Appendix 4b Comments from the first questionnaire

I have worked all my life i think i have paid mt contributions I now feel we shgould be respected enough to be thought of as an individual not a price tag.
The way bradford has worked over the year's seems to have been ok. If its not broken dont change it. Cut form the top not the bottom.
I agree in theroy that people who can afford to pay could contribute towards care needs but i am talking about wealthy poeple. My reluctance to agree here is with talk of what the goverment decidesis the amount ndded to live on in recent years. The Goverment has proven that they do not think disabled people should have more then the bare minimum to survive which has lead to stress, depression anxiety and turmoil for many people. I am worried that those who can afford to pay will deemed as most people on benefits. Disabled people are already dealing with untold challenges to their health: mentally and physically. Worrying about finances and not being able to afford periods of respite and fun will make it worse.There will be terrible strain on the NHS as people spital. I am devasted that more financial stress is likley for already vulverable and overburdened people. My responses depend very much on the farness of judgement about what level of finances p!eople need to live.
'Completed by step-daughter & carer'
Q3) 'Already charged for 2 carers having being in the Direct Payments scheme'
Q1 - Not if there are extra cost implications Q2 – X does not partuclarly understand current or alternative policy Q3 - This does not apply, however it would need to be affordable Q4 - X already contributes to access Specialist Autism Services. If he were to move into supported accomodation, which is likely in the future, he would struggle to afford further charges.
Whats the point, if you can disrupt someone's life style, when they have enough to cope with through no fault of their own, it looks like you will do it, the fact that money has been wasted by making a duck pond in Town Hall Square and other stupid things seems to get the ok from the council it doesn't seem to matter that some people have worked all their lifes, paid taxes and never claimed a penny that you think fit to punish them in their hour of need.
I go to Norman Lodge Care Home Monday Friday for Day I look forward to going and whe i go for a wed all the carers are good rooms nice
My understanding of Supported Living service is that an amount is levied to the tenant/resident which Housing Benefit does not pay so this is happening already anyway.
Your letter mentions changes to a Standard Contributions policy, but it gives no information about what this would actually mean. Nor is the difference between the current policy and the proposed new policy explained clearly. As such, I am unable to make a properly informed decision, or give a properly informed response to your survey.
I fail to see how the single component is easier to understand!
I have a rare bone disease & have had breast cancer I keep going for check ups at Airedale General Hospital. I think I have bowel cancer now I get stabbings pains in my stomach and a lot of diorhera. A few months ago I nearly fell over in the shower I went blind, I have cataeachs in my eyes. When I had cancer there was a bit of a scare saying we had to pay for cancer tablets I an on he NHS I would have died I was on home for 15 years.
Q3 - However two carers need to be providing a service! Unsure when council is paying costs of care exactly how it is monitored! for example we had carers who would frequently miss calls, but we had no idea if the Council was still being charged. At no time during the 3yr period care (I use the term loosely) was being provided did any body from the Council check to see if we were happy with the service being provided. It's not very clear who to speak with a query regarding this. On a coupd of occassions tried to speak to somebody but just kept bein gtold it wasn't that dept & told somebody else. Just went round in circles & gave up in end.
I have looked after my husband since 2000 (Jan) when he had a major stroke, he now has Parkinson as well, I have saved the Government thousands of Pounds, and Social Services told me that Carers have come in now for the last 2 years only to transfer him into his chair, most of the time he stays in bed, the carers are only here 5 min to readjust him in Bed, if we

have to pay for 2 carers that will be over £6.00 for 5 min that works out at over £1.00 a min, 60 min in an hour, that works out at £60.00 an hour, thats outrageous. I know we are charged at 15 min slots, but that's not the point I do everything for X he can't do anything for himself. I will have to cut down on the number of calls we have. I don't think David Cameron would agree to a charge of £60.00 an hour.

Q1 - That depends, each individual has different needs this letter doesn't really explain what changes are really going to be made and at what cost. Q2 - No - its words on a page. For me to understand this new policy I need figures i.e. give me an example X has a total income of . . . and show me a case study of what the figures could be. This is the only way I can see fully the extent of this policy. Q3 - This depends again if an individual has been assessed on their medical condition to have 2 workers to support them why should they be penalised for this? It is for their safety in order to live a full life without any problems. However if an individual chooses to have that extra worker for support but haven't been assessed for the need of this it would be more understandable. Q4 - I personally haven't had to deal with Supported Living so I am unsure of the requirements now. My concern for paying towards this is t!hat my daughter will not be left with much if not any money to live comfortably.

Q1 - I do not know what other Councils do. Q3 - Residents in care homes have to pay if can afford it. My son's rent for this Supported Living Accommodation is high & I assumed that part of that rent was for care. There are 3 of them living in the Accommodation, each with different needs & different amounts of care. If these services are charged for I assume that the cost would be covered by Direct Payments or Individual Budgets just making for a complicated system - more invoices, more receipts more accountancy - often done by busy family members. I just can't cope with any more complications.

Are people with profound & multiple disabilities going to be paying more than people with moderate disabilities? This would not be fair. People with profound disabilities have higher living costs in any case - altering of clothes, bespoke clothing, heating, transport etc. (The severe disability premium does not cover all these costs).

Do not get Bo?ie care, we do not have much care do everything ourself i.e. shower with a little help from X get dressed by myself.

In terms of those in 'supported accommodation' there should be a level playing field. Your document makes the financial impact of this change far from clear. In particular it is not at all clear what will be considered 'disability related expenses' and what will not. This gives the impression that people will be bullied and somebody will be telling them how to manage the income that should help them with their disability and give them control. This does not sound simple at all. As it stands the cost of care is prohibitive and means that my social life has come to a near full stop. Maladministration by Bradford council means I am paying for two years charges at once - while the council did apologise only after vigorous and forceful complaint they are being quite 'Shylockian: about the impact of their failures. I must make a decision whether to continue care and have no social life whatsoever, or discontinue it at risk to me and others !but have some quality of life. I simply do not trust the council with such a woolly proposals to be at all fair. The disability payments should be for that purpose, not a revenue stream for the council. The receipt of care has had minimal impact on the cost of my disability and removed a very large part of my income as it stands. This appears to be an attempt to raise greater income rather than one to be fairer. The word 'fairness' is not even mentioned in your document. Disability payments are supposed to help with the costs of being disability, not be a revenue stream for the council. Care by no means removes all of the costs of being ill, only the care component of DLA should be considered and then at most half of it. The mobility component and the Severe disability premium should be left alone.

Whilst I appreciate that the current financial climate is challenging I do not believe that the full cost of two carers should be imposed as a blanket policy. It is regrettable that a person who has worked hard and exercised financial prudence should sacrifice all that they have worked for. It is however right and proper that increases in the cost of home care services are increased but imposing an immediate 100% rise is perhaps a step too far. I am of the view that this could be somewhat short sighted in that th erapid depletion of a n individuals' savings to the current disregard level only takes a couple of years then the benefit to BMC is short lived.

