

Report on Consultation re proposal to review financial assistance for people receiving housing support

12th February 2018

Summary

- The significant majority of respondents were aged over 65 at 84.9%. Of those over 65, 41% were 75-84 and just over 28% over 85. The next age category was 12.4% being 50-64. 63% of respondents were female.
- 79% were people directly affected by disability or long-term limiting condition.
- The analysis of responses by District/Borough area shows response rates of between 52.8% (Ryedale) and 63.1% (Selby).
- Of those that gave a response, the highest response rate was from those living in sheltered housing at 69%, followed by those with a community alarm service at 54%. Just under one third of those living in Extra care responded.
- 53% responded that they completely or mostly understood the proposal. 33.5% that they somewhat or partly understood and 13.7% that they did not understand.
- 56% strongly disagreed or disagreed with the proposal. 15.6% agreed or strongly agreed. One third neither agreed nor disagreed.
- Managing money was seen as making things worse for the highest percentage of respondents at 61.4%, followed by the ability to live independently at 51.6%. Just over half said it would make mental wellbeing worse.

- An average of 1 in 4 respondents said that the proposal wouldn't make any difference to any aspects of their well-being. A small number of respondents said that the proposal would make things better – between 2.4% and 5%.
- Most respondents, at 44.7%, ranked having 6 months' notice the most important mitigation to the proposal, followed by an Income Maximisation check at 40.4%. Looking at the 1st and 2nd most important together, having 6 month notice was the most mentioned at 65.5% followed by an income maximisation check at 55.5%. Giving three months' notice was seen as most important for 13.3% and second most important for 25.7%.
- Unpaid carers were asked how the proposal would affect them in their caring role across four aspects of their well-being. The highest number of respondents (5) felt their ability to live independently would be made worse, followed by managing money (4) and mental well-being (4) also being worse.

Purpose of report

The purpose of this report is to give an overview of the public consultation on the proposal to review financial assistance for people receiving housing support and to provide the results of the consultation.

Background

The reason for this proposal is to make some of the savings for the HAS2020 programme. It has been put forward because the County Council does not have to offer financial support for people in these circumstances. It is only obliged to offer a financial assessment to people who receive social care services after they have been assessed as being eligible for that support. Most other County Councils have already had to do this.

If the proposal goes ahead, it will directly affect about 1,700 people who would lose the contribution to their costs by between £0.36 and £27.00 every week. Most people would lose between £6.00 and £9.00. It would also mean that people in the future would not be able to apply for a financial assessment towards the costs.

It is estimated that the proposal will save £1m every year. This will be used for savings and to develop the Assistive Technology service for people with eligible social care needs. The Assistive Technology service will be developed to be better able to help vulnerable people live independently at home using this money. If the proposal does not go ahead, other ways will have to be looked at to make the savings and develop the Assistive Technology service.

Process, timelines and methodology

The consultation took place between 4th January and 2nd February 2018. The Communications Unit assisted in reviewing the material going out for ease of understanding. Consultation packs were posted directly to 1,748 people either directly affected as currently in receipt of financial assistance or may be affected in future as awaiting a financial assessment to determine if eligible for financial assistance.

The consultation webpage was live on the NYCC website and a link to survey was circulated by email to Housing Support Providers, District and Borough Councils, CCG's and relevant voluntary/community organisations on 4th Jan and reminders were sent out subsequently regarding deadline for completing. The Draft EIA was posted on the website.

A presentation was made to the Older Peoples Partnership Board on 4th December 2017.

Participation in the consultation

There was a total of 1,054 responses to the consultation, 97.9% from those who were directly affected. The overall response rate from those directly affected was 59%. The majority of responses were received in hard copy (846). The other 2% of responses were from unpaid carers (7), housing support providers (6), VCS organisations (4) and others with an interest in the proposal (5).

Since the closing date of the consultation there has been an additional 42 responses from people directly affected which have not been included in analysis due to timescales. Of those half (21) disagreed or strongly disagreed with the proposal, 13 neither agreed nor disagreed and 8 agreed or strongly agreed with the proposal. Responses appear to reflect similar sentiments to those that have been included in the analysis for the report.

Over the first Friday and Monday the Customer Service Centre received an additional 300 contacts over the 2 days. Many customers were voicing concerns about having funding or service removed and confusion about what was happening and what they were being asked to do.

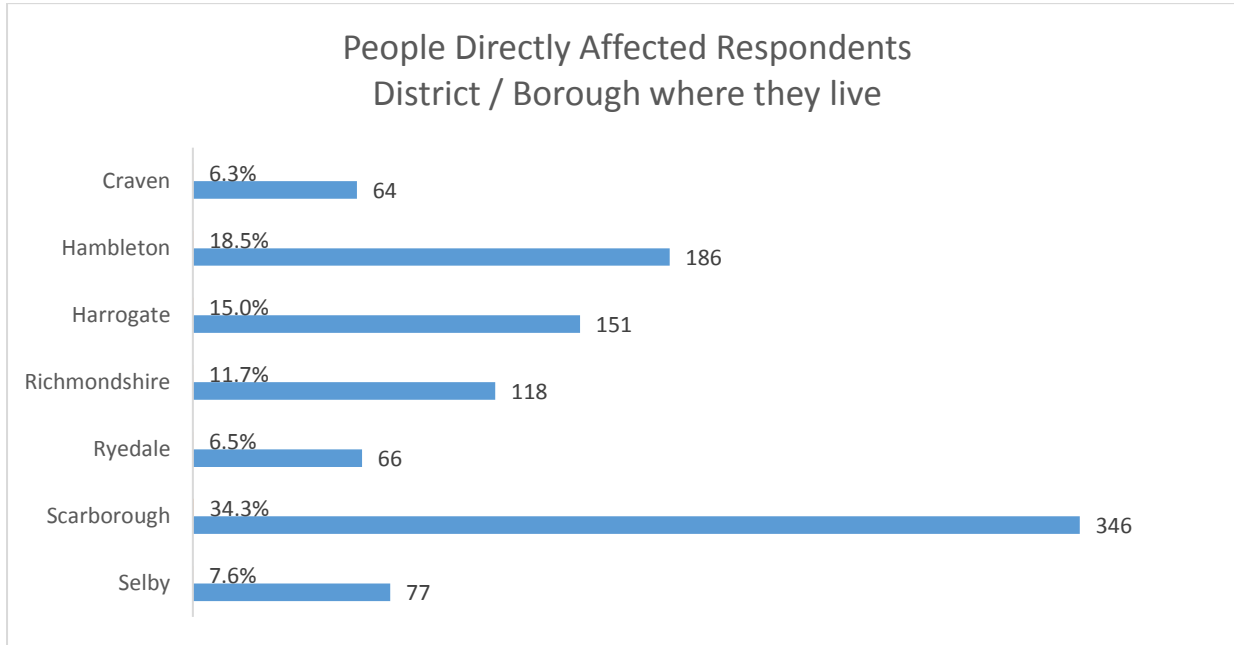
	Online	Hard copy	Total	% of total	Consultation packs sent out to directly affected	Response rate
People Directly affected	186	846	1032	97.9%	1748	59.0%
Unpaid carer of person directly affected	1	6	7	0.7%		
Housing Support Provider	6		6	0.6%		
Stat, vol or community organisation	4		4	0.4%		
Other	5		5	0.5%		
Total rec'd	202	852	1054			

