

Dear

**RE: Your views on our proposal to change the way we work out how much people pay toward the cost of their non-residential care services**

Last year we asked people for their views on changing our charging policy. This sets out how we work out how much people need to pay towards their adult social care services.

We are now proposing to change our policy again. This is because we need to make savings so that we can continue to meet people's care needs. We have to get the right balance between spending money on people's care needs and spending money that helps people live well and independently in the community.

We are writing to you because our records show that our proposal may affect you.

Please read the information below and then tell us your views about the changes we are proposing.

## **What is disability related expenditure?**

When you pay for your non-residential care we look at what you can afford to pay.

Some people have to pay more money for things because of their disability, illness or mental health condition. We call this disability related expenditure or DRE. Here are some examples of disability related expenditure:

- A community alarm system
- Paying for your bedding to be washed more often
- Having a larger water bill, to pay for more washing or for dialysis
- Spending more on your weekly shopping because you have a special diet
- Paying more for heating as you get cold very easily.

We take the amount you spend on disability related expenditure into account when we work out how much you have to pay towards your non-residential care. Disability related expenditure reduces the amount we ask you to pay.

## **How disability related expenditure works now**

Currently we assume that everybody who has non-residential care has some disability related expenditure. We therefore use a standard amount of £7.50 a week when working out how much to ask you to pay.

This means that even if you don't spend £7.50 a week on your disability needs we still take that amount off your care bill.

If you spend more than £7.50 a week on your disability needs you can show us your receipts, bills or bank statements. If the amount you spend on disability related expenditure is more than £7.50 a week we will take the actual amount you spend into account. For example, if you are actually spending £10.50 a week on your disability related expenditure we will take £10.50 off your care bill.

## **What we might change**

We are proposing to stop using a standard amount of £7.50 to work out how much you have to pay. Instead, we would take the amount that you actually spend into account.

## **What would happen if our proposal went ahead**

If our proposal went ahead we would write to you and ask you to fill in a form telling us how much you spend on disability related expenditure. We would ask you to show us evidence of how much you spend – this could include receipts, bills, invoices or bank statements. We will then take the amount you actually spend on disability related expenditure into account when working out how much you need to pay for your care.

If you spend more than £7.50 a week on disability related expenditure we would ask you to pay less towards your care.

If you spend less than £7.50 a week on disability related expenditure we would ask you to pay more towards your care.

If you don't have any disability related expenditure we would ask you to pay more towards your care.

If you spend money on disability related expenditure but don't fill in the form we would ask you to pay more towards the cost of your care.

If you receive a direct payment to purchase your own care you might have to change the amount you contribute to your personal direct payments account.

If you do not pay anything at the moment, you might have to start paying towards the cost of your care.

If our proposal went ahead we could save £400,000 in 2018/19.

**People who have disability related expenditure can claim for all of it and, under the way we work out how much people have to pay, everyone is guaranteed a basic level of income to live on.**

### **What happens next**

There won't be any changes until the consultation is finished. If we decide to go ahead with our proposal then the amount that some people will need to pay will change from April 2018.

If the proposal goes ahead we will write to you and ask you to fill in a form. We can then work out how much disability related expenditure you have. We will then take this amount into account when working out how much you have to pay.

**Remember: This proposal has not been agreed yet. Before we make a final decision, we want to hear how the proposal could affect you. You can find out more about the consultation at [www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget)**

### **Give us your views**

We need your view on this proposal by **2 January 2018**.

You can have your say:

- By filling in the feedback form at the end of the letter and sending it back in the pre-paid envelope that came with this letter.
- If you lose the pre-paid envelope you can send the feedback form to:  
Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, Norwich NR1 2DH (**You do not need to use a stamp**)
- Online at [www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget)

- By phone on **01603 638440**

### **Extra help to respond**

If you need support responding to this consultation please ask your care worker if you have one, or let us know on 01603 638440 and we will do our best to help.

We appreciate you taking the time to help us with our consultation.

We apologise if you receive this information more than once, but this may happen because other organisations who provide care on behalf of the council and carers may share a copy of this with you, too.

Yours sincerely



James Bullion  
Executive Director Adult Social Services



If you need this document in large print, audio, Braille, alternative format or in a different language please contact us on 01603 638440, Text Relay on 18001 0344 800 8020 (textphone) or email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk) and we will do our best to help.

## Consultation feedback form

To give us your views, please fill in this form and send it back to us at the address at the bottom by 2 January 2018.

### Have your say

1. **What do you think about our proposal? How, if at all, do you think that the proposal might affect you?** Please write in the box below. You can add an extra sheet if you need to:

2. Please tick (✓) all that apply to you:

I would be affected by this proposal

I care for someone who would be affected by this proposal

3. Are you...? Please tick one only (✓)

Male

Female

Prefer to self-describe (please specify below)

Prefer not to say

If you prefer to self-describe please specify here:

4. **How old are you?** Please tick one only (✓)

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85 or older

Prefer not to say

5. **Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?** Please tick one only (✓)

Yes

No

Prefer not to say

6. **Are you an informal (unpaid) carer for someone who has a long-term illness or health problem?** Please tick one only (✓)

Yes

No

5. How would you describe your ethnic background? Please tick one only (✓)

- White British
- White Irish
- White other
- Mixed
- Asian or Asian British
- Black or Black British
- Chinese
- Prefer not to say
- Other ethnic background - please describe below

6. What is your first language?  
Please write your answer here:

Please put this form in the prepaid envelope that came with your letter.

If you lose your prepaid envelope, send this form to:

Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NORWICH, NR1 2DH **(You do not need to use a stamp)**

**Your opinions are valuable to us. Thank you for taking the time to read this letter and respond.**