

Self-Funding Arrangement Set up Fee Consultation Report

Consultation on proposed new Self-Funding Arrangement Set up Fee for all new Self-Funders.

Consultation dates: 6 February - 7 April 2024

www.kent.gov.uk/adultsocialcarecharging



Self-Funding Arrangement Set up Fee - Consultation Report

April 2024

Table of Contents

Executive summary	3
1. Introduction	4
2. Consultation process	5
Preparation for public consultation	5
Promoting the consultation	5
Making the consultation accessible	5
Engagement with the webpage	6
3. Consultation responses	7
Respondents	7
Consultation responses to our proposal	9
Equality analysis	12
4. Next steps	13
5. Appendix 1 Demographic data from 'About You' equality monitoring questions ...	14
6. Appendix 2 – Word version of consultation questionnaire	17

Executive summary

Kent County Council (KCC) have undertaken a public consultation to gain feedback on proposed changes to the policy for chargeable care and support services provided or arranged at home and in the community.

43 responses were received, with the below breakdown showing the extent to which they agree or disagree with the proposal.

How much do you agree or disagree with the proposal to introduce a new Self-Funding Arrangement Set up Fee for new self-funders?	No. of responses	% of responses
Strongly agree	5	12%
Tend to agree	16	37%
Neither agree nor disagree	2	5%
Tend to disagree	2	5%
Strongly disagree	18	42%
Don't know	0	0%
Total number of responses	43	

Following analysis of the feedback the main themes from the open questions were that some people felt it was fair and reasonable and others disagreed with the proposal.

Six themes were identified within the feedback. The below breakdown shows the number of responses for each theme. Some responses mentioned more than one theme, so the total number of responses is higher than the total number of questionnaires completed.

If you have any comments on our proposal, please share these with us below:	No. of responses	% of responses
Theme		
Fair and reasonable proposal	10	40%
Disagreed with the proposal	8	32%
Implementation of the proposal will have a negative impact on people's wellbeing	3	12%
Implementation of the proposal will have a negative financial impact on people	2	8%
KCC should provide further information about the proposal to new self-funders at the time of arranging care	1	4%
The proposal is discriminatory	1	4%

Example quotes from consultee's responses, including those on the Equality Impact Assessment (EqIA) have been included in section 3 of this document. Responses will be used to review and update the EqIA.

This report and the updated EqIA will be presented to KCC's Corporate Management Team's Strategic Rest Programme Board and then included in a report to the Adult Social Care Cabinet Committee on 15 May 2024. Following these meetings, a decision will be taken by the Cabinet Member for ASCH.

This report and the decision will be made available on the consultation webpage www.kent.gov.uk/adultsocialcarecharging.

1. Introduction

From the 6 February to 7 April 2024, Kent County Council (KCC) consulted on a proposal to introduce a new Self-Funding Arrangement Set up Fee for all new self-funders who would like KCC to negotiate, arrange and manage care and support services with care providers on their behalf. This one-off set-up fee would be in addition to the existing annual Arrangement Fee paid by all self-funders.

KCC provides adult social care services to approximately 16,394 residents aged over 18 years old. Approximately 15,806 of these people receive chargeable social care services, this includes providing services like residential care and support and care in a person's own home or in the community.

When people living in Kent need adult social care, as well as assessing their care needs, we also assess their income to decide how much they pay towards their care. This is known as means testing. Some people don't pay anything, and the council picks up all of the cost, some people pay a contribution, and some people pay for all of their care (these people are known as self-funders).

If the person has more than £23,250 in savings and other capital (not including the value of their main or only home) they must pay the full cost of their care and support. Self-funders can choose to arrange their care themselves or ask the council to do it on their behalf.

Where KCC makes arrangements for self-funders' care the Care Act 2014 enables us to charge an "Arrangement Fee". This only applies to non-residential care and support and only for certain categories of people who would pay the full cost of their care and support. KCC currently charges self-funders an annual Arrangement Fee (paid weekly).

KCC sets out what and how people need to pay in [Charges for care and support](#).¹

More information on the proposal, other options explored and why we are proposing to make these changes can be found in the Consultation Document, which is available from the consultation webpage www.kent.gov.uk/adultsocialcarecharging.

This document presents the analysis of the responses to the public consultation and next steps.

