

[First Name] [Surname]
[Address Line 1]
[Address Line 2]
[Address Line 3]
[City]
[Postcode]

Dear [Title] [Surname],

Changes are being made to how home care, day care, transport and personal budgets are paid for. We have had to make the decision to charge for these services which are free at the moment. As you use one or more of these services you may be affected by these changes. However, only people who can afford to pay will be asked for a contribution towards their care costs. Some people will still pay nothing at all.

The amount of money that the Council is being given by the Government is going down every year. Also, the number of people needing our support is increasing. This means services are under pressure and we have less money to spend on social care.

A booklet is enclosed which explains how we have to work out if you can afford to pay and what we are thinking of doing to make sure that nobody is asked to pay if they cannot afford to. The Mayor wants to protect people on lower incomes so we are looking at ways we can do this. We also want to make sure that that nobody is put off coming to us for help because they might be asked to pay.

The changes will not happen until next year. Right now, we want to know what you think about the changes. There is a survey enclosed with this letter which we would like you to complete and send back to us in the prepaid envelope. Alternatively, you can complete this online at www.towerhamlets.gov.uk if you prefer.

We want to hear your views so the survey will be open until 19th August 2016. Your answers will help us to make a decision on how charging works. If you will struggle to complete the survey please call 020 7364 1451 between 9.00am and 5.00pm and we can help or answer any questions you have. However, staff will not be able to tell you if or what you may have to pay.

We will consider the feedback received and make a decision about how the scheme will work. We will contact you again to explain how we will work out if you have to pay and if so how much this will be.

Signature



Denise Radley
Director of Adults' Services

Your thoughts on charging for adult social care

Please tell us if you or the person on whose behalf you are completing this survey receives any of the following services from the council.

Please select as many as apply.

- Home care
- Support in a day centre
- Transport
- Money to pay for care through a personal budget

1. Overall, to what extent do you agree the council should ask people that can afford it, to contribute to their care costs?

- Strongly disagree
- Disagree
- Unsure/No view
- Agree
- Strongly agree

2. Having read the council's leaflet, do you think you will be affected by the introduction of charges?

- Yes
- No

3 To what extent do you agree with the council's idea of increasing the minimum amount of income that you should be left with after charges to a level which is higher than the government says you need to live on?

- Strongly disagree
- Disagree
- Unsure/No view
- Agree
- Strongly agree

4. Are there any other housing costs apart from mortgage payments, rent, ground rent, Council tax and service charges that you think we should protect from charges? This could be things like gas/electricity or water charges.

Yes

No

5. If yes, please tell us what these are

6. Do you think the introduction of charges will stop you from asking the council for support?

Yes

No

7. If yes, what could the council do to help you feel more comfortable or less worried about asking for support?

8. We want to get the balance right between raising income to make sure there is enough money to pay for social care and protecting people on lower incomes from charging. That's why we have proposed raising the minimum amount of income that is protected from charging and not the other options we looked at. To what extent do you agree with our approach? Please circle which applies

- Strongly disagree
- Disagree
- Unsure/No view
- Agree
- Strongly agree

9. Is there anything else you want to say about the council's ideas for charging?

10. Have you got any concerns about how charging will be introduced?