

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:

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

Or email CCU@npt.gov.uk

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

Neath Port Talbot Council

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

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

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:*

Positive	Negative	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Very important	Fairly important	Neither very important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> 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)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓ one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓ one answer)

- | | | | | |
|---|--------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓ one answer)

- | | | | | |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Lesbian | <input type="checkbox"/> Gay | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓ one answer)

- | | | | |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | | |

THANK YOU FOR YOUR TIME

Building Safe and Resilient Communities