

Response No.	Text Commentary
3	If people can afford the charge.
3	This was a Christian country. This lot should not be allowed. This is pure evil. <i>(in relation to Equal Ops monitoring questions)</i>
6	1a. I do not want charges for costs for residential care because of economies i.e. minimum legal requirement - benefits - what it goes on - and more on top for people to spend money on <u>other goods & services!</u> i.e. not money on residential care! As in the service user gets <u>more money!</u> 5a. I think that in a couple both should be on the single allowance only!
7	Please keep helping the people who really need financial help/support.
15	No
20	I'm concerned that some families will ensure that assets of older parents will be given to their children to avoid having to contribute to nursing care. Thereby being assessed by the council as needing full council funding.
23	Pay carers more money for all they do.
26	Pay carers more money for 24/7 work they do
29	For people who have worked all their life, saved hard to pay for and own their own home, it seems grossly unfair that they lose everything, except a meagre £23,000, when they are forced through health reasons to go into care. On the other hand those people who spend all their lives, with no regard to the future, rely on the government to fund everything. The cap on kept wealth should be substantially raised.
31	Thank you for the opportunity to comment on your proposed changes to charges and financial assessments policy. I have responded to the individual questions but have the following comments as solicited by your document: Ability to Pay: ∞ Some elderly people paying and others getting the same service for free seems unfair - we would not tolerate it in the NHS, the most comparable care provider. It can penalise those who have shown thrift and benefit the feckless. I understand the need to generate income for supporting an ageing population but it seems only right that the cap to personal contributions from old people should be capped at £72k at this time to coincide with any other associated charge reviews. Income should be taxed at source and divorced from means testing for social care. ∞ I agree that elderly people who have worked hard to buy their homes should not be forced to sell them in their lifetime to pay care costs - I endorse the Deferred Payment Schemes. LA Funding: Care will occupy an increasing share of LA spend but in my view the charging review should also consider other elements of LA spend at the same time if money is really tight EG: ∞ Pensions: • LGPS is very expensive, surely LA staff should get the same benefit as the mean private sector benefits outside LAs - this should not be a hidden benefit. • LGPS (and other public sector) pension funds are substantial should be regarded as public money and used for public sector investment where necessary e.g. funding deferred payment schemes. ∞ Services - LAs should withdraw from providing services which are not 'essential' examples might be adult education, leisure and sport provision - clearly road maintenance and waste disposal are essential - the State should provide only essential services that the private sector cannot. ∞ Bureaucracy - it is apparent that most HMG and LA services are extremely bureaucratic and therefore wasteful - such services should be reviewed, benchmarked against best practice and more-streamlined systems used which would cost less. Lottery: The lottery raises a great deal of money which is frittered away on a range of dubious 'good causes' especially in subsidising 'the arts' surely the care of all of us as we grow old is an undoubted 'good cause' and the lottery funds might be better used on mitigating/meeting such cost