2. Consultation process

Preparation for public consultation

The following activities and documentation were developed to deliver and support the consultation:

- Stakeholder analysis, including undertaking an Equality Impact Assessment on the proposal.
- Preparation of consultation and communication material, including Consultation Document, questionnaire, poster and social media content.
- Presentation and discussion with KCC's People's Panel (members include people from the Older Peoples' Forums, Mental Health User Voice and the Kent Physical Disability Forum as well as Healthwatch Kent volunteers) to gather feedback on the proposal and consultation process.
- Formal meetings and updates at boards and committees to ensure input by the appropriate professionals.
- Briefing notes for all KCC members and all Kent MPs
- Written briefing for all care in the community providers with some online briefing sessions.

¹ www.kent.gov.uk/social-care-and-health/adult-social-care/paying-for-care/charges-for-care-and-support

Promoting the consultation

The public consultation was promoted in the following ways:

- Letter to current self-funders.
- Direct emails to our stakeholder contact databases including contacts from health organisations, care sector, voluntary sector and community organisations, registered users of KCC's engagement website 'Let's talk Kent' who have requested to be kept informed of Adult Social Care activity, and our Adult Social Care Your Voice network members.
- Organic and paid for social media Facebook, X and Nextdoor.
- Staff communications and provider communications via our bulletins, intranet, newsletters, updates and staff groups.
- Media release distributed to media outlets and uploaded to the Kent Media Hub website: <https://news.kent.gov.uk/articles/call-for-views-on-future-care-charging>.
- Article in KCC's residents' e-newsletter and Kent Association of Local Council (KALC) newsletter.
- Posters in KCC libraries and gateways.
- Digital adverts and content on websites including Kent.gov.uk homepage and multiple Adult Social Care webpages and Connect to Support website.
- Briefing for all KCC Members and Kent MPs.
- Briefing to Kent Community Wardens to enable them to raise awareness with the people and groups they engage with and provide support to participate as required.
- Targeted communication and engagement with community and disability groups and forums, including KCC's staff Level Playing Field staff group.

Making the consultation accessible

The consultation was hosted on KCC's engagement website Let's talk Kent. To help make sure the consultation was accessible the following was undertaken:

- All consultation material included details of how people could contact KCC to ask a question, request hard copies or alternative format.
- A Word version of the questionnaire was provided on the consultation webpage or on request for people who did not wish to complete the online version. Responses made by letter / email / telephone were also accepted.
- Easy Read and large print versions of the consultation material were available from the consultation webpage and on request.
- Providers were briefed to provide help to the individuals they support to participate in the consultation.
- The webpage was translated into British Sign Language.
- The letters sent to people who received care contained a telephone number and email address to contact with any queries relating to the consultation.
- The webpage and all documentation met digital accessibility requirements.

Engagement with the webpage

A summary of the engagement with the consultation webpage and material can be found in the table below.

Engagement type	Total
Total visits to the webpage	1,046
Unique visitors to webpage	899
Document downloads	287
Questionnaire completions	43
Telephone calls received	16
Hard copies provided	4
Emails received	4
FAQ views	17
BSL video views	2

Organic posts via Facebook had a reach of 38,693 and there were 210,155 impressions on X (Twitter) and Nextdoor. Reach refers to the number of people who saw a post at least once and impressions are the number of times the post is displayed on someone's screen. The posts generated 928 clicks through to the consultation webpage. (Not all social media platforms report the same statistics).

Paid Facebook adverts had a reach of 87,304 and there were 335,960 impressions, which generated 3,107 clicks through to the consultation webpage.

3. Consultation responses

43 consultees took part in this consultation. All of them completed the online questionnaire from the consultation webpage.

Points to note

Consultees were given the choice of which questions they wanted to answer or provide comments on. Also, some of the questions were only asked to certain consultees depending on their answers to previous questions. Therefore, the number of consultees responding to each question may differ. The number of consultees providing an answer is shown in each table featured in this report. The sum of percentages for each table in the report may not add up to 100% due to rounding.

Respondents

The first question asked consultees to select from a list the option that best described how they were responding to the consultation.

Q1. Are you responding as ...?	No. of responses	% of responses
A member of the public	17	40%
A person supported by adult social care or on behalf of a person supported by adult social care services	8	19%
A friend or relative of someone that uses adult social care services	5	12%

A carer for a friend or relative that uses adult social care services	4	10%
Other	4	10%
Health or social care professional	3	7%
On behalf of organisation	1	2%
Total number of responses	42	

Responses were received from all respondent types included on the questionnaire. With the largest categories being a member of the public 17 (40%), a person supported by adult social care or on behalf of a person supported by adult social care services 8 (19%), or a relative, friend or carer of someone who uses adult social care services 5 (12%).

