

## Responses to the consultation

### 1. Charging for residential and nursing care provision

The council is proposing that it will continue to charge people for residential and nursing care services using the new power to charge.

**Question 1. Do you agree that the council should continue to charge people for residential and nursing care services using the new power introduced in the Care Act 2014?**

Responses	Standard version	Accessible version	Totals
Strongly Agree	76	19	615
Agree	461	59	
Neither agree nor disagree	387	47	434
Disagree	205	86	567
Strongly disagree	223	53	
Not answered	40	6	46
	1392	270	1662

**Summary:** 1,662 responses in total. 66% of people either agree that the council should use the new power to continue to charge for residential and nursing care, or have not expressed a view on the matter.

### 2. Power to make a charge for putting arrangements in place

The council is proposing to charge an arrangement fee to those people who are able to pay the full cost of their residential or nursing placement, where the council has a duty to make the arrangement.

**Question 2. Do you agree that the council should charge an administrative fee to those people able to pay the full cost of their care?**

Responses	Standard version	Accessible version	Totals
Strongly Agree	73	31	611
Agree	409	98	
Neither agree nor disagree	295	46	341
Disagree	307	52	675
Strongly disagree	278	38	
Not answered	30	5	35
	1392	270	1662

**Summary:** 60% of people who returned the questionnaire either agree that the council should charge an administrative fee, or have not expressed a view on the matter.

<b>3. Percentage of available income taken in charges</b>
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The council is proposing to increase the amount of available income taken into account in charges from 80% to 90%.

**Question 3.**

	Standard version	Accessible version	Totals
Strongly Agree	48	12	354
Agree	262	32	
Neither agree nor disagree	288	36	324
Disagree	381	106	963
Strongly disagree	393	83	
Not answered	20	1	21
	1392	270	1662

**Summary:** 42% of people who responded either agree that the council should increase charges, or did not express a view on the matter.

The above responses were further analysed to show how those people who will be directly affected by the increase responded to this question

	Pay a contribution	Totals
Strongly Agree	13	113
Agree	100	
Neither agree nor disagree	79	79
Disagree	101	242
Strongly disagree	141	
Not answered	1	1
	435	435

**Summary:** Respondents who currently pay a contribution will see an increase in their charge if this proposal is agreed. 44% of people who will be directly affected by this change either agree that the council should increase the % of available income taken into account, or have not expressed a view on the matter.

#### 4. Summary of Comments

We invited people to comment on the proposals as part of the consultation. Of the 1,622 responses received over 500 additional comments were received, including comments from Action for Carers and Surrey Coalition for Disabled People.

Comments were wide ranging from those people who understand that government funding is not sufficient to meet the cost of services to those people who disagree with charging.

There were many comments about the treatment of savings and the concern that those people who have saved for their retirement are 'penalised' by having saved in comparison to those people who have not made not any provision for their needs in later life.

The negative comments on charging were largely against the principle of charging for care and support and that personal care should be fully funded by the NHS or through existing taxation or National Insurance contributions. Several references were made to free care in Scotland. A significant number of people questioned the fairness of charging disabled people with many commenting that the government should fund more help for the elderly.

Many people commented that the proposed increase in charges seemed unfair and excessive, though others agreed that if people have the means to contribute towards their care and support then it was reasonable for them to do so.

There were many comments about the cost of living generally increasing and income levels not keeping pace with these costs and the concern that the increase in charges would not reflect other increasing costs.

There were comments from carers who raised concerns about the impact on them of the caring role.

There were positive comments too, with people reporting that they were pleased with the support they received and were happy to pay more. Others were concerned at the private cost of care and suggest the Council could look to run more services to meet the demand for affordable care.

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