



Adult Social Care Charging Impact Assessment – Follow-up

8th July 2019

Health Scrutiny Panel

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Charging in Adult Social Care

Background

- Means-tested charging for community-based adult social care services started in October 2017
- Prior to this, Tower Hamlets was one of two local authorities in England who provided community-based support for free
- Our charging policy was agreed on the premise that only those who can afford to pay will do so
- A detailed impact assessment was carried in October 2018 and was presented to Health Scrutiny in December 2018.

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Background

A follow-up impact assessment has now been carried out, aiming to answer the following two questions:

1. What have we done since the impact assessment was carried out?
2. Is there evidence that the impact has changed since the last assessment?

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What have we done since the impact assessment was carried out?

We have focused on the 9 areas for improvement that were identified in the impact assessment:

1. Strengthening communication
2. Future approach to respite and replacement care
3. Future approach to Disability Related Expenditure
4. Strengthening how we help people to maximise their income
5. Preventing debt and encouraging direct debits
6. Future approach to direct payments
7. Developing an Appeals Policy
8. Future approach to impact assessments
9. Reviewing how we ensure people who end support due to charging are not at risk

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What have we done since the impact assessment was carried out?

We have:

- Improved our communication with service users— a critical issue highlighted in the last impact assessment - through a programme of activity
- Clarified guidance on Disability Related Expenditure
- Agreed to typically pay net direct payments
- Started to use pre-paid cards
- Started to clarify the financial implications if our policy on charging, respite and replacement care changes
- Continued a detailed programme of work to help people maximise their income and avoid debt
- Agreed an ongoing, core set of measures to monitor the impact of charging in adult social care

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Is there evidence that the impact has changed since the last assessment?

We have looked at:

1. How many people are being charged?

2. The profile of those being charged

3. How is the system working?

4. Is there an impact on demand for support?

5. Is there an impact on wellbeing?

6. Is there an impact on satisfaction?

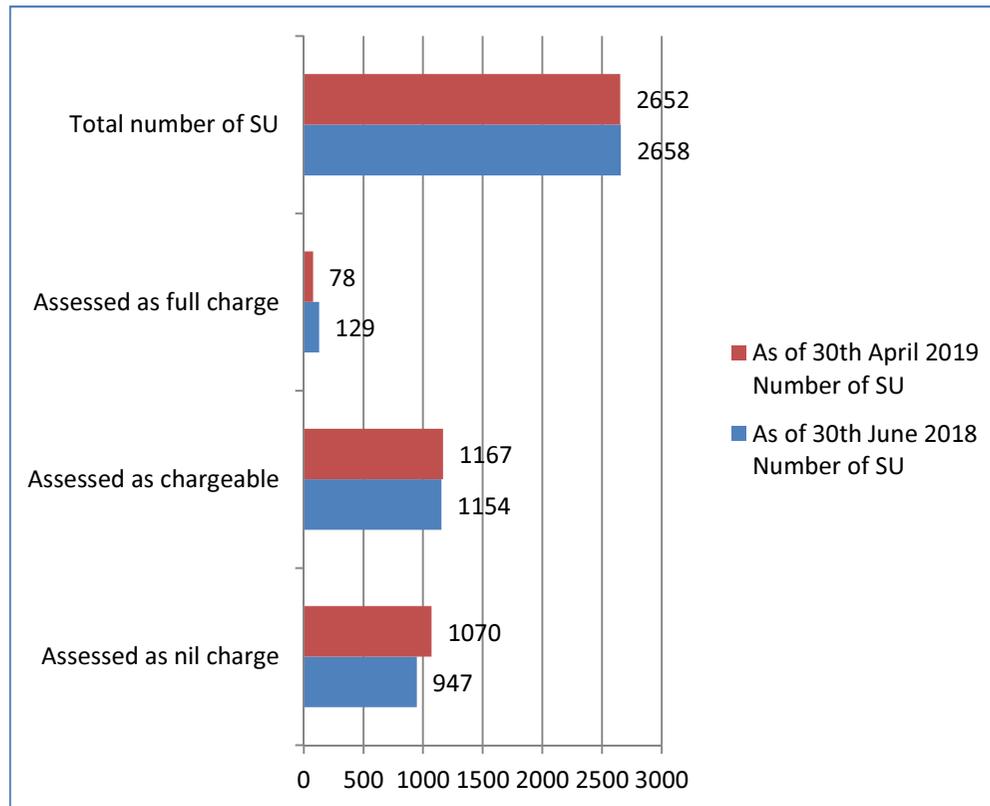
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How many people are being charged?