Respondents who selected that they were responding as a person supported by adult social care or on behalf of a person supported by adult social care services, a carer for a friend or relative or a friend or relative of someone that uses adult social care services were asked some follow up questions.

Do you, or the person you know supported by adult social care services, currently receive care provided by KCC in ...?	No. of responses	% of responses
Your own home	13	76%
In the community	3	18%
In a care home (as a resident)	1	6%
Don't know	0	0%
Total number of responses	17	

The proposed change would impact future self-funders/service users or potentially those who leave the service and come back again at a later date. Only 17 respondents currently receive care provided by KCC. Of those that do, 16 (94%) shared that they or the person they represent currently receive care in a setting that could be impacted by this consultation (e.g. own home or in the community).

Respondents who stated that they or the person they know currently receive care provided by KCC in their own home or in the community were asked if they pay a contribution/charge.

Do you or the person you know pay a contribution/charge adult social care services that you receive in your/their own home or in the community?	No. of responses	% of responses
Yes	9	56%
No	5	31%
Don't know	2	13%
Total number of responses	16	

Nine respondents or the people they represent pay towards their own care. Respondents who selected 'Yes' were then asked if they are the person they know is a self-funder.

Are you or the person you know a self-funder? A self-funder is a person who must pay the full cost of their care because they have over £23,250 in savings and capital or the person's share of joint capital is over £23,250.	No. of responses	% of responses
Yes	6	60%

No	3	30%
Don't know	1	1%
Total number of responses	10	

Of the 10 respondents that responded to this question 6 (60%) were a self-funder. Respondents who selected 'Yes' were then asked how their or the person they know care and support is arranged and managed with care providers.

How is your or the person you know care and support arranged and managed with care providers?	No. of responses	% of responses
KCC arranges it on my/their behalf	6	100%
I/they arrange it directly with a care provider	0	0%
A friend or relative arranges it directly with a care provider on my/their behalf	0	0%
Other arrangement	0	0%
Don't know	0	0%
Total number of responses	6	

All of the respondents to this question have their care arranged by KCC.

All consultees were asked how they found out about the consultation. They could select all options that applied. All 43 consultees responded to this question.

How did you find out about this consultation?	No. of responses	% of responses
An email from Let's talk Kent or KCC's Engagement and Consultation team	17	39%
Social Media (Facebook, Nextdoor or X (Twitter))	8	18%
An email from adultsocialcarecharging@kent.gov.uk	6	14%
Letter	5	11%
From a friend or relative	3	7%
Kent.gov.uk website	2	5%
From a member of KCC adult social care staff	1	2%
From my Parish / Town / Borough / District Council	1	2%
Saw a poster	1	2%
Other	0	0%
Total number of responses	44	

The above table shows that highest number of responses 17 (39%) were in direct reply to an email received from the Let's talk Kent website.

Towards the end of the questionnaire consultees were given the opportunity to answer some additional demographic questions. It was not necessary to answer these questions if they were responding on behalf of an organisation. 25 of consultees agreed to answer these questions, and the responses have been included in Appendix 1.

Consultation responses to our proposal

The questionnaire provided a summary of the proposals and a link to the Consultation Document for more information. Consultees were asked if they agreed or disagreed with the proposal.

How much do you agree or disagree with the proposal to introduce a new Self-Funding Arrangement Set up Fee for new self-funders?	No. of responses	% of responses
Strongly agree	5	12%
Tend to agree	16	37%
Neither agree nor disagree	2	5%
Tend to disagree	2	5%
Strongly disagree	18	42%
Total number of responses	43	

21 (49%) of consultees indicated that they tend to agree or strongly agree with proposal and 20 (47%) tend to disagree or strongly disagree. The highest response was strongly disagree with 18 responses (42%) followed by tend to agree with 16 responses (37%).

Consultees were then given the opportunity to provide open feedback on the proposal. These comments have been grouped into themes, as shown in the table below. Individual comments may have included more than one theme so the number of responses will be more than 43.

If you have any comments on our proposal, please share these with us below:	No. of responses	% of responses
Theme		
Fair and reasonable proposal	10	40%
Disagreed with the proposal	8	32%
Implementation of the proposal will have a negative impact on people's wellbeing	3	12%
Implementation of the proposal will have a negative financial impact on people	2	8%
KCC should provide further information about the fees to new self-funders at the time of arranging care	1	4%
The proposal is discriminatory	1	4%

The main themes from responses were that the proposal was fair and reasonable, with 10 mentions (40%) and disagreement with the proposal, with eight mentions (32%).

