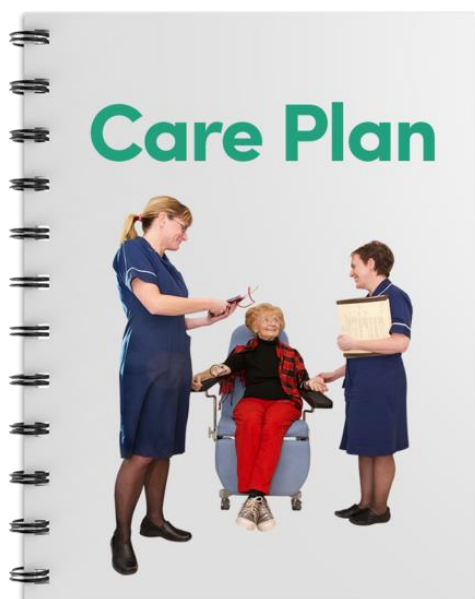
We want to hear what you think of one of the ideas we have to save money.



Our idea is about adults who pay for all of their own care.



Adult Social Services look after people with care needs in Norfolk.



This includes things like helping people at home or at a resident's home, going on trips or preparing meals.



Some people have to pay for all of their own care.



A test to see how much, if anything, people have to pay is called a **'financial assessment'**.



Usually, the test will say that if someone has more than £23,250 in savings, they have to pay for their care and are known as **'Self-funders'**.



The Care Act 2014 says that Norfolk County Council can charge an arrangement fee.



However, we have not done this before.



Our idea is to start charging Self-funders an arrangement fee.

The charge would be a flat fee:

£20.45 plus VAT for finding care only.

£65.91 plus VAT for finding and then arranging care. (This will be charged every time a person wants to change who provides their care).



Ongoing charges will be seen on the four weekly invoices for care. At the moment that would be **£10.09** plus VAT. Over a year this would make **£131.20** plus VAT.



We will look at these charges every year and make changes if we need to.



Councilors will have to agree to charge Self-funders an arrangement fee at a meeting called in the council called **Cabinet**.



If they do agree, Self-funders will only be charged **after** Norfolk County Council decide to go ahead with this idea.



This means Self-funders won't be charged for care they've received in the past.



But they will be charged if they change care providers once the council have changed the rules.



If this idea went ahead, it would provide an extra £200,000 a year to Norfolk County Council.

We would like to hear your views on our proposals.

You do not have to answer all of the questions, only the ones you want to.

Please send us your response by **17 May 2024**. (We may not accept your response if we receive it after that date).

Tell us what you think

Question 1. How often do you receive a service from Norfolk County Council Adult Social Services?

Please tick one box



Daily

Weekly

Monthly

A few times a year

Hardly ever

Never

Question 2. Will the proposal directly affect you?

You will be charged if you are a Self-funder, a Self funder is someone who has more than £23,250 in savings and/or capital.

Yes

No

Question 3. How far would you agree or disagree with our proposal to charge an arrangement fee for people who self-fund their social care?

Please tick one box



Strongly Agree

Agree

Neither agree or disagree

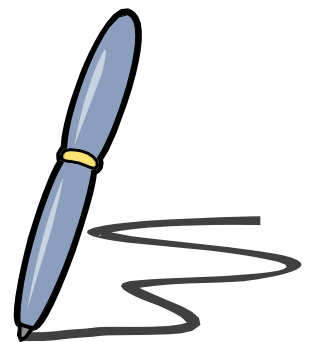
Disagree

Strongly disagree

Don't know

Question 4. Please tell us more about why you chose that answer and whether you have any other comments on the proposals, using the box below:

Please write your answer in the box below:



About you



Please tell us about yourself.



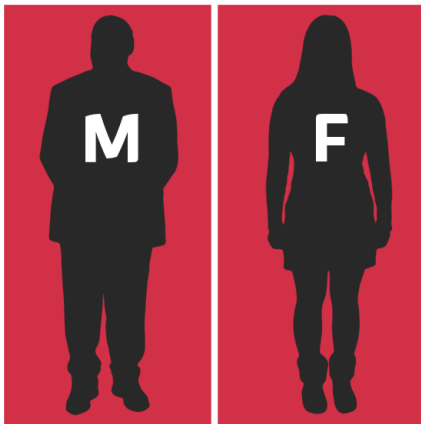
This will help us to make our decisions.



We will keep your information safe. We will not share it with anyone.

Question 4. Are you?

Please tick one box

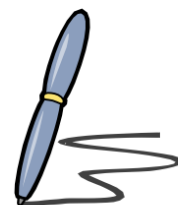


Male

Female

I prefer not to say to tell you

I prefer to describe myself as...
(please write it here)



Question 5. How old are you?

Please write your age in the box below

A large, rounded rectangular box with a black border, intended for writing an age. On the right side of the box, there is a blue pen icon with a yellow band and a black squiggly line representing a signature or writing.

Question 6. Do you have any long-term illness, disability or health problem that limits what you can do in a day?

Please tick one box only



Yes

No

Prefer not to say

Question 7. How would you describe your ethnic background?

Please tick one box



Asian or Asian British

Black, Black British, Caribbean, or African

Mixed or multiple ethnic groups

White or White British

If you're from another ethnic group please write in the box below:



Question 8. What is your first language?

Please tick one box



English

If another language is your first language please write the name of it in the box below:

A large, horizontally-oriented rounded rectangle with a thick black border. Inside the rectangle, on the right side, is a simple illustration of a blue pen with a yellow band and a black nib, with a few wavy lines below it representing ink.

Question 9. Which area of Norfolk do you live in?

Please tick one box only



Breckland

Broadland

Great Yarmouth

King's Lynn and West Norfolk

North Norfolk

Norwich

South Norfolk

Question 10. Are you currently...?

Question Which area in Norfolk do you live in?

Please tick one box only



Employed (full time)

Employed (part time)

Self employed

Unemployed

Student

Looking after the family home

Long term sick

Retired

Question 11. Did you answer these questions as...?

Please tick one box only

An individual / member of the public

On behalf of a voluntary or community group

On behalf of a statutory organisation

On behalf of a business

A Norfolk County councillor

A district or borough councillor

A town or parish councillor

A Norfolk County Council employee

How to have your say



Fill out this consultation online at **www.norfolk.gov.uk/consultations**



You can send this form to the council for free by sending to:

**Arrangement Fee Consultation
Freepost Plus RTCL-XSTT-JZSK,
Norfolk County Council, Ground
Floor - south wing, County Hall,
Martineau Lane, Norwich,
Norfolk NR1 2DH**



If you need this form in a different format or would like to email your feedback to the council, you can email **haveyoursay@norfolk.gov.uk**



You can call 0344 800 8020

Next Steps



This consultation closes on **17 May 2024**. We won't take responses past that date.



The County Council will consider what people have told us about this idea in Summer **2024**.



Norfolk County Council