

Non-residential Social Services Charging Task and Finish group Consultation

Date	Client Group (s)	No. Consultees	Responses
16/8/2011	Learning Disabilities	30+	<p>1 – questionnaire completed</p> <p>At what level should charges be set? The client felt that charges should be set at what people can afford.</p> <p>When comparing to other Council's across Wales should CCBC be at the lower, medium or high part on a scale?</p> <p>The charges should be set at an average</p> <p>There are 3 services for which the Council does not apply a charge – what are your views on this? There should be a charge for the services.</p> <p>Do you think the Council should charge for these services? Yes.</p> <p>Are there any service users who should receive special consideration by the Council? Yes</p> <p>CCBC is one of only 3 Councils in Wales who do not include savings when calculating charges – do you think it should reconsider? No</p>

5/9/2011	Various	10	5 questionnaires issued – no returns
13/9/2011	Older people	20+	<p>General feedback received on the following issues:</p> <p>At what level should charges be set? The group did not have any comment to make on this issue.</p> <p>When comparing to other Council's across Wales should CCBC be at the lower, medium or high part on a scale? The group did not have any comment to make on this issue.</p> <p>There are three services, which do not have a charge, what are your views on this? General surprise that there are differences between services.</p> <p>Do you think the Council should charge for these services? Strong feeling from the group that all service users should be treated equally, fairly. They felt that any charges should be on ability to pay and that some services users should not be at a disadvantage because of the type of service they receive.</p> <p>Are there any service users who should receive special consideration by the Council? Unanimous opinion that in situations where someone is terminal and needs urgent care that the Council should not make the situation more difficult by carrying out financial assessments etc.</p> <p>CCBC is one of only 3 Councils in Wales who do not include savings when calculating charges – do you think it should</p>

			<p>reconsider?</p> <p>The majority where of the opinion that if £22k was the threshold that it wouldn't affect most people and therefore couldn't see a problem. One person did state that people who have saved all their life shouldn't be penalised.</p>
15/9/1022	Sunshine over 50's group		Appointment cancelled.
15/09/2011	Brondeg Day Centre	15+ older people including 1 SI	<p>At what level should charges be set?</p> <p>Overall the group felt that they shouldn't pay for care when in most cases they had worked hard all their lives and paid their way</p> <p>When comparing to other Council's across Wales should CCBC be at the lower, medium or high part on a scale?</p> <p>The group was surprised that CCBC was significantly lower that some neighbouring local authorities. Should be kept as low as possible.</p> <p>There are three services, which do not have a charge, what are your views on this?</p> <p>Initially some of the group thought that LD service users shouldn't have to pay. However the general view then changes and most agreed that charges to all service users should be fair. It was felt to be unfair to provide services to some service users free of charge and charge other when both are probably on benefits.</p>

			<p>Do you think the Council should charge for these services? yes</p> <p>Are there any service users who should receive special consideration by the Council? No response</p> <p>CCBC is one of only 3 Councils in Wales who do not include savings when calculating charges – do you think it should reconsider? The majority aid no 1 person said yes.</p>
19/9/2011	Visual Impairment	18	<p>At what level should charges be set? The charges should reflect the current economic climate and the fact that many people find it difficult to manage.</p> <p>When comparing to other Council's across Wales should CCBC be at the lower, medium or high part on a scale? The charges should be kept as low as possible.</p> <p>There are three services, which do not have a charge, what are your views on this? Do you think the Council should charge for these services? The majority (1 dissention) agreed that where services can be charged for it should be equal for all services, all groups of people (if they have been assessed as able to pay) should contribute equally.</p> <p>Are there any service users who should receive special consideration by the Council?</p>

			<p>The group agreed that in exceptional circumstances (terminal illness) that the Council should be able to use discretion and delay or disregard charges and assessment process.</p> <p>CCBC is one of only 3 Councils in Wales who do not include savings when calculating charges – do you think it should reconsider?</p> <p>No</p>
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