My partner has Parkinson's Disease and whilst his care needs may increase his life expectancy may be a couple of decades away. No one dies of Parkinson's Disease but the deterioration of mobility may create a range of other health isses. I suspect that there is a willingness of service users to re!cognise the need to increase care costs. However, a year on year increase would make sense. The level of the savings disregard when calculating client contributions has remained static for a number of years. Perhaps there is some merit in re-visiting this element of the system. At present my partner pays for 7 hours social care each week, but two carers are required to mobilise him. He currently pays £96.25 pw. For the same service and hours this would rise to £192.50 pw. His savings above the £23,250 threshold would be spent on social care in less than two years but his life expectancy is likely to be 15-20 years. I am the main carer which occupies me for about 17/18 hours each day. I am in my seventies but as long as I draw breath I will care for this very special person. I probably save BMC a few pounds and I am not alone. There are thousands of us who physically and emotionally still face the daily/yearly chal!lenges with a smile and ask for nothing in return. Seeing our loved oneshappy is payment enough.
Suggestions: *Revisit the Disregard Threshold which has remained the same for years * Introduce an annual incremental scale of social care costs * Identify the users who are able to pay outright for two carers by stipulating a savings benchmark which triggers the full cost to the service user. * Esablish a common hourly rate charged by service providers *The many departments dealing with Adult Services is frustrating and for me some bewilderment. Not knowing who does what if there are any queries or concerns. The staff, to their credit, is very helpful but it woudl be much easier if there were teams dedicated to geographical areas. At least there is some chance of speaking to recognisable voice. * Clarity of who to speak to about care being provided and/or the financial elements of the Adult Services. A system that includes annual reviews of client needs. * Acknowledge the financial value informal carers provide wit!h their time and energy for free, without whom the present financial crisis would be much greater. This is a priceless resource often taken for granted. * A more holistic approach to social care provision and greater clarity. It is pleasing to know that there will be some consideration to the financial costs linked to the health and well-being of the social care users apart from the cost of home care, i.e. extra heating/lighting, care products i.e. wipes, bed mats, purchasing additional continence products, suitable clothing, daily laundry (increased water bills), social trips to reduce isolation, respite care costs, more frequent need to purchase bedding, living costs (board, rent, dietary needs etc.) May common sense prevail especially for those service users who have worked hard during their working life and prudent with their hard earned money. They are the ones who are subsidising those once fit for workindividuals who have contributed very little to the system and get all their needs met anyway. I wish BMC good wishes in their endeavour to sort this out in a realistic and fair manner. Creative thinking sometimes seems elusive but is well worth the effort much of the time.
My son has a severe learning need this information he wouldn't be able to read. Where is the Inclusion? for people like him. I suggest this form should be differential for people like my son. At the moment I have to employ a care company to care for my son whilst I go to work and also pay service charges. So I can continue in employment any further care costs and changes surly would put family's and carer's like myself out of work and stop our disabled children from enjoying they already difficult life.
I am employed by Bradford Council myself, children's specialist services at Sir Henry Mitchell House. If I was to pay for a second carer, I would be using all my wage to pay for an additional carer & as I only work part time, it would not be worth my while working. To me it is discriminating against disabled people who have complex health needs & require the support of 2 carers to carry out basic personal care needs. The money I receive only just pays enough to cover care & mobility needs & having to pay for an extra carer through no fault of my own, would leave me having to cancel services & rely on the support of my mum to carry out my basic needs as a human being. The care act 2014 does not really relate totally to financial assessments, it is about promoting the rights & choices of an individual to be entitled to receive care in a way which suits the individual so they can live their lives in a dignified manner. I think you sho!uld look at alternative way before disabling peole further.

Personal security, physical health concerns - eg lifting and many possible other issues mean that two workers are needed for the worker's wellbeing.
The cost of care that my mother is charged is probably the maximum she can afford as she only has her pension, if they increase it, and she also has double up care, she would be in dire straits, hopefully the new system will not let that happen.
Q1 - Do not knwo what the policy is so cannot comment   Q3 - Depends on who makes the decision   Disabled only have a limited income with no opportunity to increase it yet still need to pay the same bills as everyone else which increase every year, and pay for extras that they need because of their disabilities eg taxis, specialist clothing, footwear etc   Just realised benefits will remain the same as 2015 up to March 2020 with inflation alone that means a cut every year for 4 years.
Q2 - What is the current policy? Are we better off   Very difficult to answer as the answers are subjective: No information about costs involved so we can't make an informed decision.
I don't know anything about Supported Living Packages & so cannot comment.   My daughter lives at home with me & receives my support free of charge.
Do not get enothe? of care. I do everything myself and wife so why do I have to pay charges
As a service user approaching ninety years of age I welcome a change that makes any policy easier to understand.
As a carer for my mother the help I receive from the other carers (10 min visits) is most welcome & I am very grateful.   She already pays for the phone to be fitted & the alarm & pendant etc. She has very little in savings so could not afford anything else.   She has Vascular Dementia with Alzeimers.   Your questions can be misconstrued.
Mr X circumstances have not changed. He is an 87 year old man and finds receiving these forms very stressful. His eyesight is deteriorating as well as his general well being.   I am a friend who visits him and have filled this form in on his behalf with his permission.
Q3 - As sometime there will be one & sometime two & office will not adjustice account.   This office will not always adjust my account if I should at times need one or two people - where I usually have only one.
Q3 - It depends what this is based on. People should be allowed some savings.   Q4 - If this means they really have support.   These are difficult questions as you know or you wouldn't be sending a questionairre. Sometimes there has to be room for individuality. Some people have help from family others are truely alone.   People needing care should be allowed a margin of savings which is not affected as otherwise its like punishing people for being careful with their money.   The bedroom tax shoudl not be deducted from those needing care. It is a totally unfair tax to many who are paying for a box room.
Q3 - My daughter does not use the above service but I strongly disagree a disabled person is being punished by this government & have had enough taken from them.   My daughter does not receive Supported Living Service but I disagree that you are to charge people who can least afford it.   In reply to the letter & form I received this morning. I have filled it in where appropriate for my daughter. She attend a day centre 5 days a week - my husband takes her in the care & picks her up - my daughter does not use the transport service I filled in a detailed financial form last year on my daughter outgoings. She has limited income and cannot afford to apay any-more. I do understand the council are having a hard time but so are disabled people. This government seems hell bent on distroying the welfare state. My husband & self worked hard all our lives as well as care for X - she uses no other respite.
The respite home that was near me before it closed my partner who lived with me went in for a week's respite and this is how it worked out my partner did not declare his earning (do you think thats unfair I am sure you do I don't suppose you would like becuase he did not declare it he had to pay full £436.45p for a week the next payment down was £300 depending on your money if you only had your pension you paid £100, what made me mad most of the old dears moved the money out the bank, I know this becuase the ladies who worked there told us what was happening and told us to do the same I dont think you should charge somebody full becauseits quite expensive to look after somebody who is ill I know I looked after my daughter for years had M.S. I was 69 when she went into hospital I didnt get a penny for looking after her so the Government must have made thousands out of me. I hope you read all this.

Service user charge & cuts to some services have already driven most of us in hardship. Please don't dig in deeper from vulnerable people.

1. Service user charges 2. Cuts to some services and support have already driven us in hardship please don't dig deeper into vulnerable people.

1) Don't understand proposal letter - badly written 2) Not fair to charge for 2 carers 3) Not enough examples of charges 4) Not enough help for learning difficulties - why only help physical why? Are you including travel as need, without help cant go out - big need 6) Why pay more in supported living? Not right 50% more and more again! Straing for social workers needed

It is difficult enough to afford to pay the contributions never mind paying for additionals. My sister lives in my house and I care for her full time. This is not an easy job. I do not apply for any additional income from the government. Therefore we do not wish to make further contributions. I need to question how is the contribution my sister is paying currently worked out?

Nothing has been mentioned about other costs that are incurred - eg someone pays a contribution for support services for someone to take them out into the local community but then the client also has to pay for the costs of the person supporting them while out such as travel, food, entrance fees (cinema) etc etc . . . Also how will living costs be calculated for someone living with relatives/parents - food and bills needs paying for.

Only just started this service, so do not know a lot about it yet.

It should be an easy & stress free process to allow the service users to be more independent

Im all for bringing them up to standards but thats all

This form is not very clear. He already pays money for going 3 days a week to go to Springfield.

I dont agree that people who can afford it should pay more. This is because its seems that the more people have worked all their lives, contributed to the country financially with taax & NI etc and have worked hard to save up to help their families get penalised. They get little back so where is the incentive. The less you do in life means you get to continue to reap more benefits for free. Its time to give something back to the workers.

Not sure what to put only that if the charge increases it will add financial difficulties. As he is almost 92 years old apart from living expenses re food, heating, insurance, etc He needs new bedding clothes etc due to them being messed up, he has diabetes so special food. I am trying to keep him out of an old persons home. But increase will add to the emotional anxiety he causes due to his dementia, it is taking a toll on me, but I am trying my best.

People who have means to pay should pay. People without means should receive a free service.

Qs 1&2 - As it is explained on page 1, the new option may be easier to work out, but for anyone elderly, and also for anyone not so old, any calculations sent to them will be difficult to understand. Q3 A lot depends on who makes the decision as to how many are needed. In the case where it might be useful on a rare occasion and the care company decides to double up as a precaution it would be rather unfair to penalise the service user. For instance it has been known for an older carer to come in and do all the work while the younger one spends all the time inher car on the phone.

X lives with me she is badly disabled Im her main carer appointee I take her every where sir she lives me the house own get no help X doesn't live in Supported Housing she lives me Im her carer main appointee get no help just get crossroads care shipley who take X out just tuesdays 2 hours thats all sir we own house sir now - - is real - - - - - and X - has X - - - - - - - claiminghe owned my home when Im the sole owner will look into it sir talk to no one all my family are dead I sole owner lived - since 1963 in same house just me daughter

I am quite happy with my carers

Agree as long as everyone is means tested

waste millions one shop centre then try to take it from the vulnerable. Thats not right!!