Responses from People Directly affected by the Proposal

The analysis of responses by District/Borough area shows response rates of between 52.8% (Ryedale) and 63.1% (Selby). The highest response by number was Scarborough at 346, with a 55.5% response rate. The least numbers of respondents were from Ryedale (66) and Craven (64).

People Directly Affected District / Borough where they live	Total responded	% of total	Consultation pack sent out to directly affected	Response rate
Craven	64	6.3%	121	52.9%
Hambleton	186	18.5%	313	59.4%
Harrogate	151	15.0%	250	60.4%
Richmondshire	118	11.7%	194	60.8%
Ryedale	66	6.5%	125	52.8%

Scarborough	346	34.3%	623	55.5%
Selby	77	7.6%	122	63.1%
Total	1008		1748	

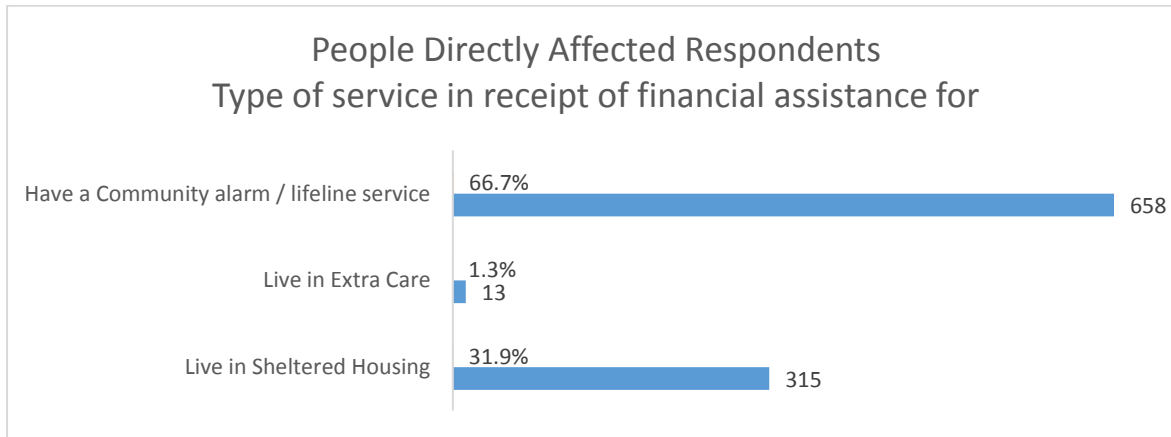


Sheltered/Extra Care/Community Response

Respondents were asked the type of service they were in receipt of financial assistance for. Of those that gave a response 658 (66.7%) had a community alarm service and 315 (31.8%) lived in sheltered housing. The highest response rate was from those living in sheltered housing at 69%, followed by those with a community alarm service at 54%. Just under one third of those living in Extra care responded.

No of People directly affected	Total	% of total	Surveys sent out	Response rate
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Live in Sheltered Housing	315	31.9%	457	69%
Live in Extra Care	13	1.3%	41	32%
Have a Community alarm / lifeline service	658	66.7%	1211	54%
Total	986		1709	

