

Good afternoon,

I refer to [REDACTED]. I am writing on his behalf as he is a stroke victim and cannot enter into correspondence on his own. Please address any replies to him by post at the address on your files.

Following the councils recent decision to alter the way contributions towards care costs are calculated an income and expenditure form was completed [REDACTED]. It was pointed out that the £20 per week Disability related expenditure allowance was insufficient [REDACTED] as he currently pays £44 per week on average for Physiotherapy. [REDACTED]

His medical professionals agree that it is the regular physiotherapy that has been and continues to be responsible for his stroke recovery.

He has today received correspondence stating that his weekly contribution is to increase to £111.75 (from the current £75.61) with effect from 8 April. If this proceeds then it is questionable as to whether it is possible for [REDACTED] to continue with the current level of Physiotherapy. Without it his condition would certainly worsen and more support would be required.

Whilst it is accepted that budgets are tight and that the Council continually needs to find savings I believe that the Council has made an unreasonable decision in this matter and would ask that it be reconsidered to allow [REDACTED] to retain the higher level element on the condition it is used to finance his ongoing physiotherapy needs.

[REDACTED]

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[REDACTED]

Subject: COMPLAINT Care increase : 01026561

Dear Sir /Madam

Re: Your Letter dated 14th February, regarding care contribution increases [REDACTED]

It was a positive approach to see the changes applied at a better time of the year in a staggered method, much more sympathetic to those affected by the change.

However my fundamental concern is the % of increase. While speaking to an informed Notts CC colleague, I paraphrase, its due to the "Council aligning with the Governments care act of which 2

core components currently taken into consideration are no now longer taken into account". That sounds a good plan / approach on paper and in theory. In practice, in my mothers case, it means her current contribution goes from £29.07 a week to £81.04 a whopping ~150%, then in November £120 a ~400% increase from todays contribution, which is outstanding and now you see the figures in black and white its quite detrimental, unethical. This is after being financially assessed, these are the figures she will be charged with weekly. £320 a month raising to £460, of which she has been use to paying £120-160 a month, that's a huge increase to make to someone's (of whom is on benefits and has a poor quality of life) purse in a year.

If you were informed your Petrol bill or bus pass was increasing from £30 a week to £80 then £120 I'm sure would say /do something, this is no different.

It pains me to see someone so close, having no voice but to endured these huge, excessive increases due to some boardroom disjointed decision, this is affecting peoples care the way they live, what they do with those few chosen minutes of the day/week were the feel better.

I understand and empathise the council /NHS needs more £, but make it from the right place, a suggestion: impose 1 component or a capped 20% increase - 10% more than inflation or CPI. Because these ripple effects are impacting the vulnerable never mind the "JAMs".

[REDACTED]

[REDACTED] if this care contribution increases at the % inferred it would mean more burden financially on the family [REDACTED]

[REDACTED] or a review of mums care package, which is currently pragmatic and serving her needs to a meaningful quality, thus reducing the effect on other services (Gp's/Doctors/hospitals). [REDACTED]

[REDACTED] I also write this letter for those that are not in that quandary, I invite you to empathise and see it from their perspective.

I ask for you to refer my complaint to the highest order and to ask a for expedited review in regards to the % of increase about to be burdened on those with care needs with a more rational, logical increase that will be applied to the vulnerable and that need our (as the able body, working collective) support.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

.....

[REDACTED] email concerning adult care charges .My son is one of the adults affected by . He has recently moved into support living [REDACTED] [REDACTED] is totally dependants on others for all his needs . He has a high level of care . I was encouraged to place him in supported living as this was the best option [REDACTED] has to pay £600 pounds per month to stay there for ie rent gas electric water etc,We were encouraged to apply for sea which we did with gave him money for days out clothes toys etc.Now we are being hit by the new charges .In principle we agree to [REDACTED] paying for some of his care but when the high rate hits us in November [REDACTED] will be left with £60 pound per week ! We feel this is wrong and will fight it all the way .Because of the care charges in supported living there will be a lot of [REDACTED] [REDACTED] I am his voice and will campaign against these cruel charges. [REDACTED]

! I am sending a copy of this email to Alan Rhodes [REDACTED]

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.....

