Fairness of Adult Service Provision in Neath Port Talbot

Consultation Paper
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1. Background

Neath Port Talbot Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.

This policy has been developed to provide a strategic and sustainable approach to delivering care services to adults. It places greater emphasis on sustainability of resources and outlines the framework through which Neath Port Talbot County Borough Council Adult Services provide social care.

The policy applies to all adults aged 18 years and above who access services provided directly, or commissioned by, Adult Services.

2. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council’s proposals.
- Provide clear information so that people understand why the changes are necessary.
- Make sure that people have all the information they need to come to an informed opinion.
- Encourage people to give their views on the proposal (outlined in section 4).
- Make sure people know how to submit their views.
- Collect feedback and consider this before a final decision is made.
3. **When will the consultation take place?**

The Council will be collecting feedback for 90 days from 8th April to 8th July 2019 (see section 6 for how to give your views).

As well as this document, Council officers will be visiting Services throughout the consultation period to explain the proposals to service users face-to-face as well as meeting with carers. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council’s Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. **What is the proposal for the Fairness of Service Provision Policy?**

The policy aim is to take into account the social care resources available when undertaking an assessment or reassessment of individuals’ social care needs.

We want to ensure a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot.

Sometimes a person may wish to access services that are more costly than the services identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes.

In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than that identified by the Council.

However, by doing this we may ask you to contribute to the cost of that care.
5. Questions & Answers

During the consultation, there will be a number of ways in which you can submit questions about this proposal (see Section 6). However, here are answers to some questions you may have:

Q: How has the Council reached the conclusion that this proposal is the best option for service users?

A: Adult Services has reviewed current service provision and has developed this policy as the best way to provide sustainable services for our most vulnerable residents.

Q: How will the Council agree if I need social care?

A: All existing and potential service users and carers will be assessed on the basis of their individual needs and will receive the most appropriate service or be signposted accordingly.

Q: Will I have to pay towards the cost of my care?

A: If you have an eligible assessed need, then you will receive a financial assessment which will look at how much you might have to pay towards social care.

Q: What happens if I want a service that costs more than the Council is able and prepared to pay for?

A: In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services the Council has identified as being able to meet your needs. Beyond that, it is entirely a matter for the person to decide whether they wish, and are able, to purchase more costly care and support at their own expense.
6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

i. ‘Face-to-face’ meetings with Service Users and their carers
Regular meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

ii. Team Staff Meetings

iii. One to one meetings
Individual meetings with service users and their families will be arranged where needed.

iv. Advocacy
If required, an independent advocacy service will be made available to Day Service Users.

v. Display and Suggestion Box
There will be an information display giving details of the proposal at Day Services, together with suggestion box where questions, letters and completed feedback forms can be deposited. The boxes will be emptied regularly and answers to any questions will be displayed on the noticeboard.

vi. Consultation Portal
Neath Port Talbot County Borough’s consultation portal which will allow you to comment and provide feedback via the Internet.

vii. Meetings with partner agencies, groups and forums
We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

viii. In writing
You can respond in writing by writing to the address below

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:
7. Explanation of terms used in the context of this document

**Advocacy** is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

**Partner agencies** - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

**Partnership** - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/service users of a business or service.

**Alternative Formats**

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please ask one of the Day Centre Staff who will pass your request on to the Commissioning Unit.
8. Feedback form

Fairness of Service Provision Policy Consultation

Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

Fairness of Service Provision Policy Consultation
Neath Port Talbot Council
Social Services Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:
Name: ____________________________________________

Address: __________________________________________

__________________________ Postcode: ________________

Please indicate your interest in this project (please ✓):
I am a Service User ☐
I am related to a Service User ☐
I am a carer for a Service User ☐
I am a member of staff at a Service ☐
I am a Service User ☐

Other (please specify) ________________________________

Please insert your comments below *(please feel free to include additional sheets if required)*:
Questions

Choosing the Right Services
a. How easy or difficult do you find it to get information about what social care and support you can have?
Please tick ✓ one box only

<table>
<thead>
<tr>
<th>Very easy</th>
<th>Fairly easy</th>
<th>Fairly difficult</th>
<th>Very difficult</th>
<th>Don't know</th>
</tr>
</thead>
</table>

Please give reasons for your answer or provide further comments in the box below:

Questions

The Fairness of Service Provision Policy
To what extent do you agree or disagree with the proposed Policy detailed.
Please tick ✓ one box only

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Tend to agree</th>
<th>Neither agree or disagree</th>
<th>Tend to disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
</table>

Please give reasons for your answer or provide further comments or suggestions in the box below:
**Questions**

Do you think that the Policy would have a positive or negative impact on any of the adult care sector? **Please tick one box:**

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
<th>Don’t know</th>
</tr>
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Please give reasons for your answer or provide further comments or suggestions in the box below:

**Questions**

**Resources**

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services? **Please tick ✓ one box only**

<table>
<thead>
<tr>
<th>Very important</th>
<th>Fairly important</th>
<th>Neither Not very important</th>
<th>Not important at all</th>
<th>Don’t know</th>
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Please give reasons for your answer or provide further comments or suggestions in the box below:
About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: (please ✓ one answer)

- [ ] Under 16
- [ ] 16-24
- [ ] 25-29
- [ ] 30-39
- [ ] 40-49
- [ ] 50-59
- [ ] 60-74
- [ ] 75-85
- [ ] Prefer not to say
- [ ] 86+

Welsh Language – are you: (please ✓ one answer)

- [ ] Fluent speaker & writer
- [ ] Fairly fluent speaker & writer
- [ ] Fluent speaker
- [ ] Fairly fluent speaker
- [ ] Learner
- [ ] Little or no knowledge

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person’s ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please ✓ one answer)

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Ethnic origin: (please ✓ one answer)

- [ ] White British
- [ ] White Irish
- [ ] Mixed: White & Black Caribbean
- [ ] Mixed: White & Black African
- [ ] Mixed: White & Asian
- [ ] Indian
- [ ] Bangladeshi
- [ ] Pakistani
- [ ] Prefer not to say
- [ ] Black: African
- [ ] Black: Caribbean
- [ ] Chinese

Other (please specify): __________________________________________

Sex (please ✓ one answer)

- [ ] Male
- [ ] Female
- [ ] Transgender
- [ ] Prefer not to say

Religion/Belief: (please ✓ one answer)

- [ ] Christian
- [ ] Sikh
- [ ] Buddhist
- [ ] No religion
- [ ] Hindu
- [ ] Prefer not to say
- [ ] Jewish
- [ ] Any other religion
- [ ] Muslim

Any other religion (please specify): __________________________________________

Sexual Orientation (please ✓ one answer)

- [ ] Heterosexual
- [ ] Lesbian
- [ ] Gay
- [ ] Bisexual
- [ ] Prefer not to say

Nationality (please ✓ one answer)

- [ ] Welsh
- [ ] Scottish
- [ ] English
- [ ] British
- [ ] Irish
- [ ] Prefer not to say
- [ ] Other
- [ ] Other (please specify): __________________________________________

THANK YOU FOR YOUR TIME