

## Adult Community Care Spring 2007 Pre-Consultation Event 12 February 2007

### Notes of Meeting

#### Attendance

Organisation	Number attending	Organisation	Number Attending
Carers Support Harrow	2	Harrow Mencap	2
Citizen's Advice Bureau	1	Harrow Older People Partnership Board	1
Crossroads	1	Harrow Rethink	4
Elliott Hall Medical Centre Carers Group	1	Harrow User Group	4
HCRE	1	Harrow User Group/MIND in Harrow	2
Harrow Association of Disabled People	1	Loud and Clear	1
Harrow Association of Somali Voluntary Organisations	1	Middlesex Association for the Blind	1
Harrow Learning Disability Partnership	2	Somali Cultural and Education Association	1
Harrow Mental Health Partnership Board	1		
		<b>Total</b>	<b>27</b>

Apologies received from Age Concern, who had attended a previous briefing offered to advocacy services. HCRE also wrote providing comments. 1 attendee has also emailed further comments.

In attendance: Portfolio Holders 2; Officers 7

NOTE: Attendees were often involved with/representing more than one group. 42 groups were invited including carer/user representatives from Harrow's Partnership Boards.

## Options which could be included in the consultation.

## Proposed Changes to who qualifies for ('accesses') social care services (FACS)

Proposed Option	Notes	Comments/response/implications
To meet only 'critical band' assessed needs.	<i>This was the option highlighted in the Budget report to Cabinet on 14 Dec 2006 and put forward by one of the task groups</i>	Members are asked to agree that this should be one of the options put forward in the consultation document.
To continue to meet both 'substantial and critical band' assessed needs.		Members are asked to agree that this should be one of the options put forward in the consultation document.
To re-write the FACS criteria to be more specific with additional guidance		These are statutory national criteria
To offer those who are not assessed as having 'critical band' needs the opportunity to buy a service		Individuals have the right to purchase any services from the private/independent sector

## Proposed Introduction of charges for attending day centres

Proposed Option	Notes	Comments/response/implications
To charge £12 per day (£6 per half-day) for attendance at a day centre and to review charges each year.	<i>This was the option highlighted in the Budget report to Cabinet on 14 Dec 2006 and put forward by one of the task groups</i>	This proposed charge would place Harrow in the median of London current rates (for those charging). Members are asked to agree that this should be one of the options put forward in the consultation document.
To continue the current policy of not charging for attendance at a day centre		Members are asked to agree that this should be one of the options put forward in the consultation document.
To charge £20 per day (£10 per half-day) for attendance at a day centre		Although this would generate additional income, this would represent a significantly higher cost to service users.
To charge £10 - £12 per day (£5/6 per half-day) for attendance at a day centre		This is similar to the original proposal, but a charge of £10 would reduce income by 16%.
To reduce the number of Day Centre Places		Members have already agreed to the merger of Anmer and Milmans Day Centres. This proposal would create

		additional pressure on places potentially leading to unmet needs. This would require separate consultation.
To make Direct Payments to enable people to access community based activities.		This option is already available to individuals.

### What needs to be included in the document(s)?

<b>Content</b>	<b>Notes</b>	<b>Comments/response/implications</b>
Impact Assessments	<p><i>Participants wanted information included in the pack about the impact on:</i></p> <p><i>Carers</i></p> <p><i>Voluntary Organisations</i></p> <p><i>Other Agencies</i></p> <p><i>Equalities</i></p> <p><i>Health</i></p>	<p>The formal consultation document will contain basic information about the potential impact on these categories.</p> <p>A full impact assessment will be carried out during the consultation process and reported back to Cabinet together with the results of the formal consultation.</p>
Information for individuals	<p><i>How assessments are carried out</i></p> <p><i>How are the needs of carers reflected in an assessment</i></p> <p><i>Whether an individual falls within 'critical' or 'substantial' bands and at what stage they move between them</i></p> <p><i>Review dates</i></p> <p><i>How will changes be phased</i></p> <p><i>Implications for those in receipt of benefits</i></p> <p><i>Financial Impact assessment – Fairer Charging including clarity about who would not pay to avoid raising anxiety</i></p> <p><i>Will there be Means Testing</i></p> <p><i>Are Direct Payments available</i></p> <p><i>Do day care charges include lunch, transport and other extras?</i></p>	<p>We will set out as much information as possible within the formal consultation document, but we will need to balance this against our desire to provide an accessible document.</p> <p>Additional information can be made available via the website, and we can also work with partners including voluntary, community and faith organisations to ensure that information is accessible.</p>