I already pay about £100 a month from X money, if this goe's up too much more I will not be able to manage has I am also a pensioner

The people who can afford these services should have to pay so that more is available for those who can't afford to pay

Sir, without any specific figures to work on, it is impossible to comment on any of this. In our case (X) I cannot say one way or the other, since no figures are quoted. Without them, I suggest that the consultation is merely a sop to the users of the service.   I suspect that, whatever the outcome, costs will increase to the users. What exactly does 'Portability of care' mean?   P.S. Please try and use correct English!

I set a direct debit but now in arrears due to a mistake on your behalf.

The elderly & disabled are penalised and charged for services that should be part of their entitlement. They've paid their taxes and at their time of need are bled dry of the small amount of income they receive along with gas & electric. As his carer I receive peanuts £62.10 a week yet I care 24/7 for him, why does that get reflected upon? Two workers that attend although paid at 7 receive more than I do who attends to his every need. The system is unfair, unjust & many flaws.

I pay my mum rent on a monthly basis, I live at home. How does this affect me please let me know.

I have answered to the best of my ability, but the way these charges are worked out is not explained clearly.   For those in Supported Living Accommodation, if the support they receive is not currently charged for, one wonders how it is financed at the moment, & if it is charged for will there be a reduction in the cost of the accommodation.

In the current economic climate and with the cost cutting that the current government proposes it seems that the people requiring aid are being victimised costwise.

Q2 - Not based on the information supplied no mention of the elements which are taken into account in total (only discovered by a phone call)   I think it is extremely difficult to make a decision without a real example of what this means. No doubt a higher cost! If my father-in-law had received this letter he would have had no idea what to fill in (1t 93 years of age!)   Can I also say I have just received my council tax bill which - surprise! surprise! has had the 2% - the government says councils may add for support services, added in. - What exactly is that to be used for - if your new system is to raise more money from users.   I would not want my father-in-law to be any worse off than he is now.

If people can pay for there own care I think they can pay to have people look after there own care if like my dad worked all is life for a low wage and doe's not have a lot of safings and could pay a - of - towards is care.

a) Form didn't arrive til the 24th March, rather late considering your time span (29th Feb - 20th May)   b) My mother can't fill it in due to having had a stroke last May (reading & writing affected) and having dementia.   c) My mother is in an Anchor Trust flat with a care package:- quite extensive. My concern is that with a rise in care payments plus her rent, electricity and a few basic needs her money will soon run out and then she will no longer be able to pay th erent. Where does she go then?   d) My sister (X) and I have Power of Attorney just in case you wondered who was filling in this form.

Lots of people will miss out on going out if they hav eto pay for 2 carers. My son needs 3 to 1 when going to theatre. Hense why he doesn't go much. But still needs 2 to 2 when outside as he has no sence of danger and will just run off.

The support payment should be subsidised highly as this is saving the governement thousands in care charges.   I want to stay in my home for as long as possible with the help of my family I am doing this. If costs go up then this will not be the case.

You do not stipulate what the difference is between the councils policy and the rest of the country so how can you say it should be brought in line.

Question 3- Either send 1 worker tape recorder as required or send 2 workers at double the intervals keep the same cost.   Question 4- If there is no increase in governement payment to user, how can charges be increased.   Increase your charges in line with any changes to the benefits paid to service user.   Service user can only pay out to care services deprnding on her benefits paid to her by the government.

My reason for strongly disagreeing is my son is not getting the care that he needs when out on the minibus twice weekly. He is also prone in getting upset stomach at any time and he is not allowed to take any spare clothes in case of emergency, with this disallowment of spare clothes it brings concerns of poor hygiene for my son. When asked why I was informed that it was due to no space on the bus for a bag and the lack of resources (Listerhills)

1. It is hoped that a national charging strategy will be fair to all parties. 3. Double up charges: Those who are seriously disabled will be quite heavily penalised if two carers are charged for. Every transfer requires a double up, that could be in excess of 12 transfers per day. Would that be taken into account? 4. Supported Living Charge: We already pay high service charges and rent. Much as the service os appreciated, savings of the residents will decrease and housing benefit might be required sooner. What percentage of the total would be charged for support? In general: I have been disabled from birth and with time my condition has deteriorated yet I worked in a professional capacity for 20 years: now I have never paid so much for my housing or care (£1700 a month). Please make the charges clear to each individual.

He soesn't really understand the implications.

My wife lives in a wold of darness and unabble to move so lets punish the disable. She does not want to be like this and she says she can save you money. Let here die she want to end here life.

Q1 - Not familiar with policy for rest of country. Quite content with the way things work at the present time.

Financially people with learning difficulties are abused. Money is required for everything now and this is difficult to understand for someone with a learning disability and is not how it should be in a perfect society.

If you have lived and worked here all your live and over 80 yrs you should not after pay.

My mother is 94 years old and lives in extra care sheltered housing. She receives the assistance of 1 carer morning and evening for personal care and does already pay a substantial amount for this service. Considering the substantial increase in rent she is already paying I worry that she will not be able to afford to continue living there is the care cost also increases. She is in receipt of all benefits and has no savings or surplus money.

If people need two carers they should pay extra if they can but people shouldn't have to pay for two carers if one is sufficient.

People on low income should not have to pay for the cost of support service their get from the Government specially if their are receiving amount of money once a fortnight from the government as for my self specially under a send amount of money their is not right.

I agree that if only one carer is needed - only one should be paid for. It is not necessary to constantly target those who cannot pay. Carers need to have a person with them in case of emergency so it may be necessary to have 2 attending. From experience I know that some carers only stay 15 mins when they record that they have stayed 30 mins. Honesty is the best policy! I do my caring for free.

I think the Governement has a nearve to rejuice allowances for disable people

Why is it that when cuts, or increased costs, are to be imposed it is always the handicapped who are picked upon. People who have contributed, or certainly their parents have, to the tax, both national and local, for several years; in our case over 50 years!! Also, pardon if we suspect, that this letter, is merely a 'sop' to us to try to make us believe our opinions account when the decision what is to happen has already been made! Years and years of experience of decisions of this nature are in mind. In addition we now find, as was suspected when ILF monies was transferred from government to local authority control that this would be reduced if local authority could do so, despite what we are lead to believe this money is still government funded. Now I would be surpised if you have even read this!!

I have to pay for everything, so why should not they. I payed taxes etc: for 39 years.

I strongly disagree because I feel it is ok for living accomodation to be charged for by the supported living service that give's support.

We contribute to my mothers care we could not afford to pay! I have just paid a £455.00 gas and electric bill and their is other bills to pay so the f*** wit who sent this letter to people who are 'Stressed' and f****d off should spend 1 week doing this f*****g job they would skip home! F******g moron

I am unable to answer any of the above questions. As I do not have the amount of money will is already payed by other Authorities for support care if you sent me the rate they are paying I would have a comparison to work with. If you can do this then I will answer the above questions.

Not neccessary to 'mend what isnt broken'

This letter has told me nothing. Should be made clearer. More information is required. 3 month consultation, but one month as already gone, should have recived this letter earlier.

Thought if you could afford to pay you already did. Dont understand the different policies in Q1

To cgharge additional monies to those souls who receive two carers at certain times of the day is to punish the most vulnerable in society. People who receive double ups receive them for good reason and not because it is a 'nice to have'. The council needs to appreciate that those of us who are receiving double ups are so physically impaired that without the double ups we would be denied any sort of everyday living and in many cases, like my own, would be presented with additional health issues. If a double up task were to be undetaken by a single carer then this would present many physical and health-related dangers. Therefore, we do not get a choice! If we are to be assisted safely to have any sort of everyday living a double up must be remain a double up. If this is accepted by the council that double ups are essential, then it is illogical to charge for the cost of the double up, any more than charge people with single calls half of what t!heir call costs. In the end, if the service users, are to pay a larger contribution, this should be shared out amongst all service users and not just a selection of those of us who are the most vulnerable.

If some people can pay then maybe they shoudl pay for thier care or part of it.

Q1 - cant have a decision as youhave not given both sides of argument to compare. Q2 - You have not explained either policy to my satisfaction dont understand either. Q3 - How do you decide who can afford this? Q4 - You have not explained and told ushow you decide this.

Very upset at this form and proposed changes. 1 - You ave not given a breakdown of both systems so we cant make a educated decision 2 - You have not said how you intend to judge whatever a person can afford to pay or not very disturbing - not enough info

I only recieve a direct payment electronically once a moth from you for which yu charge me 149.00!! No one visits me, I employ my own staff, saving you time money and hassle, your system stinks!!! PS. SACK YOUR SENIOR MANAGERSWHO ONLY SEEM TO BE IN MEETINGS OR ON COURSES AND SAVE SOME MONEY.

