

Consultation on the proposed changes to eligibility criteria and charges for adult social care

Eligibility & Charging Consultation Data Analysis

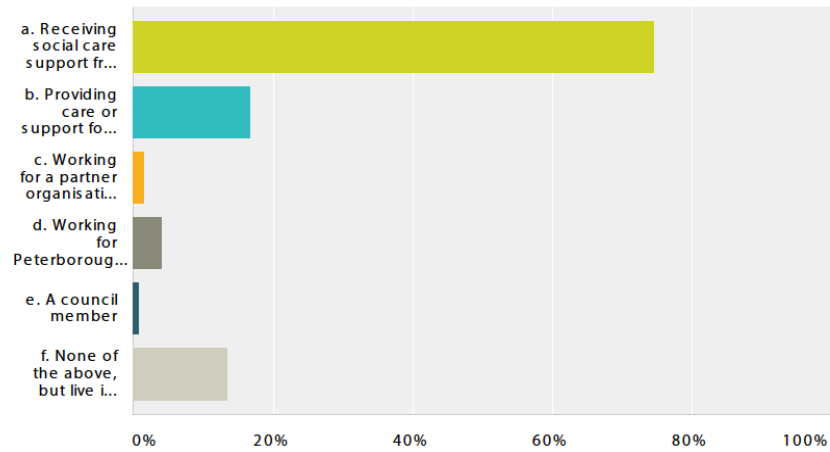
February 2013 (Abridged)

This document is a summary of the consultation feedback received by 13 February 2013. The summary comprises the qualitative data only. The full feedback, including all comments and free text, is available to view on the council's website. The full document provides an excellent source of information which is being used to inform the preventative strategy currently under development.

QUESTION 1:

Q1 Are you:

Answered: 736 Skipped: 100



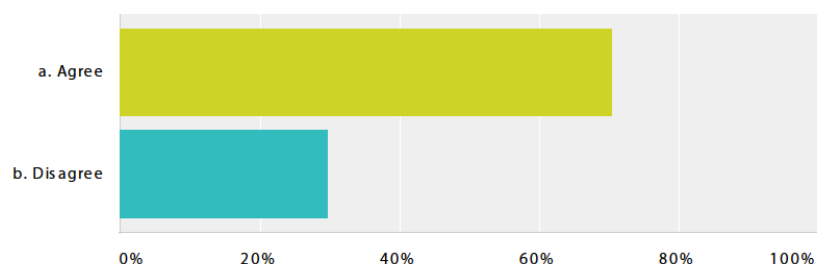
Question 1 - Are you:

Answer Options	Response Percent	Response Count
a. Receiving social care support from Peterborough City Council	74.6%	549
b. Providing care or support for a family member or friend	16.7%	123
c. Working for a partner organisation or within the voluntary sector	1.4%	10
d. Working for Peterborough City Council	3.9%	29
e. A council member	0.7%	5
f. None of the above, but live in Peterborough	13.3%	98
<i>answered question</i>		736
<i>skipped question</i>		100

QUESTION 2:

Q2 The council believes that it should change the eligibility level to substantial and critical to ensure that its resources are targeted on those most in need. Do you:

Answered: 723 Skipped: 113



Question 2 - The council believes that it should change the eligibility level to substantial and critical to ensure that its resources are targeted on those most in need. Do you:

Answer Options	Response Percent	Response Count
a. Agree	70.4%	509
b. Disagree	29.6%	214
<i>answered question</i>		723
<i>skipped question</i>		113

QUESTION 3:

Question 3 - If you disagree with the changes that the Council would like to make, please tell us why. You may also like to suggest other ways for the Council to make savings:

Answer Options	Response Count
	208
<i>answered question</i>	208
<i>skipped question</i>	628

See Full Report for all 208 comments

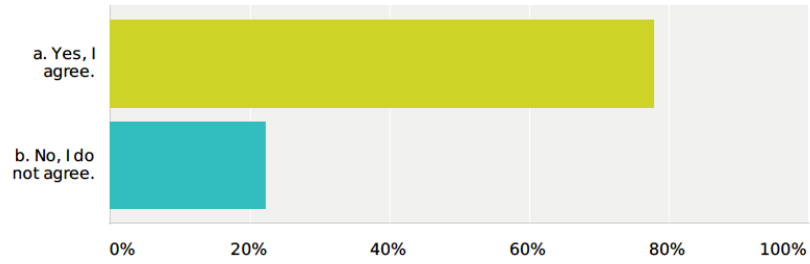
The most significant themes were:

- 78 people commented that the changes would reduce the services available to them or their family and have a negative effect on their lives.
- 35 people felt that the Council should not make savings in social care and look for savings elsewhere.
- 22 people felt that providing at high/moderate prevented people from deteriorating.