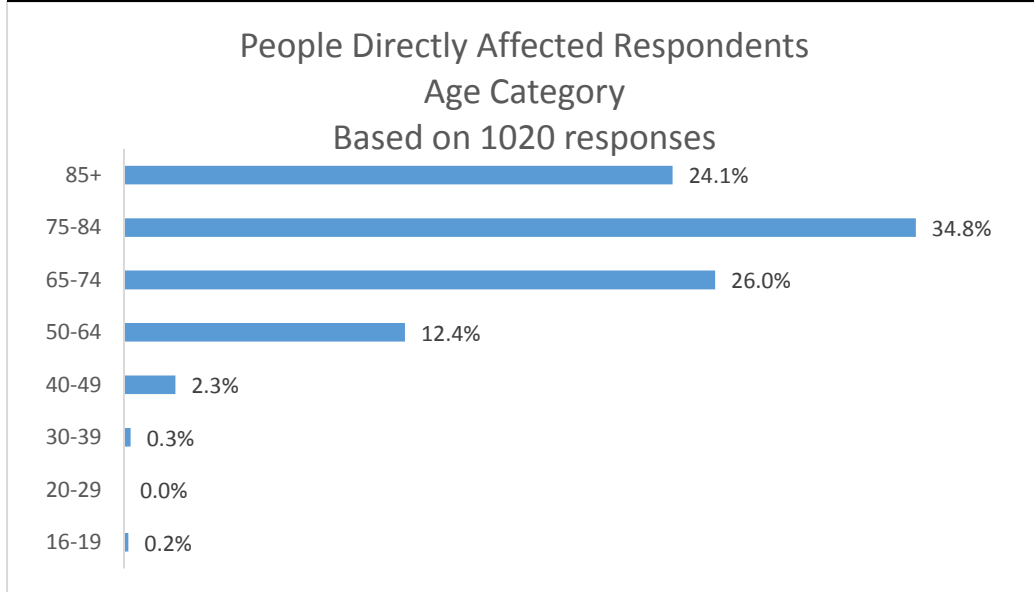


Responses by equality profile of respondents

Age

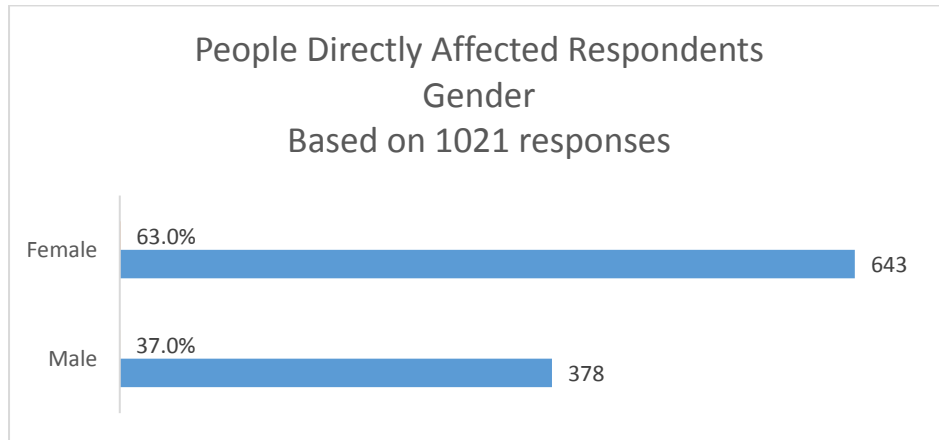
The significant majority of respondents were aged over 65 at 84.9%. Of those 866 over 65, 355 (41%) were 75-84 and 246 (28.4%) were over 85. The next age category was 12.4% being 50-64.

People Directly Affected Age category	Total	% of total	Total over 65	% over 65	% over 65 that are 75-84	% over 65 that are over 85
16-19	2	0.2%				
20-29	0	0.0%				
30-39	3	0.3%				
40-49	23	2.3%				
50-64	126	12.4%				
65-74	265	26.0%				
75-84	355	34.8%				
85+	246	24.1%				
Total	1020		866	84.9%	41.0%	28.4%



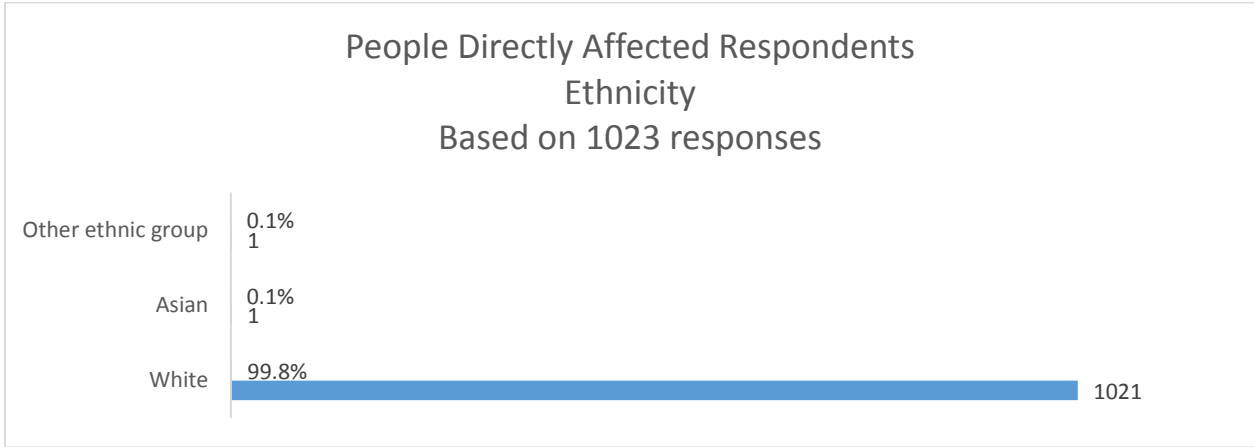
Gender

The gender breakdown of respondents was 63% female and 37% male.



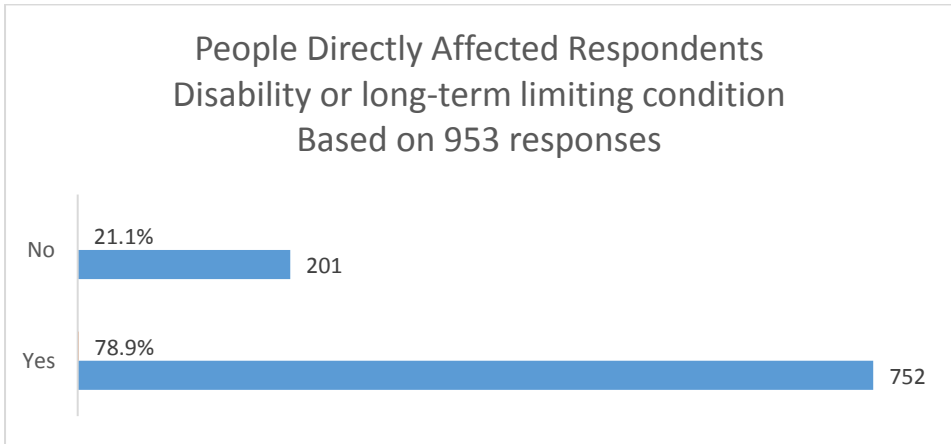
Ethnicity

Of the respondents who answered the question, 99.8% reported their ethnicity as White.