Q3 - Clients should not be 'punished' as a result of their disability / poor health. This is a health & safety issue for both client & carer. The temptation would be to try & cut costs and 'make-do' with just one carer. Clients should not be 'punished' as a result of their disability / poor health. The health and safety of both client and carer must be the prime consideration in determining policies / charges. These are vulnerable people whose choices in life are considerably restricted. Thus it would seem unfair to expect them to pay for 2 carers if thier needs require 2 carers. Policies should reflect the needs of the community the Council serves. Just because other parts of the country have different policies shouldn't mean they are necessarily best for theresidents of Bradford.

Fairer to keep as it is and find money to improve the service from other areas of council spend that doesn't affect the care provided.

I only have my money to pay for enything like my morgage and daily bills monthly bills so I could afford to pay for it.

It is hard enough being born with cerebral palsy, quadriplegic and registered blind, spending all my life wheelchair bound without the extra worry of Bradford Council trying to take extra money from my meagre allowance. The government is now having a rethink about reducing P.I.P.S for the disabled. Even Robin Hood helped the needy

I don't have much to live of I get income support and my mother cant take me enywhere as she is poorly so she cant take me as I cant afford to go I would have to stop all my care as I cant afford to pay for my care as my mother pays when she can.

The charge for this service is too much for many people. It would be helpful if more help was provided with the financial side of things. This service is essential for the users its something they need help with

Whatever te outcomeings of this survey reveal, the council will just do what they want to. It is all wrong to charge disabled people anything off what they are given to help them live a almost normal life, a lot of them who are born with disabilities did not as to be born this way, and nothing should be done to make there lifes mor miseable

Dont understand the questionnaire

What happens to the disabled adults who have no savings or cant pay

I pay for the commode emptying every day and I dont get any more help as I can manage to do everything else (so far) as i have everything to hand, but i cant climb the stairs yet as I have broke my ankle falling down the stairs.   I am 85 years of age so I hope I have answered your questions.   I live in a cottage and have my bed downstairs for now

I have just started with needing help so I don't really understand every thing yet.

I think if people work hard and pay into the system they should get it free just like everone else.

We strongly disagree with this, we receive just enough with Benefits to live a normal life, if this is to go ahead then benefits should increase.

Two workers calling is not the fault of the patient.

It's too complicated for some elderly people to understand, especially those with dementia problems.

Surely the cost of Rent etc in Supported Living accommodation already includes an element towards the cost of support? Your new proposal seems to imply you will be charging twice! Not fair!

I am struggling to understand what the propsals mean for me. Will the proposals mean that I will not be able to provide some financial support for my full time carer? I see the proposals as an attack on the poorest and most vulnerable members of our society.

Again the council is penalising the adult care and support groups. These are adults that are vulnerable and in many cases unable to earn money to pay for care, homes etc.

This is too complicated to understand. How do you expect people to understand complicated words, how can ordinary people understand what you say. No it isn't easier to understand the alternative rather than the current policy, the language is only what you people who work in this industry will understand. Your words and intentions-family and carers just suffer. All costs and charges are unfair and processes are beurecratic. You make money, we lose out. People clearly have needs which need addressing properly, how will they pay?

The only reason I have 2 carers is because of the health and safety regulations when using the hoist. The carers are here for 10 minutes am and pm. I pay for 15 minutes each visit. To pay for 2 carers each visit would obviously double the financial burden on myself.

I accept that local authorities have been placed in a very difficult position and that the Council has a huge task in financing care packages- so 'Savings' are necessary. Any change should ensure that those with the greatest needs are not disproportionately faced with additional costs. It is difficult to assess what the impact of any changes to the Contributions Policy night be in specific cases. A few examples would enhance my understanding of what the change in practice will mean, as distinct from changes in policy, which I accept have a face validity. Best of luck! Thank you for inviting our participation.

X has dementia, and will not understand this questionnaire or be able to respond to it.   It has been completed by her husband / registered carer X, who holds LPA (Finance and Property)

Many feel there is no support only from families or the care we pay for, the care is rushed and not carried out correctly. Old people can not move quickly or be rushed in morning's due to severe illness. Aslo community spirit has been stopped and there's nothing going on for residents through the week anymore, due to outside people using day centre why can't we be included if we would like to join in willing to pay for it. I've heard there are many volunteers willing to come in and do things with residents. There are a lot of lonley residents here and becoming depressed. Only asking for 1 or 2 days a week something going on or every fortnight. many thanks Would like to add not many carers about when needed always seem to be smoking round the back of building, food on premises not good need new cook.

Q1 - wha'eva   Q2 - you will always do as you wish   Q3 - as above, I have few years left

Eventually, I will haunt you whatever you do! The choice is eventually yours!!

These proposals are fine if the carers bother to turn up. In my experience they don't always turn up, so who does that workk when paying for 2 people?

There is nothing wrong with service and charge at moment

Regarding paying for 2 carers:- I feel this is very unfair - the person needing care can't help their situation & many people would try to manage with only one!   - The present system of charging is extremely unfair to those who have saved to provide for any eventualities & while I have no objection to a charge, I'm sure that those with many benefits should also be charged. I think some charge for everyone would be welcomed by the majority!

Q1 - Don't understand what Bradford Council assessment and how different this from standard more or less?   Q 3 - Only require one person for personal care. Showering, hairwashing etc.

Q2 - Providing a financial example i.e. figures would have helped

The current system is very confusing and not clear at all! I welcome the standard contributions policy that is used by the majority of local Authorities in England. I strongly agree the standard contributions policy will be more fairer and clearer to the service users and I want the council to adopt this.

Q1 - not understood what is the difference to the rest of the county - no explanation

Q2 - My son cannot understand this so is unable to give an opinion   Q4 - This needs more information   My son is not able to answer these questions, he can read but does not understand this kind of question I would like to add that I am my sons carer & receive no allowance for this so he should not have to pay hope this answers your question

sometimes for safetys sake two people are needed and often unforseen things arise

The fact that charging for any help after paying NI for years is very disagreeable.

The answer to question 4 is only relevant to people iving in supported accomodation. Again if people can afford it ONLY then they should be charged

- Service users should not pay contribution   - Users cannot afford the services but are in need of them.   - People who are able to pay for them and can afford to should pay - if they want to make contributions they can do.   - People should not be forced or feel threatened to pay for services!

I have no money to pay for things anyway, my husband has it all, for what ive got, not much, I'm O.A.P. If you take me off my injection & discharge me from hospital properly, you wont have to worry about me then will you.

what this document needed was 'worked examples' to help users, or their carers/relatives, to be sure they fully understood the questions and implications of their answers. Thers a degree of ambiguity about some of the information.

I believe everyone should pay something but it should be a standard charge for everyone.

what does the word 'portability' mean please? These odd expressions lead to much confusion.

I am not to my knowledge. in receipt of any services currently from Bradford MDC, ither than a weekly visit from the district Nursing Service, which I understand to be part of NHS. Please clarify my situation as soon as possible, as this is causing much distress.

I left school at 14, started to work 1 week later as apprenticed butcher. In total I worked 46 years including 2 years compulsory army service I only had 1 week without work in all that time, I worked hard saved a little joined a pension scheme when I was 24 was told in was a non-taxable scheme but I've had to pay taz on it since retirement.   I think it pays to be the opposite from me don't bother about work, draw any benefits possible, gamble, drink, smoke, and let the country keep me.   As a country we can borrow from the moneytory funds to give it away to soon as foreign aid ect but not to our hospitals, national health or council ect.

The money that they get charged is enough without putting the charges up when will it end that the people that need it most get more and more taken off them. Would cost the government more if they went into care

I disagree with the concept of using a persons income to calculate the contribution towards care cost.   This appears to be an extra tax on the income of disabled people which is unfair.

I have worked all my life, I think I have paid my contributions, I now feel we should be respected enough to be thought of as an individual not a price tag.