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

This complaint has been made via: Online self service

Service: Adult social care

Complaint details: Dear Colleague

I am [REDACTED] mother and appointee and am writing on his behalf.

[REDACTED] was in receipt of a letter dated 25th February 2019 outlining his contribution towards his care and support.

We have already complained via email on 7th February, to our local County Councillor Bruce Laughton regarding the unjust nature of these charges, [REDACTED]

We now wish to complain about the letter [REDACTED] received, detailing your intensions.

We would be grateful if you would address the following issues:

The letter you sent lacks transparency - it only addresses the initial payment [REDACTED] will be required to make from April 2019 but does not clarify this will increase again in November and by how much.

When I spoke to the team involved with the production of the letter they suggested they just

wanted to keep the contents 'simple'. I found this at best to be insulting, insinuating parents of disabled children lacked the intellectual capacity to process complex information, at worse this to be a calculated attempt to divert attention away from the real amount that will need to be paid, until its too late to reasonably make an appeal.

It lacks any clarity as to what sums were taken in to account or not taken into account in calculating the contribution

It lacks a formal appeal process - why is this?

We would also like to understand why the details of disability related expenses we provided were ignored.

Our son lives in supported living [REDACTED]

As there is little suitable in terms of day care provision available to meet his needs in the local area,

[REDACTED]

All of which were agreed by his social worker as essential elements to his care package to support his mental health and well being. The amount he pays to be transported far outstrips the mobility element of his benefits (£58). The additional money he pays therefore needs to be found from the care element of his benefits, which you are intending to strip further by asking him to contribute to his care. To address this we requested the additional amount he pays for transport beyond his benefit be included in the disability related expenses. This was ignored, with no justification why. As was the additional amount we suggested be included for a supported holiday [REDACTED]

We would like to receive a true representation of what was taken into account, what not and why? We were told taxis cannot be included in disability related expenses however I would suggest for a disabled person such as our son this is a necessity and could be seen as a reasonable adjustment rather than a luxury item.

It would also be useful to understand why the Council feels it appropriate to penalise this most vulnerable group of people to address its financial shortfall. I'm sure with a little imagination other schemes for cost improvement savings could have been identified, but maybe the groups those would impact upon will have a louder voice than the learning disabled.

I look forwards to a timely response from yourselves and perhaps Councillor Laughton

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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#### On-going Issues concerning my Support Package

To everyone this may concern,

1. Following my latest request to have a full Financial Assessment, I wish to make a formal complaint and take formal appeal proceedings against your decision to take half my wife's ESA into consideration as my income and therefore "available" to go towards my Direct Payment personal contribution about to commence 8th April. I will base my arguments on and wish to make it categorically clear the following:

i. I will not be making any personal contribution commencing 8th April, until a formal appeal is concluded.

ii. This is policy is discriminatory towards married couples.

iii. A personal contribution of £85.55 per week, will leave me in poverty.

iv. The letter I received was ambiguous at best being full of jargon with no explanation and the font size of the Disability Related expenditure sheet is frankly a joke and against the law and best practice.

v. I want to know how you are going to calculate my wife's personal contribution towards her own Support Package?

vi. I want to know how you are going to calculate personal contributions of those Direct Payment users who work?

2. I keep being told that my previous two financial reviews have queries / anomalies and as such cannot be "signed off". No one has told me what these are or how this matter can be resolved, which I find disgusting from many points of view. This now goes back two years by the way. As such:

i. I am hereby making an official complaint concerning this matter.

ii. I am refusing to under-go any further Financial and or Support Reviews, until this matter is resolved.

3. I wish to make it clear that when my next Support Review takes place, I will insist on [REDACTED] or a proven senior and Direct Payment experienced Social Worker carries it out. This is because I am sick and tired of in-experienced and ineffective people "dealing" with and deciding my independence and quality of life going forward, as well as being very aware that NCC want to impose extremely concerning and punitive cuts to my Support Package.

