

Response to the Consultation – Overall

The number of responses to the consultation was as follows:

- 1409 letters and feedback forms were sent
- 19.37% (267) were returned

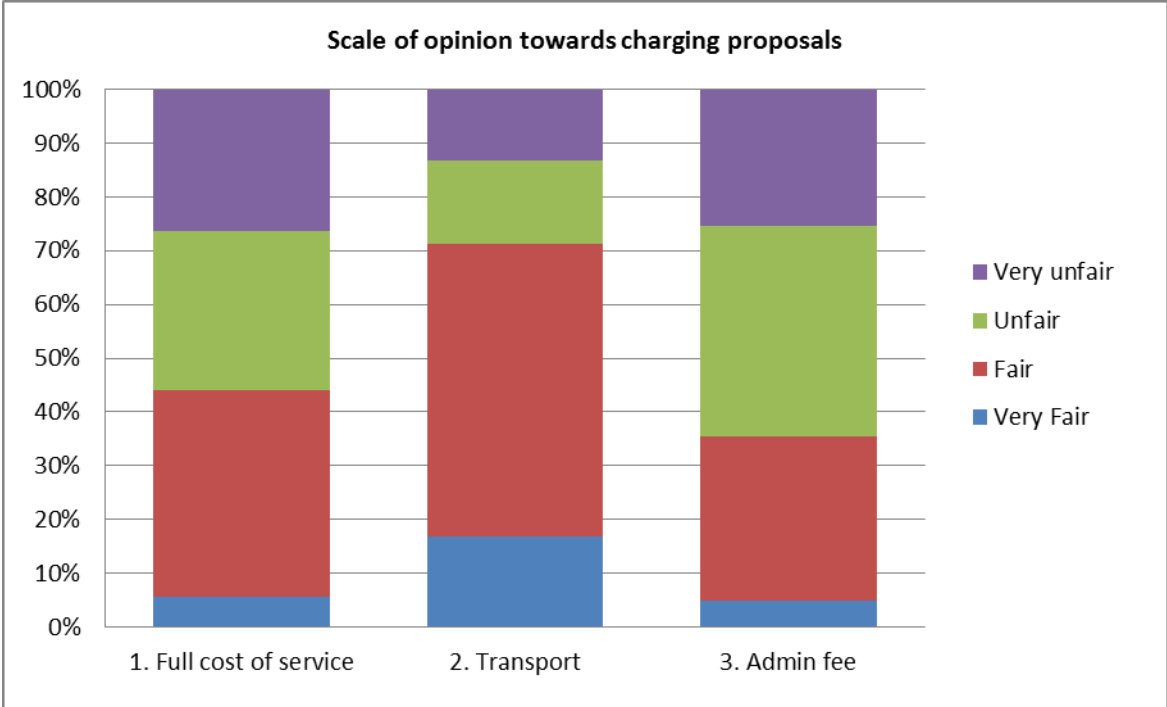
Total responses = 267
Response rate = 19.37%

The breakdown of those who responded was as follows:

- 47% (126) were completed by service users;
- 36% (97) were completed by carers;
- 15% (40) were completed by others, and;
- 2% (4) were completed by organisations.

Scaled Response - Questions 1 to 3

A summary of responses to each of the three proposals can be seen in the chart below:



Question 1

1. In response to the statement “Please indicate how you feel towards plans to **charge a maximum of the full cost of the service, dependent on income and capital**” the responses were:

• Very fair	14	6%
• Fair	95	38%
• Unfair	73	30%
• Very unfair	65	26%

Question 2

2. In response to the statement “Please indicate how you feel towards plans to **Increase the current flat rate fee of £1.00 per day for transport to £2.00 per day, or £1.00 per journey**” the responses were:

• Very fair	42	17%
• Fair	135	54%
• Unfair	38	15%
• Very unfair	33	13%

Question 3

3. In response to the statement “Please indicate how you feel towards plans to **Charge a one off administration fee of £475 to individuals who have entered into the deferred payment scheme**” the responses were:

• Very fair	11	5%
• Fair	70	31%
• Unfair	90	39%
• Very unfair	58	25%

Textual Responses – Questions 5 and 6

Question 5 – View of changes

5. Question 6 asked ***“What is your view of the proposed changes to charging?”***

Positive comments	28	24%
Negative comments	47	41%
Neither negative nor positive comments	41	35%
Total comments	116	

Examples of ***positive comments*** as follows:

- *“Given the current financial situation, I would rather see a slight increase in charges rather than a reduction in services which so many people rely on to maintain a reasonable standard of life.”*
- *“I think in general the proposals are fair. A taxi would cost more than £1 for a journey. If it is for the betterment I agree”*
- *“It is fair to pay a little but more if you can afford to.”*

Examples of ***negative comments*** as follows:

- *“Mostly unfair to those on a low income as a result of the governments welfare reforms”*
- *“There are people who need transport like sheltered housing cases that cannot easily get around and your charges will hurt. I am against it.”*
- *“Very unfair on pensioners who have paid all their lives.”*
- *“Whilst we appreciate that a pay increase is required, it seems unfair to users for the increase to be so high”*
- *“Yet another tax on unfortunate & vulnerable people.”*

Examples of ***neither positive nor negative comments*** as follows:

- *“We know things have got to change because of high costs, but things are going to be very tough for everyone, which is very sad for everyone.”*
- *“No need to change”*
- *“Most people would want charging policy to stay as it is, however, if a charge must be made then the proposals are fair”*

6. Question 6 asked ***“Is there anything else about the proposed charging policy you would like to tell us?”***

Positive comments	9	12%
Negative comments	37	47%
Neither negative nor positive comments	32	41%
Total comments	78	

Example of **positive comments** as follows:

- *“Think it is fair provided personal finances are taken into account and those that need it still get help ”*

Example of **negative comments** as follows:

- *“Difficult enough for someone to have to leave their home (especially as most will have been there for many years) so another fee/complication not needed”*
- *“Not to put up prices. The elderly need this service why make it more impossible than it already is!”*
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Examples of **neither positive nor negative comments** as follows:

- *“People must be given the help they need - the whole system must be fit for purpose”*
- *“Would appreciate keeping the costs as low as possible”*