QUESTION 4:

Q4 Do you agree that the Council should help people with moderate levels of need by giving money to support the voluntary sector to provide services that can be purchased?

Answered: 740 Skipped: 96



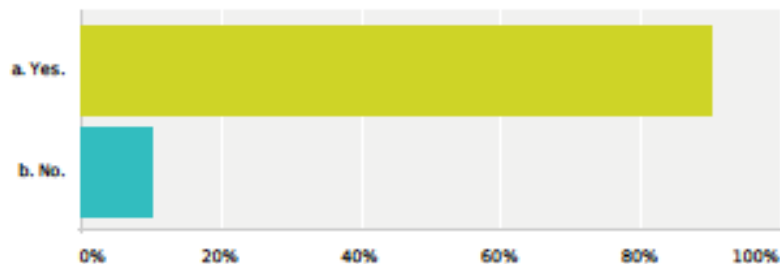
Question 4 - Do you agree that the Council should help people with moderate levels of need by giving money to support the voluntary sector to provide services that can be purchased?

Answer Options	Response Percent	Response Count
a. Yes, I agree.	77.8%	576
b. No, I do not agree.	22.2%	164
<i>answered question</i>		740
<i>skipped question</i>		96

QUESTION 5:

Q5 People sometimes lose confidence and the skills to live independently through deterioration in their health or some other change in their circumstances. The Council's Reablement Service is there to help people learn or relearn these skills so that they can look after themselves as far as possible. Currently the Council offers the Reablement Service to people who meet its eligibility criteria. Do you think that the Council should offer reablement to everybody who might benefit from it?

Answered: 747 Skipped: 89



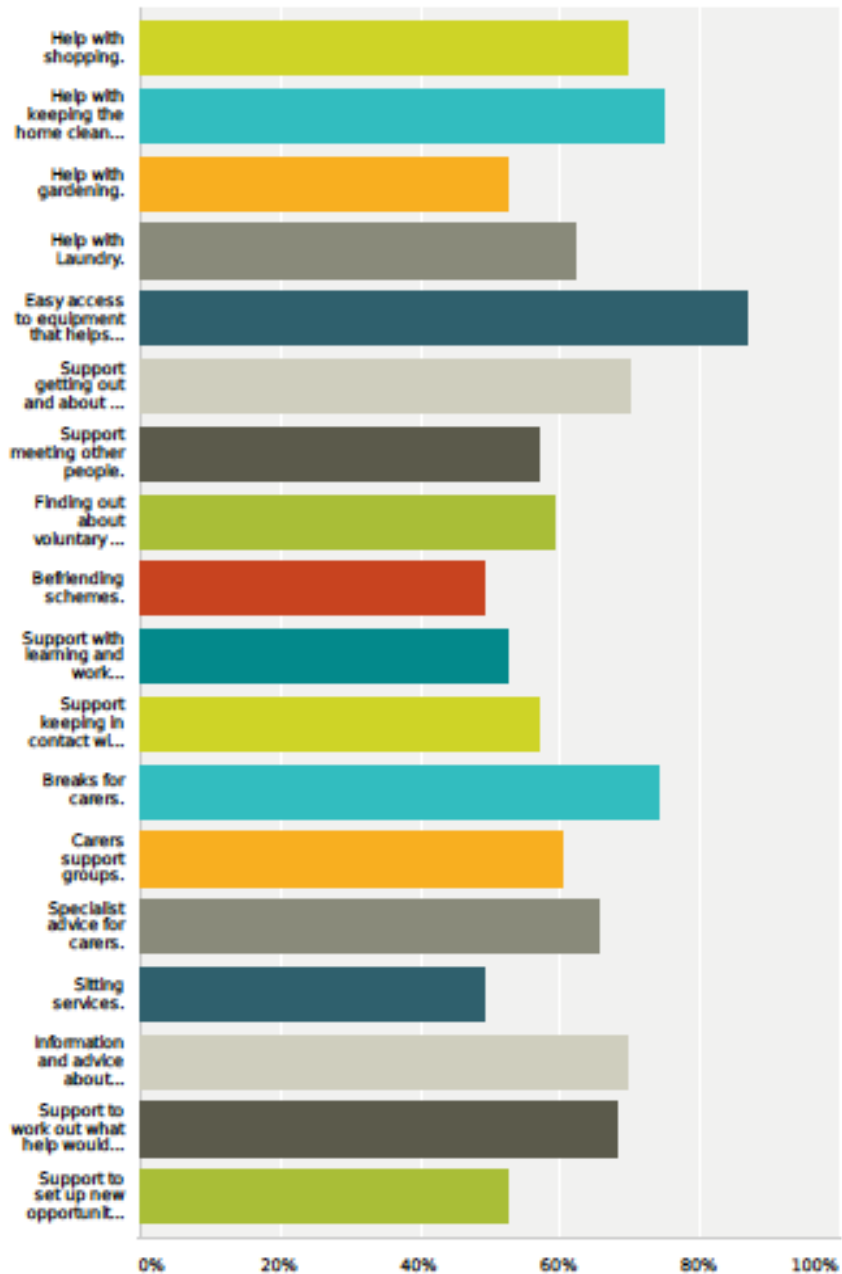
Question 5 - People sometimes lose confidence and the skills to live independently through deterioration in their health or some other change in their circumstances. The Council's Reablement Service is there to help people learn or relearn these skills so that they can look after themselves as far as possible. Currently the Council offers the Reablement Service to people who meet its eligibility criteria. Do you think that the Council should offer reablement to everybody who might benefit from it?