	increase.
32	As I am 22 and still living with parents most of the these proposed charges do not apply to me
36	There has been no mention of age relating to the proposals & for the elderly this can be confusing
44	There are many people who are not capable of completing this form and don't have family who can complete it on their behalf. I think it would be inappropriate to start charging for services, especially when clients are unable to express their point of view.
46	Think couple assessments disadvantage single people, as not equal or fair.
47	To charge people that have had the burden of paying a mortgage all of their life to then have the money from that to pay for care is unfair to people. Why should they bother when they will be looked after anyway even if they have nothing.
48	Care arranged by Council from Optalis was not meeting the number of hours requested and there was no response from either Council or Optalis. Why should day care be charged for a substandard service?!
49	There seems to be a lot of take for charges. When people have worked paid tax etc. etc. and now when they need help, they are expected to pay yet again.
51	Q1 - Only pay for what you can afford.
52	Q1 - if you can afford it. If someone has an income be it from a house sale or pensions (private) they should contribute. If a person lives in Council/HA they will not have the cash to contribute.
54	People who have saved money throughout their lifetime and have <u>not</u> been a drain on the society should not be penalised to pay for others who have never contributed. All pensions deserve to be housed & cared for in a proper, decent & caring manner.
56	I feel each situation should be carefully looked at & not lumped together just like the Governments attitude to the disabled benefits system because everyones situation is not the same!!
57	The higher the charges made to 'self funders', the quicker their funds will deplete, therefore requiring financial support from the Council sooner.
58	It is fair that people who save, work hard, spend wisely and carefully and manage to accumulate capital (whether case, assets or property) are then penalised by having these assets used for care? Alternatively people who spend their money knowing the state will be obliged to care for them will have to contribute nothing for their old age care, other than from income, re probably pension. I do not object to individuals having to contribute via their pension income towards their care. However, all assets should not be included to pay for their care, i.e. capital and property etc. If people with considerable assets choose to pay for care, probably at a higher level than the state can provide, this is fine. To force someone to either sell or use the equity of a property they have probably made many sacrifices to buy during their lifetime, is to me immoral. This care should be properly funded by central government providing funds to local councils so that other essential services are not compromised. The government could easily fund this by an increase in income tax. I realise this is not within the remit of local government but I feel this opinion should be voiced.
59	I am disappointed there is no mention of quality standard of service. At the moment the service provider "outsourced by the council" standard is very poor. Timing is not there, hygiene is very poor and there is no check provided by the council.
69	The proposal to charge interest on deferred payments could be highly problematic due to possible fluctuations in the property market & interest rates.

	The proposal for administration fees is much more transparent & makes it clear in advance how much people will have to pay.
73	Any agree/disagree (neither) has been ticked because my vulnerable young adult says she doesn't fully understand the question
74	The care should be as required and adjusted as required.
78	I disagree that the council propose to charge for a service to be conducted by council employees that are already paid a wage. These people are employed at taxpayers expense already and this service is part of their job. Are you proposing to charge people extra for litter picking, mowing, etc? How about an extra monthly charge for having streetlamps provided? It's not fair to single out charging for one service.
79	I am not entitled to any extra carers benefits even though I care for my wife 24/7.
82	Those who are financially viable should pay for the care required. I don't agree with deferred payments and charging interest of any sort.
83	As a single person I am worried if the proposal goes ahead, how does one manager to pay for all the above?
86	No
87	Survey returned but nothing ticked
89	Because someone has been frugal and saved as this Government wants they should not be penalized otherwise we will all smoke & drink and not have a penny to our names.
90	If people are able then I agree that they should help contribute but if only one person in a couple are receiving care then only that person's income should be assessed.
93	Looking at the examples given, I think any couple on that level of income would find it hard to pay another £49.30 per week. There has already been an increase in cases of malnutrition in the elderly; this last change will exacerbate this. I know it is a hard decision, but people will have to sell their homes to pay for care. Looking at the deferred payment system, it seems the Local Authority is expected to act like a finance house which will take up some of its income. I presume all fees owed are charged to the properties with land charges, so they appear on any survey and conveyancing documents. I think it's fair to charge a fee to arrange care packages for the more wealthy, as the council is acting as a consultant here. Carers are usually paid minimum wage so to provide free services is only fair. Couples assessments should add the available incomes together before doing the final assessment. The proposed calculation is discriminatory, and will make people on low incomes even worse off. I support most changes but this appears very unfair and should be looked at again. Pity tax evaders are not put under this kind of pressure - Amazon's 5 million would fund quite a lot of this. I think if one can afford it one should contribute towards care.
94	I would like to know if, in the example for assessing couples, the wife would get the £49.30 she is short of. If not, then I absolutely think the new way is wrong. I disagree with charging the amounts for managed services, not actually charging, if they were lower. I agree to charging interest provided it is not higher than basic bank interest.
96	The service provided for my mum is very good and the respite for my mum at heathlands was very good all down to the help of Adult Social Care
98	If these are all services which are or should be provided by a council to those who live within it's area - why should the recipients have to pay for admin, costs?
99	We are very grateful for all the help and assistance that has been given to mum. By mum contributing towards her care it helps others that are going to