Question 3- Only if they can really afford it and if necessary. The careworkers themselves take decision I needed 2 care workers but I manage all day without any help. With 2 care workers

half the time one is in another room making bed, emptying commode etc. I don't think that I need 2 workers but it was decided without consulting me.
Services are being cut as a result of political cutbacks.
Having read and re-read this letter I am finding it impossible to make a decision on which is the best method as you have not provided me any information as to how a new system would impact my finances. I have called your office and made my views known and feel let down by the Council's ineptness to clarify these proposed changes.   X 29/3/2016
All answers are middle of the road as I found the questions hard to understand.
question 3- Tend to agree unless this is going to mean more paper work etc e.g if 2 workers are not working for the same period of time. question 4- Tend to agree, as long as they can afford it.   At the moment the system by which my daughter is funded couldn't be much easier. Every month 3 cheques (2 DLA & 1 mobility) are paid into my bank account and a direct debit goes to the Coincil. If there is an easier way for it to be done, I agree it should be used, but I'm not in favour of changing things that work well.
I don't quite understand what is required according to your letter the act has been in force since 1 April 2015-almost 12 monrgs ago! There is then mention of a new act-when will this come into force? Why am I being asked to comment on something that has been in force since April last year.
We feel that our contribution level is currently too high, so would welcome any reduction.
question 1- Don't know what other councils do   I don't feel there is enough information to agree or disagree to the new proposal. Also when there are cuts to be made it's always social care.
question 3-depends on whether they would end up worse off than someone who only needs one worker.   It would be easier to choose an answer if some worked examples were shown for each question i.e given different scenarios where a person is in receipt of the full rate of all available benefits and another person only receives a proportion of the highest rates.
question 4- this is not very clear as the type of support which may be charged for is not specified (I would have assumed that the charges for supported living accomodation would already take any extra support into account. If this is not the case, it would be useful to know what types of support are not included).
Disabled people pay a lot of money as it is.
It is upto the care provider to set the charges for episodes of care, we expect the Adult & Community Services Team to negotiate the best quality and cost effective care on our behalf.
I think for most users it is the cost of the 'Care Package'which is the main issue. 'Care Packages' cannot be budgeted for as users do not know for how long they will need the service. There is also the worry that if health problems worsen, the 'Care Package' will change resulting in higher costs.
As a worker all my life and contributed all my life I feel the needy are penalised for this and other ways of saving money needs looking at. A lot of the needy cannot speak for themselves and need the people who can.
I feel more people will lose out if the changes are made
I am filling this questionnaire on behalf of my father who has vascular dementia. the way the questionnire has been worded has not allowed me to fully assess what the outcome of any changes would be.   Perhaps a few examples of circumstances would have helped.
The person named on this letter does not have the understanding to understand the content of this letter. Therefore can not form an opinion
X doesnot understand this so does not form an opinion
I do not have enough moeny coming in to contribute for carers and I can not do anything for myself!
Q1 - as long as it does not affect the person in question's level of care Q2 - I do not totally understand your proposed changes. I am assuming you are trying to reduce mums present entitlement to save money Q3 - My mum does not require to workers to visit her at each of her visitis. I have spoken to the girls and they have stated thay they double up to save travelling costs (eg petrol) for which their employers do not contribute (tow workers, on ecar, less petrol costs, but they have to make twice as many attendances) This means they spean less than the

allocated time to each receiver because they use one car, instead of two, for each service user. Q4 - I do not agree that my mum should pay for the care she receives. I have to visit my mum 5 days a week to tidy the house, do her shopping, wash and tidy her clothes and other various duties.   Comments - My mum has worked all her life and paid her dues to ensure a reasonablestandard of living in her old age. She brought up my sister and myself, with no help from the state, eg. 1)my father paid no maintenance 2) my mother received no help from the state.   My father left my mum to look after us both, when I was 5 years old becuase unlike some of the people in Bradford, she has paid her dues from being school leaving age. I am not going to support the suggestions in this survey that would lower my mums standard of care because your Care Budget is being reduced.   Sincerely X 31.03.2016 (X's son)

I think that the extra costs incurred by family unpaid carers should be taken into account. I am a pensioner looking after my mother with dementia 96 years old. The cost of washing, drying sheets, clothing daily plus cost of extra heating incontinence items all have to come out of my pension, I get no financial assistance. If mother was in a care home it woudl cost hundreds of pounds a week. I am expected to care 24 x 7 without any assistance financially. It is pensioner looking after pensioners on very limited money. If mum cost of daycare or respite increase I cannot manage to keep her at home.

Items 3 and 4 'strongly agree' seem fair and proper to each situation

My wife and myself are executors of X's mother's will and as such I have completed this form on his behalf and without asking for his authority.   Mrs X's will allowed for a sum of money to be used for X's welfare. This money is used to pay for care costs, where approriate, as well as other forms of support.

Why do changes effect the most vulnerable?!

Q2 - No different all over the UK   Q3 - What about full time carer in form of husband/wife etc. Over 60 no carer's allowance.They are free and dependent upon disabled person.   Badly disabled people need 24 hrs companionship from wife/husband/son/etc. They are free! On my answers based on 29 years of living with my husband who had the misfortune to have an accident causing a spinal injury at neck level meaning all physical movements below the neck do not work correctly. He cannot feed himself, wash himself but can use a computer with many aids and his mind which still works fairly well. All help to live is essential. He has had two holidays in Wales, two in Scotland, and one in N. Ireland. A district nurse is needed to perform manual evacuation as his bowels do not work normally. I did the care by myself. If I go away for respite he stays in his own house as no nursing home is suitable. Very expensive. Being like thisis not a state either of us would have chosen. We have never smoked, drank alcohol or not tried to be good citizens. Hoever luck was ot on our side. We are grateful to the state for all the help we have had so farand have no problem paying a fair portion as I believe we have done. I gave up a good career to look after my husband. As a result I have to share his occupational pension until continuing care was set up recently to pay half the bill we paid over £9000 a year. I always thought disability should be graded and means tested. If you use your method the most disabled will be severely punished for something they did not choose.

These questions are a wast of time, paper and the council will do what they want whatever answers are given question (4) we already pay for this service, and until we know all the facts and figures these are all erelavent questions!!!

I don't feel able to comment on Q4 as it does not concern me and everyones situation is different.

! - Already pay for double up (for both workers)   2 - Have not received any increments in my benefits (inflation?)

Q1 - How can I@ Don't know other policy   Q2 - Do not knwo other policy   Q3 - If / providing carers actually turn up at all! How do you intend to police this? Stop sending funds abroad! Help those in the UK before taking services away from disabled.   Q4 - Not in supported living accommodation.   Why send funds abroad? Why pay child benefit to people who do not even live in UK? Why pick on disabled? Why isn't there a full assesment on peole who wrongly claim disability? On the flip side, why make it so difficult for people who are disabled to claim? Why do people add money on when they are disabled? Spend a couple of days in our shoes! Carer's needs to be policed correctly. Companies providing care do this so poorly. Why don't you stop paying Job Seekers to those who don't activily get a job? Push them!!! Please don't pretend this is a consultation. Where is the easy read version for someone with a learning disability. When I rang your helpline the officer I spoke he said none had been produced. This is disgraceful. Obviously anyone in supported living will be worse off with these proposals. I do hope any system you bring in will be fully reactive to benefit changes which as you knwo are coming thick and fast at the present time.

Q1 - It is not very clear what the current policy is, or how it is calculated.   Q4 - My mum has a cart package which she pays towards and is in supported accomodation - so I don't understand point 4

Every case is different making it very difficult to generalise fairly. People place various levels of importance in how money is spent and as a result some have more difficulty in making payments such as the ones we are currently discussing   Continued pressure should be kept on the government to help to a greater level to pay a greater share of the cost.

No comments to make

A clear detailed view of what the proposed changes are and how they differ from the current approach. Also why there is a need for the changes and how individuals will be affected if the changes go ahead.

Q1 - majority is not all / rest of country   Language in letter too Corporate.   Difficult to understand.   No examples of calculations given to enable decisions.   No information of charges in rest of country.   Currently pay same for 1 visit or 2 visits and yet letter suggests 2 carers on 1 visit would cost more than 1 carer on 1 visit. This is inconsistent. Will this change. Have you consulted any organisation before writing this letter. Care Qual Com?   Cannot comment on the unknown.

All you seem to do is take more & more money away from disabled people. Stop the benefit fraudsters first. Disabled people are the most vulnerable & an easy target for you.

I have ticked 'strongly disagree' to all questions asked as not enough info has been given to enable me to make an informed decision.   On the face of it it makes sense to have a standardised contributions policy but if no prices are given what is the point of agreeing? Why would anyone agree if they are not told whether they will be paying more for services?   What a wasted letter.

Q3 - Since the presence of more than one carer is demanded by health & safety for use of equipment, hoists for example, I think some of the cost should be met by the authority making these demands.   Q4 - Would agree if the disabled persons financial situation were taken into consideration.   Dear sir,   This form has been a poorly explained and difficult to understand form of any that I have had experience of completing.   I honestly feel this form exists so that it can then be stated that 'you' were consulted but did not respond in an inteligible manner inmaking your views known.

Don't know how much is charged to live at supported accomodation, if clients were charged, will it leave enough money for them to go out and socialise and but things.

This charge is another attack on the poorest people in our society to pay for mismanagement by central government who are trying to look after people from many countries who bring no benefit to UK at all.   Where has the manufacturing base gone which generates prosperity for us. Look around you empty factories, coal mines, steelworks, ships, car manufacter even the humble matches have gone.   The present economy is housebuilding which will eventually come to an end what then?