Several quotes from people's responses have been included below to illustrate the themes that have been raised. Please note that the quotes are in people's own words and have not been edited.

Example quotes
<p>Theme: Fair and reasonable proposal</p> <p>"I believe that it is fair to ask for payment for work carried out to find the best level of care. The staff at KCC will be best placed and have the local knowledge and connections to find the care needed and this will take time and resources.</p> <p>In the private sector, this service would be chargeable, and people are generally happy to pay for it. The system is complex and most people I meet would be happy to pay a small fee to have professional assistance at a stressful time in their life. It also allows family</p>

members to step back and not undertake the task of research and comparisons. (Other, Accredited member of the Society of Later Life Advisers)

“Ideally there will be no charge for setting up the arrangements, but in the current financial situation I feel you have no other option than to charge a fee to reduce the deficit.” (A member of the public)

“It is good that those who already have existing care in place will not be affected by the new proposals and it also gives those of us not at that stage a chance to prepare.” (A friend or relative of someone that uses adult social care services)

Theme: Disagreed with the proposal

“It is beyond reprehensible to charge "self-funders" ANY set-up or annual admin fee. They will have to cover all the costs of their care themselves, based on a ridiculously low assets threshold, based on a cautious lifestyle budget which enabled them to accumulate some savings despite iniquitously high rates and taxes.” (A member of the public)

“It is a complex area in which most people whether carers or patients will require assistance. If this is not a role covered by council tax and central taxation then stop charging any tax.” (A carer for a friend or relative that uses adult social care services)

“As Care in the Community and Adult Social Services have been a disaster for decades and there is a shortage of carers in the community, how can KCC arrange anything at all.” (A member of the public)

Theme: Implementation of the proposal will have a negative impact on people's wellbeing

“As safeguarding manager I see more cases coming forward where the cared for is or would be self-funding. Relatives panic about the costs vs cost of living increases, though some just don't understand the process and are scared by the awful news stories others are more concerned about their inheritance. Regardless of motive it puts the cared for at greater risk. I agree that better help to get the person care is needed, I even agree it could be paid for, but I am very worried that the most vulnerable people in our community would be at enhanced risk.” (A health or social care professional)

Themes: Implementation of the proposal will have a negative financial impact on people and Implementation of the proposal will have a negative impact on people's wellbeing

“People (myself) included are paying top up on top of housing benefit of 400 a month so I don't have any money spare and cost of fuel is astronomic that were always in arrears. People are already struggling with life this is going to hit disabled people and their family's to struggle more.” (A person supported by adult social care services, or on behalf of a person supported by adult social care services)

Theme: People thought the proposal was discriminatory

“This will be discriminatory to self-funders, some of which will have no choice but to pay the fee if they have nobody to assist them and cannot do it for themselves “ (Other, Former employee of KCC, adult social care, and former service user)

Consultees were given the opportunity to make comments on the alternative options we considered or provide alternative options for us to consider. These have been grouped into themes in the table below. Some consultees took the opportunity to reiterate the feedback they provided to the previous question.

Do you have any comments on the alternative options we considered or any other options that you would like us to consider? Please tell us below:	No. of responses	% of responses
Theme		
Disagree / do nothing	7	41%
Agree / go ahead with the proposal	5	29%
Means test people applying to see if they can afford the charge	3	18%
Information advice and guidance required	1	6%
Fee should be paid for by monies already raised by taxation	1	6%

A clear theme rising from the suggestions was that KCC should do nothing, with 7(41%) responses showing this theme.

Example quotes from consultees' responses have been included below to illustrate the themes that have been raised. Please note that the quotes are in people's own words and have not been edited.

Example quotes
<p>Theme: Disagree / do nothing "16 pages to read about this consultation, I gave up trying to understand it. I have no family in this country, live alone and am now 80 years old. I made provisions for care by saving all my life, now astronomical rent is eating into those savings. I can just about manage now and hope I peg out before I need care." (A member of the public)</p>
<p>"Increasing weekly Arrangement fee is unfair to users - and should not be increased for work done originally. Usually users change providers for a very good reason - which maybe dissatisfaction for a present situation - unfair to charge people for this -they have already originally been assessed, KCC should be providing good care for the elderly and frail when they need and yes they do need to make best use of their resources but not at the expense of seniors citizens who have contributed throughout their lives by working hard and raising families. Most voluntary work and a good proportion of Childcare is performed by pensioners who are still fit and active. It is unreasonable to then expect them to pay extortionate amounts for the arrangement of their care." (On behalf of an organisation, providing the official response)</p>
<p>"The alternative options are as incredible as the original proposal. All the activities required to arrange a care package or plan for a "self-funder" are the same as for those who do not contribute to their care costs; the processes are already established and existing supply contracts can easily (means "no cost") be extended to accommodate new self-funder users. An additional fee is inappropriate, unnecessary and unfair." (A member of the public)</p>
<p>Themes: Agree / go ahead with the proposal and Information advice and guidance required</p>