	face the desperate situation that we were in before the Council and in particular Lorna Cameron stepped in. The situation will only get worse as we face an older generation that are living longer and will need help.
102	I strongly believe the bedroom tax should be stopped and monies refunded.
104	These changes are affecting a group of people who are already vulnerable, why give with one hand only to take back with the other.
107	Whilst I agree that my dad should pay for his keep at Heathlands Residential, all his pension and private pensions are taken into account I feel that not only do you have to look at his income, you need to look at his outgoings. No matter what his income is you only leave him with a set amount. He is not able to get income support. So slowly buying glasses, paying for the day centre, the tiny amount he has in the bank is going.
109	Q2b - The person being charged the fee may well struggle to pay it. Presumably it will be included as an allowable expense deducted from their income before the income is assessed for charging? It would need to be deducted. Q3 - However, the charge levied should be proportionate to the cost of the service provided and if the agreement for services fails or needs to be replaced, additional charges should not be made. Comments - The options you have offered are very generalised & cannot take account of hardship caused by the proposals in some circumstances. The whole topic is very complex and needs to be approached with far more sensitivity and realism than the average Tory Councillor can muster. I do hope that officers have a better grasp of what the detailed implications are, and can steer money-hungry Councillors away from making bad decisions. There are circumstances when the Council does need to bear the cost even if it means there's less available in the Budget or a rise in Council Tax is needed to fund it. I would happily pay more Council Tax if it meant more funding for carers, disabled, children/education, etc.
111	I think the Council do a great job for us elderly people in the Bracknell area, just keep up the good work, we do think but not always say how good "our" Council do KEEP IT UP!
112	Q2a - This may be more than the value of their assets! So only agree if the deferred payment & interest is not more than their total assets. The Country is in debt & I agree that the assets of an individual/couple should pay for their care. My son is 37 years old & I write about him.
113	This appears simply a series of changes to charge individuals who have made provision for their retirement more for their services. My mother-in-law funds her own care from the sale of her house following her husband's death at a cost of around £3000 a month. Her savings are diminishing at a rate of £1000 a month. They were never rich people. This is simply organised theft.
120	I think admin fees are very high, if you got the job right 1st time I'm sure you could save money. I am a carer & have never received any services - free or otherwise - so communicate better please.
124	I am single - disabled, some of this does not apply to me.
129	Enablement support post hospital discharge is essential to reduce hospital readmissions.
130	I understand the problem but we have ours and cannot afford extra payments with costs going up etc.
131	Do not understand the question about couples assessment. The question does not seem to relate to the examples. Explanation is confusing & not clear. This form should have been sent to everyone - we are all going to need services at some time, not just sent to those receiving care at present.
136	Re section 5 Q1 (protection for current users). In presentation (Carers Lunch 18/9) we were told the proposal was to <u>phase in</u> changes, not completely protect for a time. Therefore I do not have details of the factors involved.

140	My mother and I do not get any financial support from the Council, we receive no services from the Council. I provide all the care my mother needs. We both get allowances via the DWP. At present, my mother's needs can be met by me & her (care & financial). If things change, we will contact our GP to take things further.
141	Source of this returned survey is not known
143	I am happy with everything.
149	HOW MUCH DID THIS COST? WHAT A WASTE OF MONEY AS YOU WILL DO WHAT YOU LIKE.
151	Q1 - Home care allowance is an important financial support!
157	The proper charge for these services rests on the 'community' - the Council Tax. It is improper to try to extract more money from the elderly, the sick, the invalid, when circumstances have not changed - only a loophole in the Care Act 2014 making it possible to contemplate such a path.