Answer Options	Response Percent	Response Count
a. Yes.	90.1%	673
b. No.	10.0%	75
<i>answered question</i>		747
<i>skipped question</i>		89

QUESTION 6:

Q6 Do you think money should be spent to support people with moderate needs in the following ways?

Answered: 757 Skipped: 79



Question 6 - Do you think money should be spent to support people with moderate needs in the following ways?

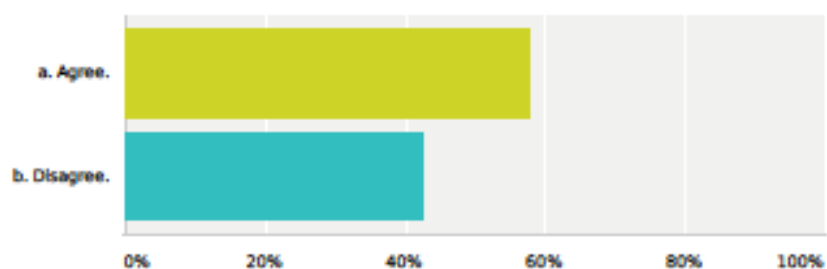
Answer Options	Response Percent	Response Count
Help with shopping.	69.5%	526
Help with keeping the home clean, safe and in good repair.	74.9%	567
Help with gardening.	52.4%	397
Help with Laundry.	62.1%	470
Easy access to equipment that helps you to stay independent and safe.	86.8%	657
Support getting out and about in the community.	70.1%	531
Support meeting other people.	57.1%	432
Finding out about voluntary and community groups.	59.2%	448
Befriending schemes.	49.0%	371
Support with learning and work opportunities.	52.4%	397
Support keeping in contact with friends and family.	56.9%	431
Breaks for carers.	74.2%	562
Carers support groups.	60.2%	456
Specialist advice for carers.	65.7%	497
Sitting services.	49.1%	372
Information and advice about available services.	69.5%	526
Support to work out what help would work best for you/someone you care for.	68.0%	515
Support to set up new opportunities or services for you and others.	52.4%	397
What other types of support do you think people would like to know about in their community?		158
	<i>answered question</i>	757
	<i>skipped question</i>	79

See Full Report for all 158 Comments

QUESTION 7:

Q7 The Council thinks that having a banded Disability Related Expenditure disregard, charging for an Appointeeship Client Money Management Service and harmonising the qualifying age for Pension credit are a fair and equitable way to raise charges. Do you:

Answered: 607 Skipped: 229



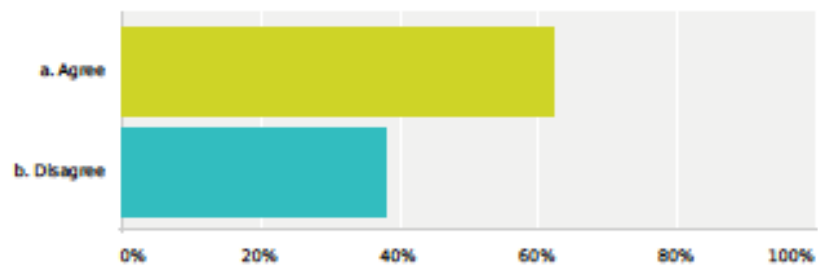
Question 7 - The Council thinks that having a banded Disability Related Expenditure disregard, charging for an Appointeeship Client Money Management Service and harmonising the qualifying age for Pension credit are a fair and equitable way to raise charges. Do you:

Answer Options	Response Percent	Response Count
a. Agree.	57.7%	350
b. Disagree.	42.5%	258
	<i>answered question</i>	607
	<i>skipped question</i>	229

QUESTION 8:

Q8 The Council's Charging Policy has not kept pace with the available technology (such as remotely monitored passive alarms and sensors) to assist people in their homes. It proposes to include such technology as a chargeable service for people who are eligible. Do you:

Answered: 681 Skipped: 155



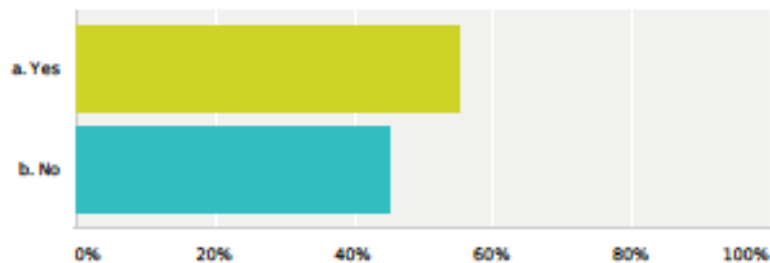
Question 8 - The Council's Charging Policy has not kept pace with the available technology (such as remotely monitored passive alarms and sensors) to assist people in their homes. It proposes to include such technology as a chargeable service for people who are eligible. Do you:

Answer Options	Response Percent	Response Count
a. Agree	62.3%	424
b. Disagree	37.9%	258
<i>answered question</i>		681
<i>skipped question</i>		155

QUESTION 9:

Q9 The home meals service is intended to help people who cannot prepare a hot meal by themselves. It is not intended to subsidise people's income by providing food. The Council proposes to remove the subsidy from the home meals service and would like to see if there are any alternative suggestions to support people who cannot prepare a hot meal for themselves. Do you disagree with removing the subsidy for hot and frozen meals?

Answered: 700 Skipped: 136



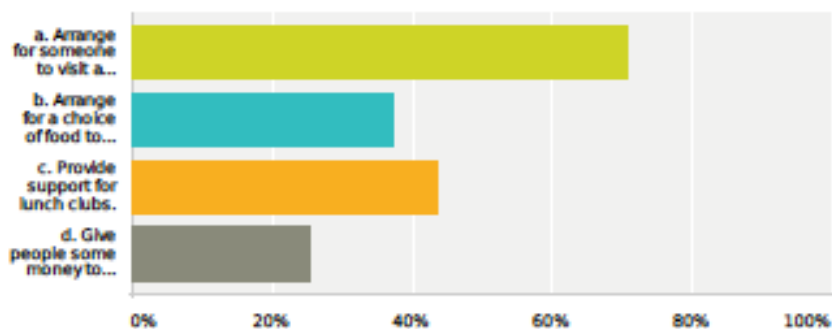
Question 9 - The home meals service is intended to help people who cannot prepare a hot meal by themselves. It is not intended to subsidise people's income by providing food. The Council proposes to remove the subsidy from the home meals service and would like to see if there are any alternative suggestions to support people who cannot prepare a hot meal for themselves. Do you disagree with removing the subsidy for hot and frozen meals?

Answer Options	Response Percent	Response Count
a. Yes	55.1%	386
b. No	45.1%	316
	<i>answered question</i>	700
	<i>skipped question</i>	136

QUESTION 10:

Q10 Here are some suggestions for alternatives to the hot meals service. Which do you think would be helpful?

Answered: 558 Skipped: 278



Question 10 - Here are some suggestions for alternatives to the hot meals service. Which do you think would be helpful?

Answer Options	Response Percent	Response Count
a. Arrange for someone to visit and heat a meal.	70.6%	394
b. Arrange for a choice of food to be delivered, for example from the supermarket.	37.3%	208
c. Provide support for lunch clubs.	43.5%	243
d. Give people some money to compensate their neighbours for providing or sharing meals with an individual.	25.4%	142
Other suggestions or any other comments		302
<i>answered question</i>		558
<i>skipped question</i>		278

See Full Report for all 302 comments

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