I am in sheltered housing & I pay in my rent for support

This explanation, is far from 'simple' to understand, even to me. I doubt my mother, who has dementia, would understand it either.   We all grow old, if we are lucky and don't die young. Poor health often accompanies the aging process so nobody wants to be ill. Therefore why burden the elderly and ill with a financial burden too. The fact that Bradford Council is forced to make cuts to its services is largely the fault of well-paid government officials who can afford the price-hikes you are promising even though they are likely to rely on private health schemes anyway. So I disagree with all of these statements on principle. Money saving is a political strategy that ordinary people are penalised by.

I changed to my current support team 8 months ago. Thankfully the service is much improved. Without actual figures it is difficult which system would be beneficial. No one wishes to pay more. It appears from the wording that the standard alternative does not include a charge on capital and savings - though I can hardly think that is the case. What is, of course, is unclear is that while the new system may be simpler to administer and simpler to understand, will more cost be borne by the service user and less by the council. One suspects that for this exercise to be worthwhile the answer to that has to be yes . . .

Q1 - I dont now any thing about the rest of the countyr even Bradford Q2 - I don't understand any of it on behalf of my uncle Q3 - If they can afford it yes I dont understand these comments about these things. But my uncle has dementure he needs help in every way. he gets help. but some of these things you mention I dont even now what it means. I am sorry he is on incom support or pension credit but I dont now how mutch it would cost other wise I am not the person in the care system he is my uncle. and I try to do what I can for him

If service uses have too pay for everything such as 2 care workers instead of the one or accomodation in supported living then PIP should be given generously and other benefit for the service user to live on comfortably. If the DLA or PIP or any other benefits are given currently they don't cover what the future is considering so benefits should need to rise for all service users as should carer's allowance.

I feel the new way of means testing will be less fair, as an individual may be on highest rate benefits but no savings pay more than someone with thousands in the bank. I feel people will struggle to pay therefore not receive appropriate care based on cost.

Understand care needs to be paid for but feel people who require care whether they need 1 carer or 2 should be able to pay feeling that not all their savings will be depleted. £23,250 is not very much when the care fees have been paid especially when the client maybe paying for other support to make their life comfortable. They hardly live in luxary.

I dont really understand these questions

when people have paid tax all their lives they need to be helped by all resources that are available they need the dignity and respect they deserve

Q1 - Not enough information given for a comparison Q2 - Both complicated Q3 - If someone requires double-up surely this is needs based. Following an assessment - not enough info to give an answer. For someone to make this decision, more information is required, i.e. how much they need to pay. With calculations in easy to understand information. (person has learning disabilities). Some people are already paying maximum contribution out of benefits, which, may be cut. It does make sense that Bradford chooses to work the same way as other authorities. But how can someone say yeswhen you havnt said what these are? In real terms. Its not clear if the amount paid by people will increase or decrease or stay the same. This has been filled in by support staff. I have spoken with the person this was sent to and they agree its very difficult to understand.

All the work the Lady's, they all cheerful and fantastic job, they do I can not thank them enough

I am x (x) sole carer (wife) He attends Beckfield day centre, we are both very happy with that.

I do not understand this issue due to my learning disability

Sorry I'm not sure how the Council's policy is different to the rest of the country so I'm unable to answer question 1) and that also applies to question 2)

With regards to the elderley, carers cost enough money. Two persons are for Health & Safety.

The people who have the most should pay the most, and those at the bottom of the income scale should not be made to suffer more.

The money charged should be charged for the time spent and not a flat charge. Many calls are only a few minutes and not 30 mins as now

Surely if living in supported living that is what they already pay for and depends on service records

I understand changes are necessary. But please can you let the disabled and their carers a chance for normality. We have such difficult lives and constant changes to services and policies are very stressful and cause alarm and panic for families

If a person requires the help of two carers it means they are acutely disabled and to charge them for this would seem to be unfair because they would not choose to be disabled and this would make life more miserable for them.

Central Government should provide adequate funding for social/elderly care. Most people would be happy to pay a little more to ensure adequate care is provided. The disabled and or elderly should not suffer as a result of government doctoring, after all if we're lucky, we all get old!

It is difficult for people who have a disability to find paid work. They might not be able to afford service charges. The money that they do receive is needed for everyday living.

Stop penalising those who are in need and struggle on a daily basis to survive.

I worked for social services for over 13 years on the homecare, the service was free and strongly abused. I am now retired but looking after my uncles welfare, he's 85 years old and has carers going in 4 times a day at a cost of £900 per month. I feel it's gone from one extreme to the other. I feel he's being penalised for being careful with his money so wouldn't it be better to charge contributions on income and not on savings. Thats my view.

My main concern is that day services (ie E4 Print Services and Melville House) continue. My brother with Learning Disabilities and others like him need the dignity of somewhere to go to meet their friends and have some occupation. If we have to pay more to keep things going, then we have to pay it.

question 1- I am not able to make an informed decision on this as I have no idea how other authorities work. Please rewrite and send out another questionaire. question 2- Not necessarily. question 4- There are many factors to be considered and a full discussion with the prople who it will affect should be arranged. Firstly I do not feel that there is enough information in the letter and questionaire which you have sent out and it is not at all clear how it will affect my learning disabled son. What is being proposed does not suit all service shapes, as your proposed policy seems to be a one size fits all scheme. There are so many different factors to consider which do not appear to have been considered. Elderly clients are being lumped together with Learning Disabilities, when they have quite different needs. Your charging needs to consider daycare/college costs allowances for carers food if the carer lives in with the client. Supported Living and domiciliary care work quite differently and there are other costs to consider re the service user. I am sure that the form you have sent out, most people will have difficulty filling it in and they will not fully understand what is being asked. Rewrite the form in clearer english please.

I receive help for half an hour 6 days per week and am very grateful for it. I think I contribute towards the cost and am quite willing to do so. I agree that the Council has difficulty with finances because of government cuts and that where possible people receiving care should help financially.

It is not clear how this will affect me directly.

question 4 - not applicable. I contribute enough according to my means.

If moving to another Council e.g Wakefield or Skipton, would I be able to transfer services?

1. We feel that it would cost the council to provide 24 hour care much more than paying home care to come in. 2. You are putting more pressure and worry on carers. 3.You are looking at short term savings in long term it may cost you more when caters can no longer cope. 4.Who assess what is affordable, I was told if my daughter cut down on her food expenditure she could afford to pay for homecare. She is already underweight.

Currently it is possible to not declare income/savings if they are over the stated threshold-thus accepting the maximum contribition is levied and maintaining some privacy over financial affairs. The new system appears to require full disclosure of all income/savings etc even if the full contribution is to be paid by the service user. I'm not sure that this is desirable as it looks as if a significant amount of personal dats is going to be held by the council unnecessarily. Or have I misunderstood?

I have discussed this matter with Roger in the Contributions team. I have completed this form in accordance with the advice I received. I do not live in Supported Accommodation.

At 94 years old the only service I receive at the present that I am aware of is that I get my ironing done once every fortnight for which I pay by DD. I do not fully understand the changes that are proposed.

I have daily care 'Bronte', I asked for calls to be before 11am as I feel at my worst in the mornings. They have frequently ben late up to 12.00-12.30. I have spoken to them and they are starting to come earlier but still a little late. Because I pay towards the service I am not totally happy, although the girls who call are very good.

Consideration needs to be given to sons/daughters who do not have powers of attorney. This leaves children/family in vulnerable postitions if being asked to give information regarding financial matters. My parent who receives home care at high levels @ present has only 1 current account I am aware of and my parent has always kept financial matters to themself.

Regarding Q3 If you have worked and saved and are suddenly struck down with a chronic illness why should you be penalised because you need two people to assist you?! Surely it's bad enough that you are in a situation where you need more help. Most of the time there is a carer who takes the lead and does the majority of the work anyway. I think this will dissvad people from getting the proper care required.

It depends on the amount of money they receive for support. A detailed cost of the care (personal) system on one sheet of paper would be welcome.