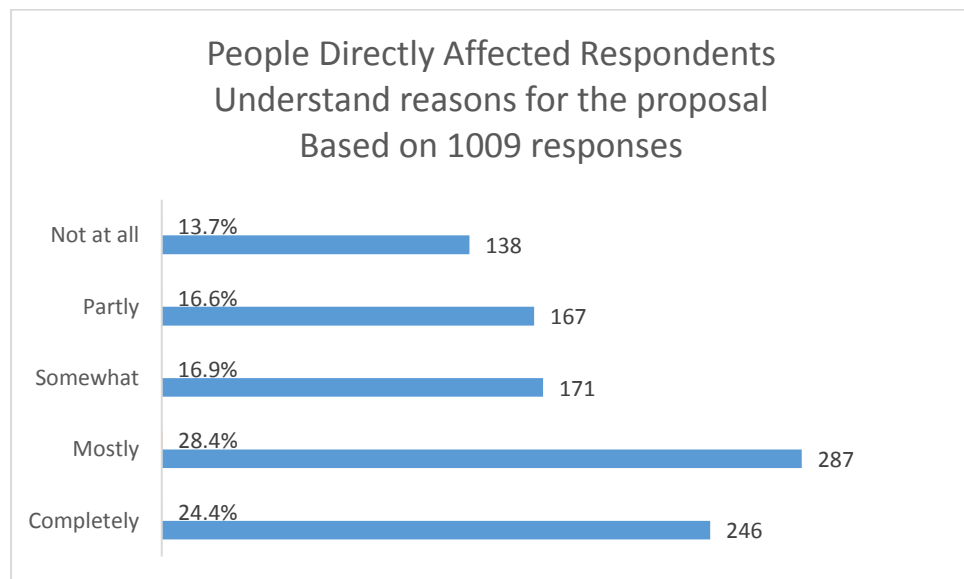
Disability

Of the respondents who answered the question, 78.9% reported that they were affected by disability or a long-term limiting illness.



Q1 Do you understand the reasons for the proposal?

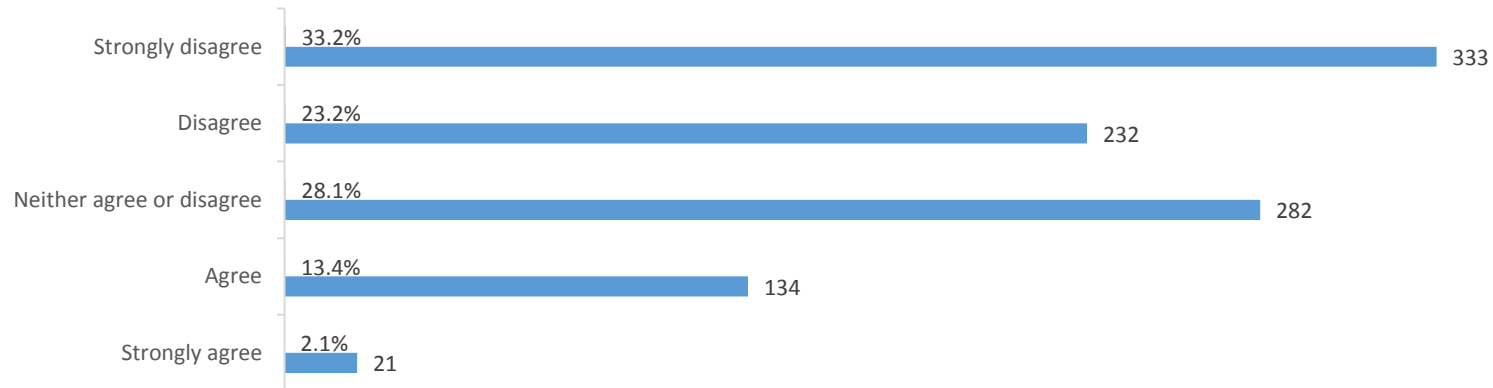
People directly affected by the proposal when asked if they understood the reasons for the proposal, 24.4% said they understood completely and 28.4% that they mostly understood. The minority of respondents, at 13.7% said that they did not understand at all.



Q2. Do you agree with the proposal?

