

Adult Care Services – Charging Consultation

FAQs

1) Why are we consulting?

We are seeking views on proposed changes to the way we charge for some non-residential services:

- To bring charging arrangements up to date with the guidance on charging set out in the Care Act 2014
- To consider charging for services that the law says the County Council are allowed to charge for, but that are currently provided for free
- To charge an amount that reflects the true cost of providing these services
- To bring Hertfordshire County Council's charges in line with other Local Authorities

2) Who are we consulting with?

This is a public consultation and anyone can give their views. All services users living in the community who receive services from Adult Care Services will be asked to take part in the consultation. We will also be taking the views of voluntary and private sector organisations and advocacy groups.

Service users in residential or nursing care homes are not affected by this consultation but can still give their views.

3) How do I give my views?

You can complete the online questionnaire at www.hertfordshire.gov.uk/chargingconsultation

We will write to all existing service users, enclosing a paper copy of the consultation document. We will invite service users or their carers to either complete the paper copy or complete an online version of the consultation. Easy-read versions of the consultation will be made available for all service users where it has been identified they require the document in this format.

You can request the consultation in other formats such as large print, audio, braille or in another language.

We will also write to voluntary organisations and advocacy groups and invite them to participate in the consultation.

Focus groups

There will be three focus groups for people to book on to give their views:

1 November 2017, 6pm – 7.30pm at Hemel Hempstead Library

7 November 2017, 6pm – 7.30pm at County Hall, Hertford

8 November 2017, 6pm – 7.30pm at Welwyn Garden City Library

Please book your place by emailing: chargingconsultation@hertfordshire.gov.uk or Telephone: 01438 845477. Lines are open Mon to Fri 9am to 5pm. Places are on a first come first served basis.

4) Who can I talk to if I have a question?

All of the information is on our website

www.hertfordshire.gov.uk/chargingconsultation

You can also email: chargingconsultation@hertfordshire.gov.uk or telephone: 01438 845477. Lines are open Mon to Fri 9am to 5pm

5) What is the timeline?

Subject to Cabinet approval, we are proposing to consult from 03 October 2017 to 31 December 2017. Following the consultation period, we will take the consultation outcome to members, so that a decision on each of the proposals can be made. This process will begin in early January, with final proposals going to Cabinet on 19 February 2018. We propose to amend our charging policy with effect from 15 April 2018.

6) How will this consultation affect me?

Every service user will be written to and will be told how each of the proposals will affect them if they are agreed. This is based on information we currently hold, some of which may be out of date.

There will be some service users who don't currently pay for support but will be asked to pay in the future if these proposals are accepted.

7) I would like to make a complaint about the consultation?

You cannot make a complaint about the fact that the Council is going out to consultation. You can, however, make a complaint about the process we have followed in carrying out the consultation. If you would like to make a complaint, you can do so by:

Going online at - <https://www.hertfordshire.gov.uk/about-the-council/complain-or-comment/make-a-complaint.aspx>

Emailing us at - acs.complaints@hertfordshire.gov.uk

Sending us a letter to - Income Manager, Postal Point SFAR225, Second Floor, Farnham House, Six Hills Way, Stevenage, SG1 2FQ.

8) How will I find out about the outcome of the consultation?

If you are a service user, we will write to you. If you are from a voluntary organisation, we will also write to you with details. We will also publish the outcome of the consultation on our website.

9) Has a decision already been made?

No. When the consultation ends we will collate the responses and produce a report for County Councillors to consider when making the decision on which proposals will be adopted.

10) I am worried about the impact the proposals will have on my finances.

When a final decision has been made on which of the proposals will be adopted, you will be told how this will impact you and given the opportunity to appeal your financial assessment. We suggest that you keep receipts for any disability related expenses you incur, as these will be requested as part of the appeals process. You can also contact **HertsHelp** for free independent information and advice.

Online: <https://www.hertshelp.net/>
Phone: 0300 123 4044
Email: info@hertshelp.net
Text: hertshelp to 81025