"I think there will always be people who think they are being treated unfairly but it is a fact of life that we have to pay for more and more whether we like it or not. The important thing is having the right information beforehand." (A friend or relative of someone that uses adult social care services)

"I would agree that this seems to be the best alternative as it levies the charge at the time the additional costs are incurred." (Other, Accredited member of the Society of Later Life Advisers)

"I am pleased to note that you are not charging a fee for change of provider, as the change may have been necessitated by poor service provision, lack of continuity of visiting carers." (A member of the public)

Theme: Means test people applying to see if they can afford the charge

"Obviously you have service users that require a lot of help, so may I suggest a three-tier system, Those with the less than £23.5k require greater scrutiny and probably can't afford the £352 fee anyway. Those service users that are well funded currently receive excessive scrutiny and you could simply identify them as being exempt from scrutiny by filling out a questionnaire asking if their funds are in one of three brackets (1) less than 23.5K (2) between 23.5K and £47k (3) in excess of £47k, Those in Bracket 2 & 3 require minimal intervention you let them self-fund but contact for a review in 1 (for the sub £47k) and in 2 years for the over £47k, or whenever you project their funds would dip below the £23.5k level." (A carer for a friend or relative that uses adult social care services)

Theme: Fee should be paid for by monies already raised by taxation

"Should be paid for by monies already raised by taxation" (A carer for a friend or relative that uses adult social care services)

Equality analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 an Equality Impact Assessment (EqIA) for the proposal was produced. A summary of the impacts identified in the EqIA were included in the Consultation Document and the full EqIA was available to read from the consultation webpage. Consultees were asked to provide their views on the equality analysis. Eight consultees provided a response to this question.

These have been grouped into themes in the table below.

We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below.	No. of responses	% of responses
Theme		
Disagree with EqIA process	3	38%
Agree with impacts identified in the EqIA	3	38%
Treat people equally and without discrimination	2	25%

The below table includes quotes related to the EqIA. Please note that the quotes are in people's own words and have not been edited.

Example quotes
<p>Theme: Disagree with EqIA process</p> <p>"The EqIA is largely a waste of time and energy. Real equality demands that we all benefit to the same degree, at the same cost and commensurate with the level of contribution to society. The current system encourages entitlement without responsibility which profits the idle and punishes the level-headed and self-reliant." (A member of the public)</p>
<p>"You cannot categorise people they are all different. We all come from different backgrounds and are a very diverse mix of people. Each individual should be considered on their own merits. I have recently turned 70, so I am concerned about these issues and how they will effect my future." (A member of the public)</p>
<p>Theme: Agree with EqIA assumptions</p> <p>"It is what it is. I am pleased to see that consideration has been given to others beyond the usual ones covered by the protected characteristics. It draws attention to the fact that self-funders who opt to find their own carers may not get the same quality of care as could be provided by KCC source providers." (A member of the public)</p>
<p>"I think all considerations have been taken into account. There doesn't seem to be much that can be done to change the statistics." (Other, Accredited member of the Society of Later Life Advisers)</p>
<p>Theme: Treat people equally and without discrimination</p> <p>"A bit of a word salad, frankly. And no mention of neurodivergence that I can see." (A member of the public)</p>

Feedback from the consultation will be used to review and further inform the EqIA.

4. Next steps

This report and the updated EqIA will be presented to KCC's Corporate Management Team's Strategic Rest Programme Board and then included in a report to the Adult Social Care Cabinet Committee on 15 May 2024. Following these meetings, a decision will be taken by the Cabinet Member for ASCH.

This report and the decision will be made available on the consultation webpage www.kent.gov.uk/adultsocialcarecharging and an email will be sent to all of those who responded and asked to be kept informed via Let's talk Kent.

5. Appendix 1 Demographic data from 'About You' equality monitoring questions

The below tables show the demographics of the respondents. 25 respondents agreed to answer these questions. These questions were not mandatory so volumes may differ. Only the response options selected by consultees have been included in the tables. The full list of response options for each question can be found in the Word version of the questionnaire, which is available in Appendix 2.