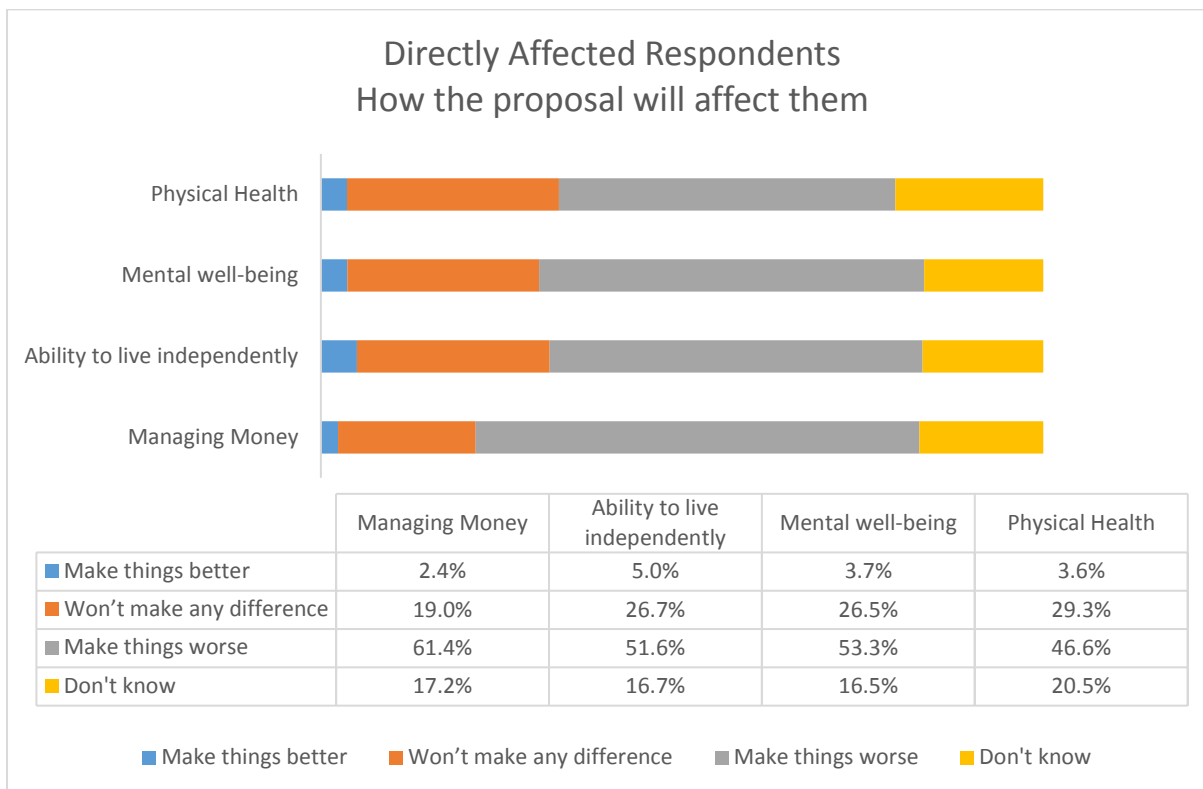
When asked, if they agreed with the proposal, 56.4% of people directly affected reported that they disagreed or strongly disagreed. Just over 28% neither agreed nor disagreed and 15.6% agreed or strongly agreed.

People Directly Affected Respondents
Agree with Proposal
Based on 1002 responses



Q3 How will the proposal affect you

Respondents were asked how the proposal would affect four aspects of their well-being as in the table below and also to tell us in their own words. Managing money was seen as making things worse for the highest percentage of respondents at 61.4%, followed by the ability to live independently at 51.6%. An average of 1 in 4 respondents said that the proposal wouldn't make any difference. A small number of respondents said that the proposal would make things better. Between 15.5% and 20.5% of respondents said that they didn't know how the proposal would affect them.

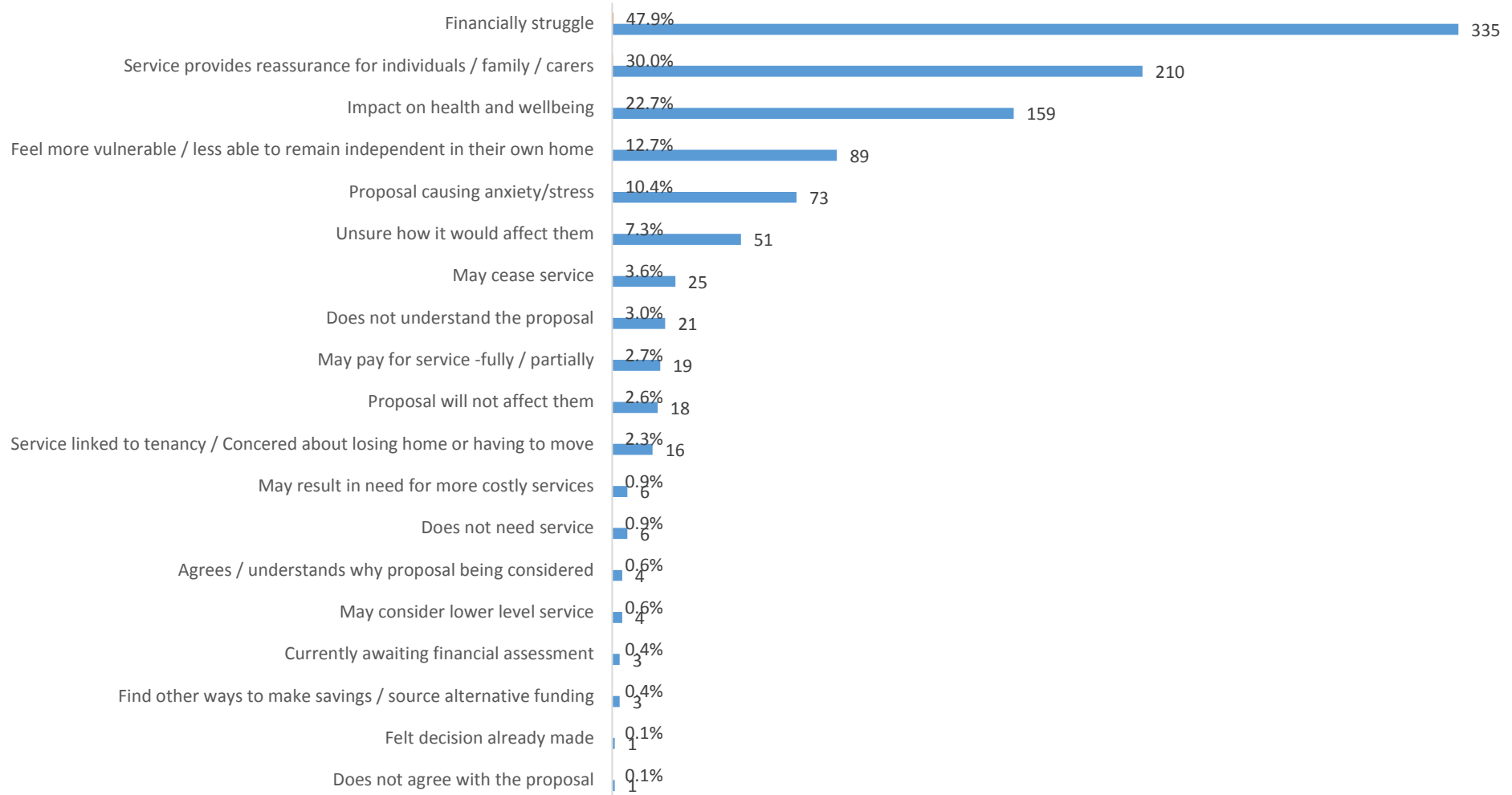


Themed comments from the question about how the proposal will affect them

The comments have been themed, then grouped according to theme. Some comments covered more than one issue so were allocated to more than one theme (up to three themes). Frequency of recurrence of each theme can be seen in the table below .

