

1. Consultation for the HSCP/WDC Charging Policy

The revised Charging Policy will provide services, services users, carers, families and the West Dunbartonshire citizens a document which can be referred to for guidance.

Consultation on the Charging Policy involved a number of different services and organisations as listed in Appendix 2a above. The consultation process took place between June 2020 and August 2020. Those who took part were provided with the original Charging Policy and the draft, revised policy and asked to comment. They were also asked three questions:

1. Do you find the charging policy clear? If not, what parts of the charging policy could be improved?
2. Do you agree with the decision to consolidate the charge for day centres?
3. Is there anything else you would like to add?

Feedback on the Charging Policy itself was for clarity of definitions, removal of text, confirmation the Charging Policy matches COSLA guidance i.e. those receiving independent living fund are not charged for any services, updates on layout, add in examples.

Each comment or query was addressed and where required changes were made to the draft policy. The revised draft was reviewed again by the user groups and the general consensus was that it was an improved read from the original version.

The sections below provide further feedback examples across the different groups.

1.1 SDS Ideas

A meeting was arranged in June 2020 with the development co-ordinator at SDS ideas, to explain the Charging Policy and the feedback required from SDS ideas.

SDS ideas was sent the Charging Policy document, and was asked to provide feedback on the content and their opinion on whether there should be one charge for day centre services or whether the charge should be split for activities, transport and meals.

1.1.2 Feedback

In total five carers and/or service users provided feedback. Their names and identify were not provided due to GDPR. This feedback was provided on the 22nd July 2020. A summary of the feedback provided was:

- Request to add links;
- Clarifications on terms such as fixed charges;
- Removal of sentences;
- Request to add in a definitions;
- Ensure benefit maximisation was added;
- Additional information on carers policy;
- Amendments to the layout;

- Questions on how the document will be updated along with COSLA updates;
- Additional legislation to be added;
- Explanation on disability related expenditure to be added; and
- Those who receive Independent Living Fund should not be charged.

All responses received agreed that the day centre charge should be split out and should not be one over all charge as not everyone receives a meal or transport.

On the 12th August 2020, the five carers and/or service users provided further feedback on the Charging Policy Document. A summary of the feedback provided was:

- Additional hyperlinks to be added to relevant guidance & legislation;
- Additional information explaining the mobility allowance;
- Additional information on the terminal ill diagnosis process;
- Clarity on the examples provided; and
- Removal of text.

1.2 Local Engagement Network Chair and Vice Chair

The engagement officer within HSCP asked the Local Engagement Network for feedback.

1.2.1 Feedback

The consensus from the responses provided was that the day centre charge should be split out, rather than an overall charge.

A summary of the feedback was:

- Disability Related Expenditure not taken into account;
- The document has not been co – produced;
- Document is too long; and
- Not much input from people who use the services.

DRE information was added to the document after this feedback. Service users have inputted to this document and this was explained. After the Charging Policy is approved at Full Council an easy read version will be produced. The detail is required for audit, services and for full transparency of how things work.

1.3 WDC Carers Centre

In June 2020, a meeting was arranged with the leads of the Carers Centre. It was explained about the purpose of the Charging Policy, and to ask for their feedback and their opinion on whether the day centre charge should be split out.

1.3.1 Feedback

Twelve carers were asked to take part and provide feedback. The main feedback provided was:

- How will the document be maintained;
- Information to be added about respite;

- Examples to be added about respite;
- Text to be altered;
- Clarity if those under 19 would be charged;
- Easy to read;
- Request to create a website;
- Information on DRE to be added;
- Very informative; and
- Well laid out.

1.4 Learning Disability Carers

A meeting was arranged with Learning Disability carers to discuss the day centre charge and their opinion on the Charging Policy. Twenty-two carers responded.

1.4.1 Feedback

On the Charging Policy document, the feedback provided was that it was too long and some of the information was not their concern. The Charging Policy requires to be detailed, as it needs to cover a range of services and can be used for anyone to refer back to. An easy read document will be produced once the Charging Policy is approved. The group also queried why ILF clients still continued to be charged for services, despite making a contribution to their ILF award.

In respect to the Day Centre charge the following responses were provided:

- 5 carers agreed with the charge being consolidated
- 16 carers agreed that the charge should be split
- 1 carer didn't want to be charged

1.5 EQIA process

All HSCP services were presented with the Charging Policy and were asked to complete an EQIA. The following services were asked to provide feedback and all provided feedback.

- HSCP Learning Disability Service
- HSCP Children & Families Services
- HSCP Adult Community Services
- HSCP Care at Home service
- HSCP Residential service
- HSCP Adult Day Centre
- HSCP Learning Disability Day Centre

1.5.1 Feedback

- Financial assessments are inconsistent
- Benefits maximisation process is inconsistent
- Respite to be made clear that there will be no charge for Carers
- Lack of Consultation of Day Centre charge
- Assessments does not capture if a person has had a gender reassignment
- SDS is not fully embedded in services assessments

- Service users who pay tithing towards a religion/belief, this expense should be considered within a financial assessment
- ILF service users should be exempt, but is then unfair on those who don't receive it
- It is not clear within the charging policy that those diagnosed with a terminal illness will not get charged for using the day centre.
- Those who attend day centre for less than a day, should they receive a lesser charge.
- Disability related expenditure to be added as an exclusion as per COSLA guidance
- Age thresholds within charging policy for income
- Partner refusing to divulge income, what happens in this scenario?
- Consider whether community alarms should not be charged for as they are part of disability related expenditure
- Ensure all of the equality characteristics are mandatory questions in the single assessment.

All of the gaps were addressed and the EQIA. This EQIA was also uploaded on to the WDC EQIA tool with the help from the EIA lead Ricardo Rea. The reference number is EIA 246.

1.6 Additional feedback requested

The following organisations were asked to provide feedback on the Charging Policy and Day Centre charge. Those who responded didn't provide any written feedback or asked for any changes to be made to the Charging Policy.

Dumbarton CAB	No
Dumbarton Women's Aid	No
Clydebank Women's aid	No
Muslim Education Assoc.	No
ISARO WDCVS	Yes
Community Links	No
Rape Crisis	No
Visual Voices	No
Shop mobility	Yes
Golden Friendship	No
Y Sort it	No
Step Stones	No
Syrian support service at the Council	No
LGBT contacts	No
BSL using and hard of hearing contacts	No
Ethnic Minority Assoc.	No
Access Panel	Yes
Lomond and Argyll Advocacy services	Yes
Clydebank Seniors Forum	Yes