Please tell us the first 5 characters of your postcode:	No. of responses	% of responses
CT	10	48%
ME	8	38%
TN	3	14%
Total number of responses	21	

Are you...?	No. of responses	% of responses
Female	14	56%
Male	11	44%
Total number of responses	25	

Is your gender the same as your birth?	No. of responses	% of responses
Yes	25	100%
No	0	0%
Total number of responses	25	

Which of these age groups applies to you?	No. of responses	% of responses
25-34	1	4%
35-49	2	8%
50-59	8	33%
60-64	1	4%
65-74	7	29%
75-84	5	21%
Total number of responses	24	

Do you regard yourself as belonging to a particular religion or holding a belief?	No. of responses	% of responses
Yes	12	50%
No	9	38%
I prefer not to say	3	13%
Total number of responses	24	

Which of the following applies to you?	No. of responses	% of responses
Christian	9	75%
Other	2	17%
I prefer not to say	1	8%
Total number of responses	12	

Do you consider yourself to be disabled as set out in the Equality Act 2010?	No. of responses	% of responses
Yes	12	48%
No	12	48%
I prefer not to say	1	4%
Total number of responses	24	

Please tell us the type of impairment that applies to you? You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.	No. of responses	% of responses
Physical impairment	10	36%
Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy	8	29%
Sensory impairment (hearing, sight or both)	4	14%
Mental health condition	3	11%
Other	2	7%
Learning disability	1	4%
Total number of responses	28	

Are you a Carer?	No. of responses	% of responses
Yes	15	60%
No	10	40%
Total number of responses	25	

Are you ...?	No. of responses	% of responses
Heterosexual/Straight	22	92%
Bi/Bisexual	1	4%
I prefer not to say	1	4%
Total number of responses	24	

To which of these ethnic groups do you feel you belong?	No. of responses	% of responses
White English	20	80%
Other	3	12%
White Scottish	1	4%
I prefer not to say	1	4%
Total number of responses	25	

6. Appendix 2 – Word version of consultation questionnaire

Included below is a full copy of the questionnaire.

Consultation Questionnaire

Kent County Council (KCC) is seeking your views on our proposal to introduce a Self-Funding Arrangement Set up Fee for new self-funders for adult social care services provided in a person's own home or in the community.

The consultation runs from 6 February to midnight on 7 April 2024.

We recommend that you read the Consultation Document before filling in this questionnaire. All consultation material is available on our website at: www.kent.gov.uk/adultsocialcarecharging

A printed copy of the questionnaire along with a freepost envelope can be provided on request and sent by post to:

Self-Funding Arrangement Set up Fee Consultation
Adult Social Care & Health
Kent County Council
Invicta House
Sandling Road
Maidstone ME14 1XX

If you have any queries, please contact 03000 422 557 (Monday to Friday, 9am to 5pm) or email adultsocialcarecharging@kent.gov.uk.

Alternative formats: If you require any of the consultation material in an alternative format or language, please email: alternativeformats@kent.gov.uk or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

Privacy: Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. The full Privacy Notice is available at the end of this document.

Please ensure your response reaches us by midnight on Sunday 7 April 2024.

Section 1 – About You

If you are helping someone to respond because they cannot fill in the questionnaire themselves, please make sure your answers are about them and their details. If you also want to give your views, please fill in a separate questionnaire and include your details in that questionnaire.

Q1. Are you responding as...?

Please select the option from the list below that best represents how you are responding to this consultation.

Please select **one** option.

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A. A person supported by adult social care services, or on behalf of a person supported by adult social care services |
| <input type="checkbox"/> | B. A carer for a friend or relative that uses adult social care services |
| <input type="checkbox"/> | C. A friend or relative of someone that uses adult social care services |
| <input type="checkbox"/> | D. A member of the public |
| <input type="checkbox"/> | E. A health or social care professional |
| <input type="checkbox"/> | F. On behalf of an organisation, providing the official response |
| <input type="checkbox"/> | G. Other |

If you are responding on behalf of an organisation, please give the name:

If you selected 'Other', please tell us how you are responding:

If you have answered Question 1 with options A, B or C, please go to the next question.

If you answered with options D, E, F or G please go to Question 6.

Q2. Do you or the person you know supported by adult social care services currently receive care provided by KCC in ...?

Please select **one** option.

- | | |
|--------------------------|-----------------------------------|
| <input type="checkbox"/> | A. Your own home |
| <input type="checkbox"/> | B. In the community |
| <input type="checkbox"/> | C. In a care home (as a resident) |
| <input type="checkbox"/> | D. Don't know |

If you answered Question 2 with options A or B, please go to the next question.