Nearly half the comments related to how the proposal would mean they would financially struggle and a third relating to how the service provides reassurance to themselves and carers. The next most mentioned themes were the impact on well-being at 22%, living independently 12.7% and causing anxiety or stress 10.4%

People directly affected
Themes from additional comments received re how proposal will affect them
Based on Number and % of total 700 comments received

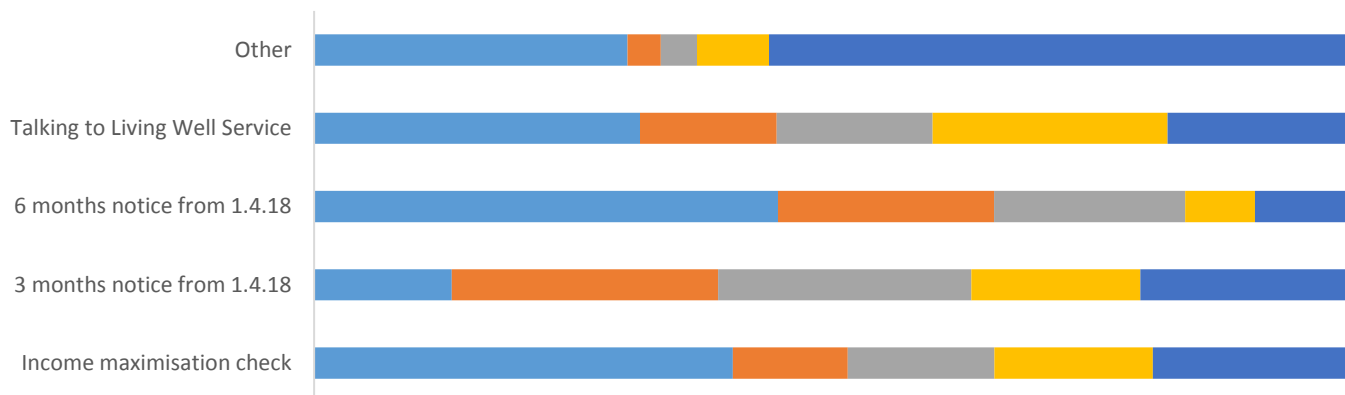


People Directly affected Additional comments received re how proposal will affect them		
Top 5 main concerns raised	No of comments received	% of total 700 comments
Individuals either unable / would struggle to afford to fund service themselves	335	47.9%
Individuals feel that the service provides reassurance for themselves / family / carers	210	30.0%
Individuals feel that the proposal will impact on their health and wellbeing	159	22.7%
Individuals feel proposal will make them more vulnerable / less able to remain independent in their own home	89	12.7%
Individuals feel that the proposal is causing / likely to cause anxiety/stress	73	10.4%

Q4 if this proposal does go ahead, what would make it easier for you?

Respondents were asked to rank in importance the mitigations in the table below and also to tell us in their own words what other things would make it easier. Most respondents, at 44.7% ranked having 6 months' notice the most important, followed by an Income Maximisation check at 40.4%. Looking at the 1st and 2nd most important together, having 6 month notice was the most mentioned at 65.5% followed by an income maximisation check at 55.5%.

Directly Affected Respondents What could make it easier if proposal goes ahead



	Income maximisation check	3 months notice from 1.4.18	6 months notice from 1.4.18	Talking to Living Well Service	Other
■ 1 (most important)	40.4%	13.3%	44.7%	31.4%	30.2%
■ 2	11.1%	25.7%	20.8%	13.2%	3.2%
■ 3	14.1%	24.4%	18.4%	15.0%	3.5%
■ 4	15.3%	16.3%	6.7%	22.6%	7.0%
■ 5 (least important)	19.1%	20.4%	9.3%	17.7%	56.1%

■ 1 (most important) ■ 2 ■ 3 ■ 4 ■ 5 (least important)

Themed comments from the question about what would make it easier for you

The comments have been themed, then grouped according to theme. Some comments covered more than one issue so were allocated to more than one theme (up to three themes). Frequency of recurrence of each theme can be seen in the table below .

Suggestions received indicated that 64 (22.5%) were either totally against the proposal or felt the proposal should not go ahead. 32 (11.2%) either didn't know what could make it easier or felt that nothing else would make it easier for them. 28 (9.8%) did not fully understand some or all

of the options given as possible ways the Council could make it easier for them. The next most mentioned themes were that they would struggle financially to fund the service (8.1.%) and the financial assistance should be phased out gradually (7%)