- **1167** people were being charged an amount of money as of 30th April (44% of people in community based services)
- This is strikingly similar to the last assessment: **1154** people were being charged an amount of money as of 30th June 2018 (43% of people in community based services)

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The profile of those being charged



Demographics not analysed, but likely to be similar to the 2018 assessment, which found:

- Older people and people of a White ethnic background are more likely to be paying the full cost of care up to the maximum amount.
- People with a learning disability and people of an Asian ethnic background are less likely to be paying cost and have a lower average weekly charge compared to other groups.

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How is the system working?

- **352** people paid by direct debit as of April 2019, compared to **248** in June 2018
- **171** people had not yet completed a Financial Declaration form as of April 2019, compared to 240 in June 2018
- An average of **54** people per month requested a reassessment in 2018-19, compared to 147 people per month between October 2017 and March 2018



Improvement, but with scope for more

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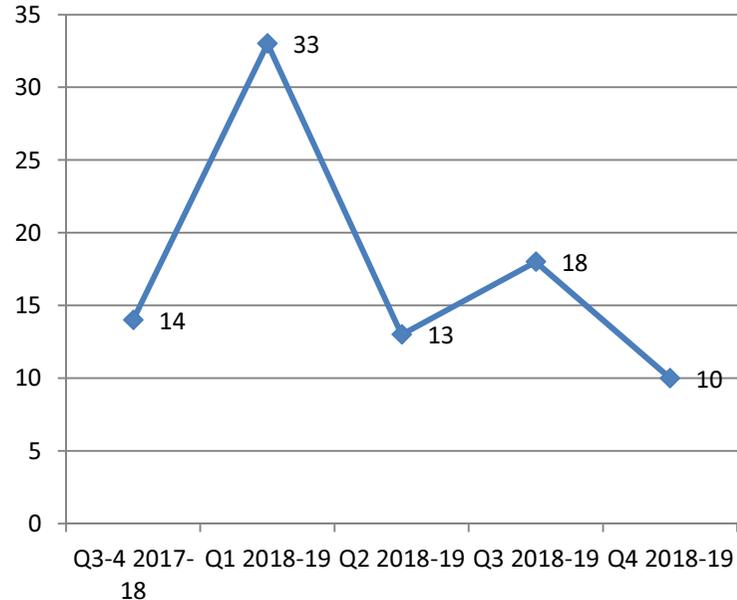
Is there an impact on demand for support?

- No clear evidence that charging is stopping people from coming forward for help, but further analysis is needed to understand the trends as cause and effect cannot be established.
 - The average number of people getting in contact with us each month is similar, moving from 1088 to 1077.
 - The average number of people who have an assessment completed each month has reduced from 204 to 154.

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Is there an impact on demand for support?

To date, 88 care packages have been stopped due to charging:



- There is a system in place to safeguard adults who want to end or reduce their support due to charging, if doing so would put them at significant risk of harm.
- Risks or issues are discussed at a Charging Waiver Panel. To date, nine cases have been reviewed, resulting in charges being waived in four cases.

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Is there an impact on wellbeing?

60% of all service users getting community-based support rated their quality of life as good in February 2019, compared to 62% the year before.

Is there an impact on satisfaction?

63.5% of service users in community-based services said they were extremely or very happy with their care and support, compared to 59% the year before

...Although we cannot establish cause and effect, these provide context to the impact of charging for adults social care users.

Next steps

Through the Stakeholder Reference Group, we will continue to:

- Regularly analyse the impact of charging, using the core measures described here
- Continue to make progress with the action plan – e.g. rolling out prepaid cards, continuing to carry out communication activity on charging