If you answered with option C, please go to Question 4

If you answered with option D, please go to question 6.

Q3. Do you or the person you know pay a contribution/charge for the adult social care services that you receive in your/their own home or in the community?

*Please select **one** option.*

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

A. Yes

B. No

C. Don't know

If you answered Question 3 with options A, please go to the next question.

If you answered with options B or C, please go to Question 6.

Q4. Are you or the person you know a self-funder?

A self-funder is a person who must pay the full cost of their care because they have over £23,250 in savings and capital or the person's share of joint capital is over £23,250.

*Please select **one** option.*

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

A. Yes

B. No

C. Don't know

If you answered Question 4 with option A, please go to the next question.

If you answered with options B or C, please go to question 6.

Q5. How is your or the person you know care and support arranged and managed with care providers?

Please select **one** option.

- KCC arranges it on my/their behalf
- I/they arrange it directly with a care provider
- A friend or relative arranges it directly with a care provider on my/their behalf
- Other arrangement
- Don't know

If you selected 'Other arrangement', please tell us briefly what this arrangement is:

Q6. How did you find out about this consultation?

Please select **all** that apply

- An email from adultsocialcarecharging@kent.gov.uk
- An email from Let's talk Kent or KCC's Engagement and Consultation team
- From a friend or relative
- From a member of KCC adult social care staff
- From my Parish / Town / Borough / District Council
- Kent.gov.uk website
- Newspaper
- Saw a poster
- Social Media (Facebook, Nextdoor or X (Twitter))
- Other, please tell us how you found out about this consultation:

Section 2 – Our Proposal

As a council, we are facing a large increase in the cost of providing services and ever-increasing demand for services and need to find ways to make our services sustainable.

Spending growth in 2024-25 is £184.5m as stated in the updated draft 2024-25 budget. The net change to the budget is £100m (matched by funding increases through government grants, council tax, etc), leaving £84.5m gap in funding. Therefore, we are looking very closely across the whole council to close this gap through income, savings and use of reserves. One possibility is to make changes to the Adult Social Care Charging Policy.

We are proposing to introduce a new Self-Funding Arrangement Set up Fee for all new self-funders (people who have over the £23,250 capital threshold) who would like KCC to negotiate, arrange and manage their care and support services with care providers on their behalf.

It is proposed that the new fee would be £352.00. This would be a one-off fee and would not be charged to existing self-funders supported by KCC.

This one-off set-up fee would be in addition to the existing annual Arrangement Fee paid by all self-funders. From April 2024 this will be £161.70 (£3.10 paid weekly).

The proposed new Self-Funding Arrangement Set up Fee is to cover KCC's administration costs when arranging non-residential care on behalf of someone who self-funds when the council acts as a conduit between the self-funder and the care providers. The Care Act 2014 enables councils to charge fees to cover costs incurred in arranging and managing non-residential care and support for self-funders. Councils must not charge for the needs assessment or the preparation of a care and support plan. This charge is in addition to the cost of the individual's care and support.

All new self-funders will be able to decide if they wish to pay the new Self-Funding Arrangement Set up Fee or to make their own arrangements for care and support that do not involve the council, meaning that the fee would not be required. This could include arranging care and support directly with a care provider or asking a relative or friend to do this on their behalf.

The proposal is explained in full, from page 7 of the Consultation Document.

There are many other councils who already charge a fee for these services and page 8 of the Consultation Document provides more information.

Q7. How much do you agree or disagree with the proposal to introduce a new Self-Funding Arrangement Set up Fee for new self-funders?

*Please select **one** option.*

<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Tend to agree
<input type="checkbox"/>	Neither agree nor disagree
<input type="checkbox"/>	Tend to disagree
<input type="checkbox"/>	Strongly disagree
<input type="checkbox"/>	Don't know

Q7a. If you have any comments on our proposal, please share these with us below:

Please do not include any information that would identify you or anyone else in your answer.

On pages 9 and 10 of the Consultation Document, we have provided information on the alternative options we considered before reaching our preferred proposal.

Q8. Do you have any comments on the alternative options we considered or any other options that you would like us to consider? Please tell us below:

Please do not include any information that would identify you or anyone else in your answer.

To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an initial Equality Impact Assessment (EqIA) for the proposal put forward in this consultation.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender reassignment, sexual orientation, race, religion or belief, and carer's responsibilities.

On pages 10 and 11 of the Consultation Document, we summarise the impacts that have been identified in the EqIA. The full EqIA is available from the consultation webpage www.kent.gov.uk/adultsocialcarecharging or on request.