Themes from Comments received from People directly affected by proposal

What else could make it easier if proposal goes ahead

Based on number and % of total 285 comments received



People directly affected

Additional comments rec'd re what could make it easier if proposal goes ahead

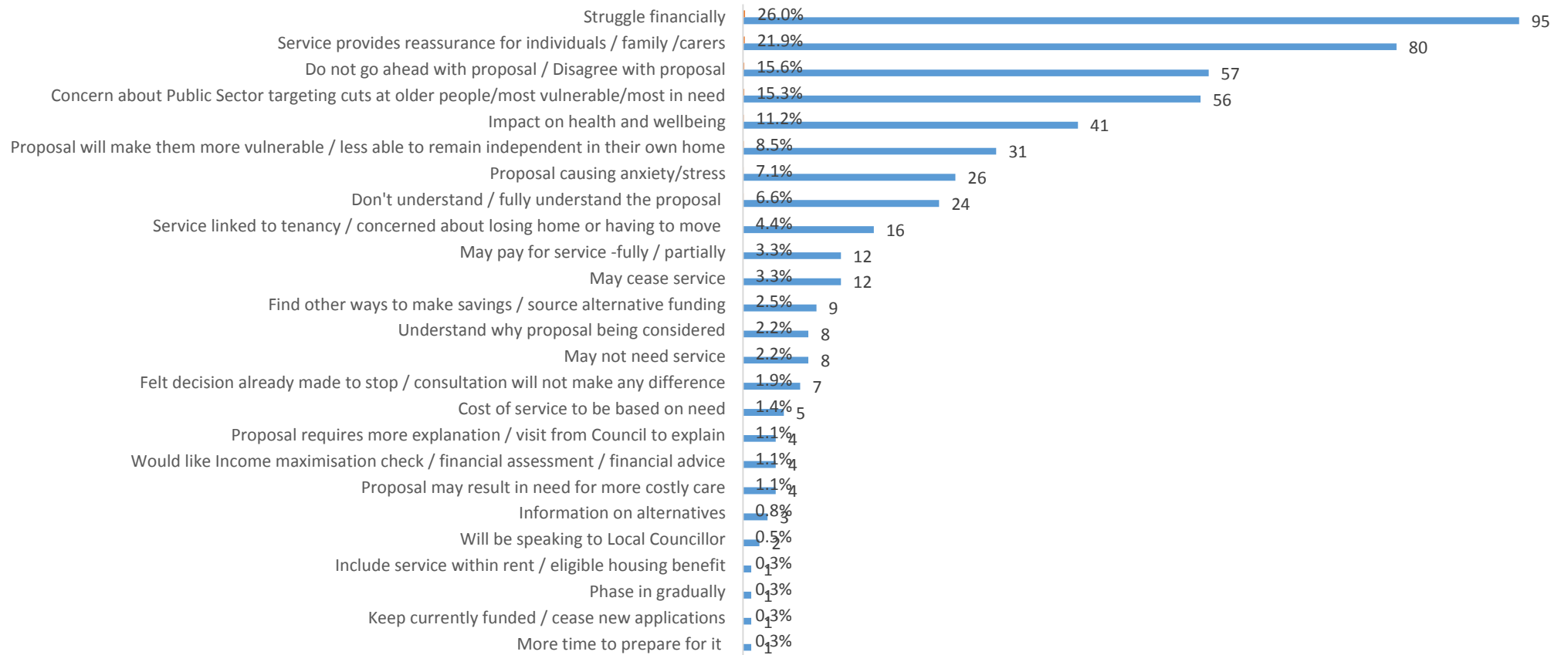
	No of comments rec'd	% of total 285 comments
Top 5 suggestions		
Do not go ahead with proposal / disagree with proposal	64	22.5%
Don't know / Nothing else would make it easier	32	11.2%
Does not understand some or all of the options for mitigation given	28	9.8%
Individuals either unable / would struggle to afford to fund service themselves	23	8.1%
Phase out gradually	20	7.0%

Q5 Any other comments about the proposal

Respondents were asked to make any other comments about the proposal. The comments have been themed, then grouped according to theme. Some comments covered more than one issue so were allocated to more than one theme (up to three themes). Frequency of recurrence of each theme can be seen in the table below .

Comments received indicated that 95 (26%) would not be able to afford or would struggle to afford to fund the service. 80 (21.9%) felt the service provided reassurance for themselves and carers. 57 (15.6%) either disagreed with proposal or that this should not go ahead. 56 (15.3%) were concerned that the Public Sector were targeting cuts at the most vulnerable. 41 (11.2%) felt their health and wellbeing would be impacted by this proposal.

People directly affected
Themes from additional comments received on proposal
Based on Number and % of total 366 comments received



People Directly Affected
Additional comments received on the proposal

Top 5 concerns raised	No of Comments rec'd	% of total 366 comments
Individuals either unable / would struggle to afford to fund service themselves	95	26.0%
Individuals feel that the service provides reassurance for themselves / family / carers	80	21.9%
Do not go ahead with proposal / Disagree with proposal	57	15.6%
Concern about Public Sector targeting cuts at older people/most vulnerable/most in need	56	15.3%
Individuals feel that the proposal will impact on their health and wellbeing	41	11.2%

Reponses from unpaid carers, housing providers, other organisations and others with an interest in this proposal

Unpaid carers of people directly affected by the proposal – 7 responses were received.

Q1. Do you understand the reasons for the proposal?

3 completely or mostly understood, 3 somewhat or partly understood and 1 (14.3%) did not understand at all

Q2. Do you agree with the proposal?

All 7 either disagreed or strongly disagreed with the proposal

Q3. How will the proposal affect you in your caring role?

Respondents were asked how the proposal would affect them in their caring role across four aspects of their well-being. The highest number of respondents (5) felt their ability to live independently would be made worse, followed by managing money (4) and mental well-being (4) also being worse

6 respondents also told us in their own words how this proposal would affect them in their caring role. 3 (50%) felt the service provided reassurance for themselves and the person they cared for, 3 (50%) felt this would impact on their health and wellbeing and 2 (33%) felt they

would not be able to or would struggle to afford to fund the service with 1 of those also raising concern about the service being linked to their tenancy.

Q4. If the proposal goes ahead what could make it easier for you in your caring role?

When asked to rank in order of importance what could make it easier for them in their caring role if this proposal went ahead the highest number of responses (3) indicated that giving their cared for person 6 months' notice was the most important, followed by their cared for person having an income maximisation check (1) and speaking to the Living Well Service (1).

1 respondent also told us in their own words that as they do not agree with the proposal at all they were unable to select any of the options as to what could make it easier for them in their caring role. They felt the proposal should not go ahead, the service provides reassurance for both the person directly affected and their carer and felt that money should be taken from services which do not affect the protection and safety of vulnerable people.