Rationale for change	<p><i>Cost/benefit analysis of different options</i>  <i>Benchmarking of charges including numbers of councils with nil charge</i>  <i>Unit cost of provision (day centres) v proposed charges</i>  <i>Anticipated income/saving</i>  <i>What Harrow is doing to lobby for more funding from central government</i></p>	<p>We will set out as much information as possible within the formal consultation document, but we will need to balance this against our desire to provide an accessible document.</p> <p>Additional information can be made available via the website, and we can also work with partners including voluntary, community and faith organisations to ensure that information is accessible.</p> <p>We are actively lobbying central government in relation to the low grant position of the Council.</p>
Alternative services	<p><i>Would it be cheaper to buy services in the voluntary sector?</i>  <i>What alternative services are available to people?</i></p>	<p>We commission a range of services already including some from the voluntary and community sector.</p> <p>We are examining how we might make available information about the full range of services.</p>
Frequently asked questions		

<b>Format</b>	<b>Notes</b>	<b>Comments/response/implications</b>
Separate Documents for each consultation	<i>Short, black and white only</i>	<p>We are considering how best to achieve a consultation document which is accessible, contains all the relevant information without being too long.</p> <p>RNIB recommend yellow background, black Arial Font 14 to assist people with visual impairment.</p>
Simple Summary Document with more detailed version available	<p><i>Executive Summary</i>  <i>Plain english</i>  <i>Comprehensive information included</i>  <i>savings/impact on related services</i></p>	We are considering how best to achieve a consultation document which is accessible, contains all the relevant information without being too long.
Accessible version of consultation document (pictorial)	<i>Assists low literacy</i>	We have received offers to develop an easy read version and we are considering how we can progress this.
Braille version		We will make available a Braille version on request
Verbal communication not just written	<i>Staff available to speak at groups</i>	We can make staff available to speak at meetings by negotiation.
Trial draft documents with service		We propose to circulate a draft of the formal consultation

users/organisations		document to enable pre-consultation stakeholders to comment on it before it is finalised.
Publicising Consultation	<i>As early as possible Ansaphone message while waiting for Access Harrow Press/posters</i>	The formal consultation will be publicised widely as soon as details are finalised.
Dissemination	<i>Users <b>and</b> carers Residents associations – all residents Voluntary Sector Local press Public meetings Posters Reach the oldest/sick Provide extra copies of the feedback sheets and ask voluntary groups etc to contact their elderly members seeking views</i>	The formal consultation document will be circulated widely to current service users, and will be made available to organisations as well as downloadable from the web-site. Other individuals will be able to request that a copy of the consultation document be sent to them. Copies of the consultation document will be made available via GP surgeries, libraries and other public venues.  Additional copies of the feedback sheets can be provided on request

<b>Responding</b>	<b>Notes</b>	<b>Comments/response/implications</b>
Different feedback sheets for service users and organisations, and for different consultations	<i>Seek evidence from groups about how many they were responding for</i>	We will take account of this in designing the feedback sheets.
Opportunity on form for people to state how the proposed changes will affect their lives	<i>And that of carers</i>	We will take account of this in designing the feedback sheets.
Information about different methods to feedback e.g. telephone, e-mail	<i>Consider sending specific researchers out in the community</i>	We will continue the arrangements made for the previous consultation to provide a wide range of means for people to communicate their views including dedicated telephone line, text phone, fax, e-mail, and post.
Public Meetings	<i>Additional public meetings/focus groups organised by voluntary organisations but attended by Officers/Members</i>	We plan to hold 3 public meetings in different locations and times during the consultation period.  By negotiation we would be happy to attend

		events/meetings organised by voluntary, community and faith groups to explain the proposals.
Assistance from staff to help users feedback	<i>e.g. day centres</i>	This will be available.

**Other Comments:**

Work with local voluntary groups to access alternative funding streams. *Where appropriate we would be happy to do this.*

Consider alternatives to social care reductions elsewhere in the council. See [www.harrow.gov.uk/budget](http://www.harrow.gov.uk/budget)

Work with the PCT to resolve financial difficulties e.g. pool budgets. *The PCT is a key partner with whom we continue to work closely.*