I am utterly appalled by this questionnaire! The majority of your clients will probably be elderly often with some form of demntia but at least, CONFUSED! How on earth do you expect them to understand these proposals? is it a case of simply payling lip-service to these new contribution charges, are they already being put in motion - I strongly suspect so! As for statement 2. Asking clients whether the standard alternative is easier to understand than current policy is again, nothing short of ridiculous!There are no figures, no examples - NOTHING. How you can think that people can give informed decisions when you fall to give them detailed but clear/easy to understand information is just beyond me! I rang your office on nehalf of my mother (who is 95 years old and has vascular denmentia) who couldnt understand one sentence of your letter; I wasnt allowed to speak to anyone in authority and was passed to the office dealing with t!his. The gentleman I spoke to couldnt answer one single question - He couldnt understand it himself and stated that there had been countless complaints about the letter. He said he was telling everyone to put their comments at the end - No 4, I told him that I had already started! The whole scenario is nothing short ofa farce, I would love to know who put together this questionnaire as they are either idiots and have no knowledge of the elderly OR (and i suspect this) they are very clever & deliberatley confusing them more in order to fool people into thinking it to be a democratic vote; whichever it is i find this to be disgisting, it leaves a very bad taste in the mouth.

I do not really understand the difference between the councils policy of charging and the standard alternative, so I have only answered the final two questions.

question 1- would this mean savings would not be considered at all? This leaves opportunity for people to play the system and put their money in savings and not show true income. How will this be prevented? question 3- should be means tested. question 4- is this extra support? Not sure how it works.

I pay for all my care and regret that other people don't especially when they grumble.

The support team are in the house 24/7, 7 days a week.

We agree that care received should be paid for and this may mean that carers receive an adequate wage which would lead to retention of staff. The system proposed seems easier to understand and therefore may be cheaper to administer meaning finances are available to continue supporting services. The amount to be paid and what is included needs clearly stating to ensure service users are clear about what they are being charged. This would reduce anxiety.

Elderly people should be cared for, especially from poor backgrounds. If these people do have to pay it should be a low amount and not a contribution (small) or shouldn't have to pay at all.

To the first 2 questions, I do not understand how this would affect me financially. I would be happier if the carers that I pay for now turned up on time or came at all. Question 3 - I don't agree that people should pay double because they are more severly disabled or heavier. Question 4-I don't agree that people should get free services if they can pay.

question 1 - I don't understand if a person lives with parents & gets DLA would they pay more? If so, I disagree. questions 1 & 2 - Not clear how would affect our daughter who lives with us at present. Would she pay more if moved to new policy-if so we disagree. Our daughter has learning disabilities so how is she meant to understand this if I don't?

I think the standard of care in Bradford is good, I hope any changes do not alter the status quo.

These are questions NOT statements I find this whole document completely incomprehensible with over use of jargon and an assumption that the recipient of this communication has a clear understanding of the relevant statutory provision and is able to respond accordingly.

As a service user the time carers are here is approx 10 min per visit not long enough to do what is needed most times and I contribute to costs. Care companies should be monitored with more care as to how they perform.

Please keep present charges if possible

I have just been informed that my pension has been reduced by £80 pounds per week. I am more or less a prisoner in my own home because I have not got a ramp to get my wheel chair or scooter out. People have rung me about it but that was about 2 weeks ago. I have a prosthetic leg above the knee and my wife passed away on the 8th of January.

Q1 - I do not understand I do not like paying

To make a informed decision we really should have had examples of how these charges would effect individuals. Showinging old costings via new costings. Not really enough information provided

Its important that, having made the contribution calculation, the whole package is assessed to make sure there is no detioration in the quality of care. Disabilities vary widely and a 'condition' in one individual may be relatively easily managed compared with the same condition in another individual. If BMDC is involved in paying for care, they should ensure that standards of care are monitored and maintained.

The care given should be the same high quality whether the person pays for care or not and the time allocated should be what the person requires (a min of half an hour) not what someone thinks they should have because it fits as everyones care needs differ from person to person. E.G. there may be two people with say Artritis one may need only half an hour the other may need an hour but both may only be given half an hour. Different people react differently to same illness.

Q1 - As long as it is the majority of councils As long as that persons costs are based on their ability to pay a reasonable amount

Mr X deceased 1 March 2016. I am living on my own and paying all bills for limited finances Received invoice for £1200 for year and woudl like council to support

With question (1) I have strongly agreed - only because I do not know or understand what either the councils policy or the rest of the countries policy is! Therefore, one single structure sounds sensible & we do not have a postcode lottery.

The previous plan seems better structured.

Why should a person living in supported living accommodation pay for it? The previous plan is simpler and easier to understand.

Difficult to be definite with answers as questions seem to assume that all people and their circumstances are equal which I find a strange basis for the questions asked.

I feel strongly concerning the possibility of charging for two care workers. If two workers are required, then this is because they are needed and is not a 'choice' situation. It is no fault of the service user if more than one worker is required. When a person is disabled in such a way as to require two care workers, they and the family have enough stress and anxiety to deal with without additional worries over extra financial payments.

Mr X does not have capacity to complete this form & we are unable to express what his views would be.

My care needs require the services of one person only at this time. However, the present care providers often use 2 carers, with one basically providing transport for the other. So often there are 2 carers present on a visit. This is a situation presumably dictated by the provider& as such, should not be chargeable to me!

It is difficult to comment without having the benefit of illustrative examples. Also does an individual have an element of capital/income that is protected. If a person needs care & support it should be provided without the worry of finance issues. My mother has worked all her life until 65+, paid her dues. It is now time for pay back: her quality of life shouldn't be compromised for lack of finance.

question 2. I feel unable to give a definite/clear opinion (0ne way or the other), because my experience of the working of the Council's current policy is very limited. My son receives 'Direct Payment' for just 6 hours of support per week from a Personal assistant. question4. My response is based simply upon principle. I found it difficult to decide which box to tick without having any knowledge of the actual costs of support. 7.4.16 X Father of X ADDRESS

My husband has only just started needing 2 carers & also just started having more than one visit per day, after 12 years just having one 1 hour call. My husbands income has not changed in that time so I do not know if we can afford anymore. BUT we are paying into a fund by our increased Council Tax.

The standard of care is so variable it is not good value for money if the service user has to pay.

Q1 - Most old people have worked all their lives and care and support should be given without thought when they need it. Q2 - Don't understand the policies at all some people pay little or nothing others are charged ridiculous charges very unfair system Q3 - In my knowledge dont know anything about double ups Q4 - Benefits pay a lot to people who never contributed in taxes and never will is it not fair that the elderly should be cared for in the same way. In fact are they not the ones who made the country what it is today. Never understand the logic of migrants being allowed to come and receive every benefit and right when our elderly are living in dire needs cold, hungry and unhelped by an uncaring society. Baffles me!! We should care more for our own especially elderly. My father never got to retire he killed his self working at 55 years he passed from working from 12 years old. My mum gets more pension because he never claimed his and she is to be penalised in care charges because of this (DISGRACEFUL) She is entitled to this unlike most of the benefits claimants who contribute nothing to they system or society in general. My mum is 83 years of age care should be provided by the council and costs cut else where the elderly are forgotten too much and are the most valuable assests Britain ever had or will ever HAVE!! If they do have to pay would it not be fairer that they all should pay same nominal charge. Not some pay quarter of the pension and ie: £50 a week for help with 10 mins on a morning for shower help and a call to remind her to take tablets on an evening where the carer comes in says have you had tablets and nothing more. 2 minutes top call. Average 15 mins top a day and mis costs £50? They do no washing hair in shower they turn shower on and off and she washes herself dresses herself thats all they do. Then nothing on an evening apart from the question have taken the tablets. NO WASHING DONE I DO THIS! NO CLEANING DONE I DO THIS! NO MEAL MAKING I DO THIS! NO SHOPPING I DO THIS! NO IRONING I DO THIS! and they are charging her £50 a week for this Disgraceful. She also pays service charge £140.00 a month should this not include minimal care. I am in full time employment with a family and I still manage to do all this. Do you think that this is acceptable as I dont. She lives in assisted living not a care home but if I didnt care what would HAPPEN Most of the people living there pay nothing for care or a very low amount between £15.00 and £30.00.

For Q4 I believe that further information on what services are being included in this charge before an informed opinion could be made. Please note these answers have been made with only limited information provided.

Cannot make any further comments as I do not know other payment details so have nothing to compare.

Re Question 3-Double Ups Difficult to answer without guidance on the cost implications supported with an average cost example.

You will do what you want regardless of any input from outside.

Obviously this proposal will result in a larger contribution otherwise you would not be considering it. My experience has tagt me that when we are told about a consultation document it usually means it is already a done deal. By sending out a letter makes it look like you're taking notice of our opinions. I can't believe anyone has agreed to the above. What has happened to the ILF money-provided by the Government for disabled people? We were told the ILF payments wouldn't change when passed over to the LAs, already we are hearing that the Council will only pay a maximum of £16/hr! Why is it always the handicapped and disabled who are targetted, because they are easier to target than those who make no contribution to society what so ever.