Q5. Any other comments on the proposal

3 additional comments were received – 1 was concerned that Public Sector cuts are being targeted at older people / most vulnerable / most in need, 1 felt this would be a struggle financially and would impact on health and wellbeing and 1 was concerned that the consultation documentation would cause anxiety/stress for the person directly affected

Organisations / Others with an interest in the proposal

There were a total of 15 responses received from Organisations and others with an interest in the proposal – 6 from housing support providers, 4 from statutory, voluntary or community organisations and 5 from others

Q1. Do you understand the reasons for the proposal?

10 completely or mostly understood, 4 somewhat understood and 1 did not understand at all

Q2. Do you agree with the proposal?

9 disagreed or strongly disagreed with the proposal, 2 agreed, 4 neither agreed nor disagree

Q3. How will the proposal affect people who currently receive these services across 4 areas of well being

The highest number of respondents (13) felt it would make things worse financially followed by their ability to live independently (12) and mental well-being (12) also being made worse. 9 respondents felt it would make their physical health worse.

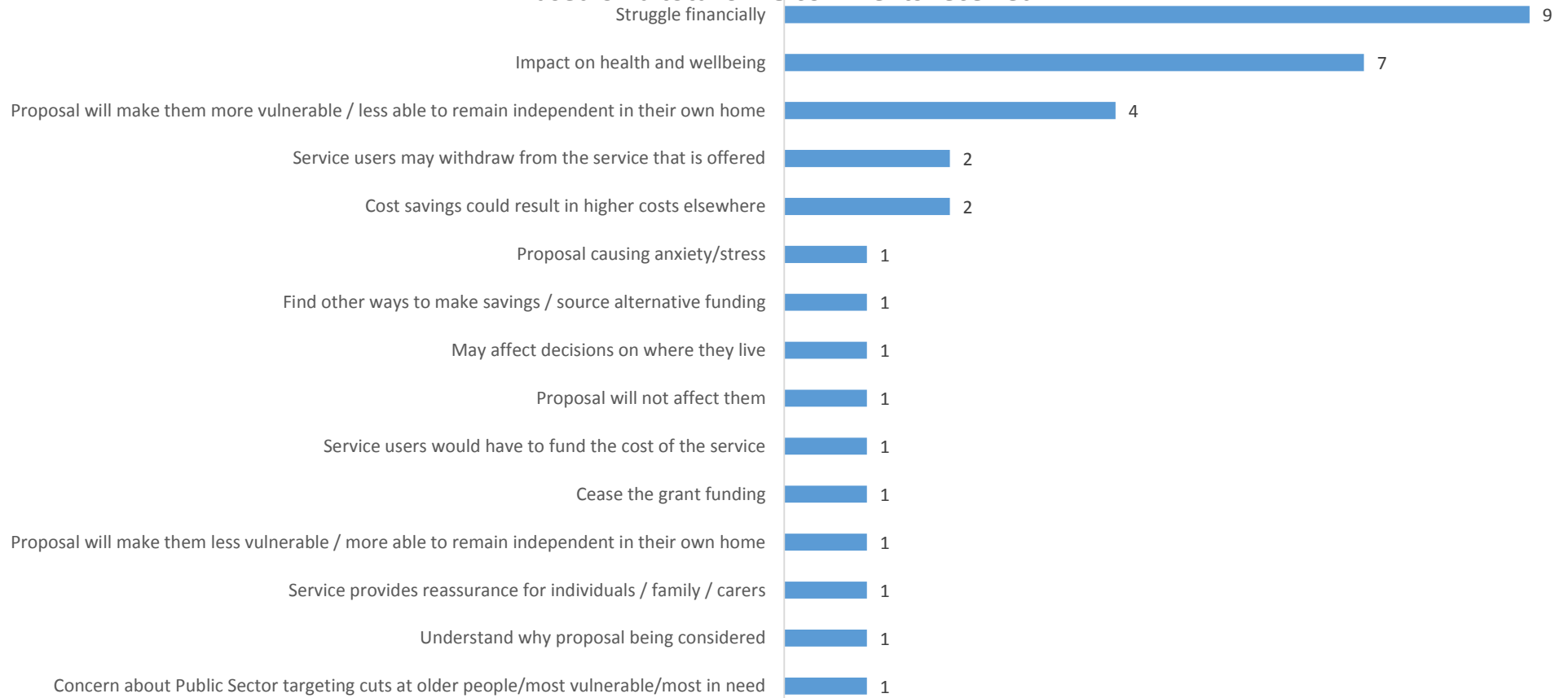
Q4. How will the proposal affect people who may use these services in the future across 4 areas of well-being

Just over half felt it would make things worse for them both financially and their ability to live independently.

A total of 18 comments were also received as to how this proposal would affect people who either currently use these services or may do so in the future. The main themes coming across were financially (9), impact on health and well-being (7) and ability to live independently (4). Full breakdown is in following graph.

Organisations and Others with an interest in the proposal
 Additional comments received re how this would affect people who currently use services or may do in the future

Based on a total of 18 comments received



Q5. Housing support providers were asked how they might respond to the proposal to mitigate some of the impact for their service users

5 providers responded: 1 confirmed they would do what they could to offer a cheaper community alarm service but the potential for reduced income could result in the provider withdrawing the service.

2 confirmed service users would have to fund the cost of the service however 1 of these would offer support to service users from their own in house income maximisation team

1 confirmed they are already reviewing support and eligible housing benefit service charges 1 confirmed they have recently reviewed their warden response service to improve efficiencies for both service user and organisation.

Q6. If the proposal does go ahead when do you think this should start?

The majority of respondents (80%) felt this should be from September 2018. Only 1 felt it should be effective from 1st April 2018.

Q7. Any other comments on the proposal

Total of 7 additional comments were received on the proposal and the themes coming across are detailed in the following graph.

Organisations and Others with an interest in the proposal
Additional comments received on the proposal
Based on a total of 7 comments received

