

**APPENDIX B**  
**QUESTIONNAIRE RESULTS**

**Consultation results:**

Results to each question, from questionnaires, are as follows:

**Deferred Payments Agreements:**

**The current legal costs of arranging a DPA are £195. To what extent do you agree that the County Council should claim back this cost?**

Agree = 60.84%

Disagree = 30.12%

Neither = 9.04%

**Recommendation – To introduce this charge for all new DPAs**

**The current administrative costs of arranging a DPA are £235. To what extent do you agree that the County Council should claim back this cost?**

Agree = 52.74%

Disagree = 36.58%

Neither = 10.67%

**Recommendation – To introduce this charge for all new DPAs**

**Should the County Council charge a flat rate annual fee of £25 for maintaining the DPA?**

Agree = 51.9%

Disagree = 48.91%

**Recommendation – To introduce this charge to attempt to offset administration charges for the annual statements required. DPA numbers are estimated to rise to 600 in the next 5 years, this charge would produce an annual income of £15,000.**

**At present there are no interest charges whatsoever on any DPA accruing debt, which makes the scheme very expensive for the County Council. Should the County Council charge interest for the debt, based on the interest rate charged to the Council for borrowing money? This rate changes every January and July and is currently 2.65%.**

Agree = 47.43%

Disagree = 35.95%

Neither = 16.62%

**Recommendation – To introduce interest charges based on the interest rate described**

**At present when someone moves from their own home into supported living accommodation they cannot have a DPA. Should a DPA be offered to people who move into supported living accommodation?**

Agree = 82.45%

Disagree = 17.55%

**Recommendation – Action this. it is likely to be a rare situation, however we would not wish to be discriminatory by not allowing it**

**Should a DPA be offered to potential service users who have sufficient land, but not property, that would eventually meet the support and care costs?**

Agree = 85.28%

Disagree = 14.72%

**Recommendation – Action this**

**At present the DPS allows any third party top-up charges made by a residential home to also accrue against the property. It is proposed to discontinue this policy, to bring it in line with people not on a DPA. This will mean that a third party (for example a friend or relative) will have to pay the charge. To what extent do you agree with this proposal?**

Agree = 25.23%

Disagree = 57.54%

Neither = 17.23%

**Recommendation – Continue to allow top-up charges to accrue against the property. If we did not allow this, there may be difficulties in placing people in some areas where all residential homes charge above the banded rate. Top-up charges allowed to accrue however should be individually scrutinised to ensure the property value is sufficient to cover charges**

**Brokerage for community based support:**

**Should the County Council charge a flat rate fee (currently calculated at £100) for the initial brokerage of support.**

Agree = 51.67%

Disagree = 48.33%

**Recommendation – Views on this were split. We recommend that this charge is introduced.**

**Should the Council charge a flat rate fee (currently calculated at £100) for each occasion when there is a significant change in support which is not as a result of a provider no longer providing a service?**

Agree = 34.86%

Disagree = 64.14%

**Recommendation – Introduction of this further fee may prove difficult to administer and we recommend that it is not introduced. However, there is an option to increase the initial brokerage fee to cover any future brokerage work required**

**Comments made on the questionnaires:**

Each question contained space for comments, as well as a space at the end for more general comments. Comments were split between those who felt that people

should have to pay towards their support and care if they can afford to, and those who felt that care and support should be provided free of charge, and that those people who strived to own their own property, and have savings, were being unfairly penalised. Comments were generally more negative about the introduction of charges than the scoring indicates.

Comments made by people from negatively impacted groups are covered in the Equality Impact Assessment