The cost of 2 care workers should not be charged because an individual has a need for 2 people to take care of them. By putting cost before care of the individual we are taking away a basic need of theirs, also in many cases 2 care workers are required not just for the care & safety of the individual being cared for but also for the safety of the one carer who will find it difficult to handle a volitile individual on their own. In these extreme cases the individual in need of 2 carers should not be penalised because of their basic need. Every council is different & all have different policy & approaches to take care of their service users. If Bradford adopts this universal policy it could have a financial detrimental effect on some if its users.

Service users not only pay a contribution to care services they are also paying costs for trips out, mileage (if they have to be ferried about in the carer's car) theatre tickets, meals out or just for lunch, this has to be paid for by the service user aswel as other expenses e.g breaks or holiday accommodation for the carer that has to be paid for by the service user. So in my opinion that would leave little money left to pay other bills plus service users would in my opinion cancel services and would go back to being alone and isolated. A lot of people depend on these services for well being.

Bradford Council and the services they provide should in no way be charged for those people who receive benefits to help them lead a more comfortable life. Bradford Council seem to have adopted a policy of making cuts and taking or charging the most vulnerable people in our society for anything they think they can get away with. These people can not defend themselves so they are obviously seen as an easy target.

X does not live in Supported Accommodation, she lives at home with me (her mother). X does not have any carers as I look after her. I do not claim Carers Allowance but April helps in the running of the house so she contributes in that way. X does not claim Attendance Allowance, she gets DLA middle and lower rate and some Income Support.

My son - aged 32 with autism lives at home with my husband and I as his carers. He has support from an excellent man who takes him out once or twice each week, it is his life line to the outside world and he loves the days he goes out. He currently pays approx £90 per month towards the care he receives. I don't think he should pay any more. He only has his benefit money to live on. I don't understand how the change to 's ---- contributions' will affect my son (in money terms) so I am unable to make a reasonable judgement. I am supposing that this new system would mean him paying more out of his benefit money which I think is unfair and unreasonable. I am confused as you give no examples (in money) of how these changes would affect people (and my son).

It must be noted that keeping people in their own homes is a much cheaper alternative to them being in sheltered accommodation so should therefore be supported. Equally the care wardens deserve a wage that is a decent living wage - to equal the important care that they give to vulnerable individuals. NB My sister is unable to read or write but as her advocate I have filled this questionnaire in - trying to include her as much as possible.

Any changes to be phased in over several years to avoid shock of change affecting suddenly.

If you require two carers to attend it is because the person receiving care is more severely handicapped and should not be charged more. The person looking after this patient is already struggling to cope and needs all help possible without having added payment.

As long as it can be afforded disabled daughter living with our family cost a fortune on everyday living (gas / elec / water (needs).

The person addressed does not have the understanding to complete or understand the content of this letter.

Q2 - They are both difficult to understand Q4 - All depends on how much money they have.

I was attacked so i dont think I should have to pay towards my care which I do pay towards with me on benefits I cant afford to do this.

Question 2- Not at all, maybe an example needed.   Question 3-People should be given the same opportunities.   The questionaire is very difficult to understand.

We already struggle to pay for our care.

We struggle already to pay for our care.

I also think that if it is shown that you cannot afford to pay towards the cost of carers and being supported that you should not be left without the ability to pay bills or feed yourself aswell.

I agree we should be charged for living accommodation if we live alone & cannot cope easily with all chores.

I don't really understand how these charges will effect me.

I can't answer the questionaire because you haven't provided enough information.

This is quite confusing without the Council changing its policy from yearly to every 16 weeks and then dividing payments into 3 monthly cycles. Surely with all the people at your disposal you can come up with something more simplistic so the elderly can understand more clearly.

I feel that this form is biased to try and achieve the result that you prefer. People who need 2 care workers are chosen to by BMC because of their needs being more so. It is not a luxury but a requirement forced upon them and they should receive full financial support to continue. In fact having paid into a sysytem for 50 years that was going to pay for looking after us should the need arise it should be free.

I do not feel able to comment without knowing who will be affected and by how much.

Can not make an informed judgement as would need to know the rest of the country's policies.

The standard alternative appears a simpler approach, however the major factor for the user will ultimately be based on the financial implications, assuming the standard of care remains at least equal to it is at present.

The proposed changes will cause financial hardship to majority of the service users. This would not be fair. A lot of people may have worked hard during most of their lives and have paid Income Tax and National Insurance Contributions and now when they need essential services from the authorities they are asked to pay for those services would be very unfair.

Question 1. The same rules should apply to all regardless of post code.   Question 2. Unknown.   Question 3. Just because an individual needs more care & support they should not have all their money taken. If a person needs support regardless of the amount there should be one charge.   Question 4. Again one equal payment.   May be have one set of charges for individuals who require health & social care support:- a lower rate eg needs less than 20 hours of support per week a higher rate eg 20+ hours of support per week. This is capped regardless how big the care package.   There should be more 'red tape' so that those who do not clearly have a long term care need are challenged once they have accessed support every 12 months eg must provide 2-3 health care statements from different professionals to support claim.

You are asking us to accept an unkown quantity (no illustrated example shown) in place of a system that we already budget for.

Question 1- I don't understand.   As I am struggling to pay towards the care , it is very difficult to pay the care cost and run your own home too. It's a different matter if someone is in a care home.

Q4 - Not if they can't afford it. Yes, but does not apply to me   I live in a sheltered housing flat (Anchor Trust).   I receive DLA and ESA (support group) with Severe Disability Premium. I rent a CLAIII scotter from Motability (mobility component of DLA), the money left over from that & care component of DLA comes to £85.74.   Out of this amount I pay for my homecare, cleaner (cleans my flat), does laundry and ironing), and beutician for pedicure and facial each month as I am diabetic and need my feet attending too. I like to take care of my face, I look very young for my age (57) I look about 35. I am quite happy to pay you a bit more each week, I have more than enough money left after paying my direct debit bills, rent and groceries, as well as private bills. I have to save over £200 for a new folding scooter shed for my scooter, as the lady who owned the current scooter shed has passed !away. She let me store my scooter in her shed over 2 years that I have lived here.   I have one debt I have to pay my joiner quite a lot of money cos he did a lot of work for me in my flat eg fixed fire surround (solid oak) tiled the fireplace, made the walk-in wardrobe, put curtains up and blinds, painted bathroom etc We have agreed to pay a small amount each fortnight. So after everone has been paid I have quite a bit of money left for meals on wheels service and for my yarn/knitting supplies for my very small knitting/crafts business (online only) as I only get paid a very small irregular income for my knitted socks.

(filled in by daughter as mother unable to do this) The Double ups concern me. My mother is on the one carer regime, but at times two carers visit. There is no need for this and no extra is done. Presumably she would not be charged for the extra as it is not part of her care plan and it has not been requested by myself. If she really needed a double up and got the time due (not done in half th etime) I would be willing to pay extra - but maybe not the full double cost. Recently I have spent more time checking up on the care provision and time actually spent doing the jobs required. I can't ask mum as she has no short term memory. Some of the carers are excellent and I would happily pay more in this case. However, the standard of others falls far short of what I would expect. I realise staffing is a problem and pay is not good but when I'm in the middle of numerous problems with care for mum, I am not going to happily consider pay!ing more! Perhaps if care charges are changing in structure, the pay structure and assessment of carers should also be reviewed. I have no experience or knowledge of supported living accommodation and care provision so unable to comment.

Basically it boils down to cost. The nett cost of care for my mother (assuming standards are the same) is the primary driver. You do not show any examples of cost, surely this would make the decision making far easier if you did,

If a person is sent a yearly bill, broken down on this bill just like on a council tax bill then it will be easier to understand. But if a bill is sent out weekly, monthly or however you may want to change it to this could confuse people especially if as like my mother you have started with altzeimers. If you are thinking of putting up the charges, considering that most people who are being looked after get more care from their families then this is disgusting. Also the people who are being cared for have paid taxes for a long time and shouldn't be charged high costs for being cared for when they cannot do it for themselves anymore.

I feel all the cuts and actions applying to DLA is not fair. We feel as disabled people are being unjustly treated and feel that the new posed actions should not affect us as our living standards are not as 'normal' as decreasing and applying cuts makes our living standards more difficult. Thank you.

I do not really understand the changes enough to make a comment. Clearer explanation is needed of the new system. Does it include savings? If yes is there a threshold that some savings are not counted ie £10,000? These systems are so difficult to understand for elderly & disabled people. The explanations should be extreemly simple in bullet points. Also examples would be usefulso people would see how it would affect

Any extra charging a service user may incur must be kept to a minimum.