Q9. We welcome your views on our equality analysis including suggestions for anything else we should consider relating to equality and diversity. Please add any comments below:

Please do not include any information that would identify you or anyone else in your answer.

Section 3 – More About You

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That is why we are asking you these questions. We will only use this information to help us make decisions and improve our services.

If you would rather not answer any of these questions, you don't have to.

It is not necessary to answer these questions if you are responding on behalf of an organisation.

If you are responding **on behalf of someone else**, please answer using their details.

Q10. Please tell us the first 5 characters of your postcode:

Please do not reveal your whole postcode. We use this to help us to analyse our data. It will not be used to identify who you are.

Q11. Are you...?

*Please select **one** option.*

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

Q12. Is your gender the same as your birth?

*Please select **one** option.*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

Q13. Which of these age groups applies to you?

*Please select **one** option.*

<input type="checkbox"/>	0-15
<input type="checkbox"/>	16-24
<input type="checkbox"/>	25-34
<input type="checkbox"/>	35-49
<input type="checkbox"/>	50-59
<input type="checkbox"/>	60-64
<input type="checkbox"/>	65-74
<input type="checkbox"/>	75-84
<input type="checkbox"/>	85 and over
<input type="checkbox"/>	I prefer not to say

Q14. Do you regard yourself as belonging to a particular religion or holding a belief?

*Please select **one** option.*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

Q14a. If you answered 'Yes' to Q14, which of the following applies to you?

*Please select **one** option.*

- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- I prefer not to say

If you selected Other, please specify:

The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

Q15. Do you consider yourself to be disabled as set out in the Equality Act 2010?

*Please select **one** option.*

- Yes
- No
- I prefer not to say

Q15a. If you answered 'Yes' to Q15, please tell us the type of impairment that applies to you.

You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.

- Physical impairment
- Sensory impairment (hearing, sight, or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes, or epilepsy

- Mental health condition
- Learning disability
- I prefer not to say
- Other

Other, please specify:

A Carer is anyone who provides unpaid care, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

Q16. Are you a Carer?

Please select **one** option.

- Yes
- No
- I prefer not to say

Q17. Are you ...?

Please select **one** option.

- Heterosexual/Straight
- Bi/Bisexual
- Gay man
- Gay woman/Lesbian
- Other
- I prefer not to say

Q18. To which of these ethnic groups do you feel you belong?

Please select **one** option. (Source 2011 Census)

- | | | | |
|--------------------------|----------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | White English | <input type="checkbox"/> | Mixed White & Black Caribbean |
| <input type="checkbox"/> | White Scottish | <input type="checkbox"/> | Mixed White & Black African |

<input type="checkbox"/>	White Welsh	<input type="checkbox"/>	Mixed White & Asian
<input type="checkbox"/>	White Northern Irish	<input type="checkbox"/>	Mixed Other*
<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Black or Black British Caribbean
<input type="checkbox"/>	White Gypsy/Roma	<input type="checkbox"/>	Black or Black British African
<input type="checkbox"/>	White Irish Traveller	<input type="checkbox"/>	Black or Black British Other*
<input type="checkbox"/>	White Other*	<input type="checkbox"/>	Arab
<input type="checkbox"/>	Asian or Asian British Indian	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say
<input type="checkbox"/>	Asian or Asian British Bangladeshi	<input type="checkbox"/>	
<input type="checkbox"/>	Asian or Asian British Other*	<input type="checkbox"/>	

*Other - If your ethnic group is not specified on the list, please describe it here:

Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered before any decisions are taken.

We will report back on the feedback we receive, but details of individual responses will remain anonymous, and we will keep your personal details confidential.

Please ensure your response reaches us by midnight on Sunday 7 April 2024.

Consultation Privacy Notice

Last updated: 30 April 2023

Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

The personal information we collect and use

Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

- responses to questionnaire / consultation
- equalities data collected through questionnaire response - age, sex, gender identity, ethnicity, religion or belief, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity
- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equality monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): 'processing is necessary for the performance of a task carried out in the public interest' and Article 6(1)(c) 'for compliance with a legal obligation to which the controller is subject' as our lawful basis.

We rely on Article 9(2)(g) 'processing is necessary for reasons of substantial public interest' (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be

promoted or maintained.) It is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained. You can read [KCC's Equality Policy on our website](#) or on request.

Who we share your personal information with

We may share your personal data with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Granicus.

Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to contact

Please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at dpo@kent.gov.uk. Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>.