In the 25+ years that I have managed my own Support Package starting with the ILF, I have never felt so despondent, stressed and anxious over my future and what it entails as how I currently feel.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

This complaint has been made via: Online self service

Service: Increase in client contribution

Complaint details: [REDACTED] is expected to contribute £103.48 a month to his day service fees starting from 8 April 2019. [REDACTED] is unable to make this payment. He will discontinue his attendance at his day service, [REDACTED], which he attends two days a week

This will be very detrimental to his mental health and the general wellbeing of his family.

His mum and myself have contacted ACFS and Mansfield CLDT about our concerns and feel that if [REDACTED] doesn't attend the day service it will become a safeguarding concern.

Customer's details (if provided):

Title First name Last name

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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-----Original Message-----

From: [REDACTED].mp@parliament.uk]

[REDACTED]

Subject: FW: Care

Hello [REDACTED]

Please see the email below from [REDACTED] who has contacted [REDACTED] regarding her care issues [REDACTED] has asked if this enquiry can be looked into please for [REDACTED] and any updates provided in due course.

Many thanks and regards

[REDACTED]



[REDACTED]

[REDACTED]

Subject: Care

Hello

Sorry to interrupt you but are my last hope.

I am a 60 year old [REDACTED] disabled woman. I am in a wheelchair [REDACTED]  
[REDACTED] Prior to that I worked [REDACTED] for over 30 years [REDACTED] up until  
I had my bleed.

For the past 5 year I have attended [REDACTED] Day Centre on a Tuesday and Thursday and had 1 hour  
care each day from Workwise.

I received a letter from NCC saying I have to £79 a week for my care and to go to the day centre. I  
refused, therefore as a consequence I no longer have care or the day centre. She said if I continued  
and didn't pay they would take me to court. I appealed and lost.

I own my own house outright, I don't drink or smoke or run a car, they have already cut my care  
twice, stopped me from going on the transport ( at the moment I go in a taxi) to the day centre and I  
pay £100 a month top up towards my care. My income has not increased yet they expect me to pay  
£79 a week.

What's going on?

[REDACTED]

[REDACTED]

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[REDACTED]

Subject: Complaint

REF: 100129051 15 MAY 2019

Dear [REDACTED]

I am very frustrated to receive a letter addressed to my father, [REDACTED], who suffers with long term disability and dementia regarding costs to care. [REDACTED]

Secondly, I am very disappointed in the council's decision to start charging the most vulnerable and elderly members of society for a much needed and crucial service of care. My father does not utilise a range of services, just a few hours a week at one-day centre. I do not believe based on the figures you are aiming to charge him his case has been looked at in detail. Last year when you tried to impose these ludicrous charges I submitted a financial assessment to your finance team to ensure he wasn't being over charged. A social worker then rang me to say this is all being put on hold until next year and we were told not to worry we would receive more thorough information when the council has carefully reconsidered it's charging and a better approach to this mess.

I am incredibly disappointed that the first letter you have sent is with such little information. Do you think when dealing with vulnerable people this is the best way to contact service users? Without consultation, you have not included any information to explain what exactly you are charging for, how you have come to any financial decision in detail to justify your ridiculous cost. I would like a detailed letter explaining the above. You must not bully vulnerable people in society and abuse your power in such a way, it is appalling.

[REDACTED] My father has been attending the centre for years and I do not wish to alter his attendance due to the lack of disorganisation, communication and carelessness of your department. This can have a profound effect on his mental health. Dementia sufferers must lead a stress free life where possible and I aim to safeguard my father from this awful situation you are imposing.

I wish to receive a response to my concerns in writing only from you or your team within a timely manner addressing all points raised otherwise please include details of where I can escalate my complaint so I can take matters further.

I await your reply,

[REDACTED]

[REDACTED]

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[REDACTED]  
This complaint has been made via: Customer Service Centre

Service: Adult social care

Complaint details: [REDACTED]  
Originally received a a letter regarding the increase in [REDACTED] contribution for care, lives in supported living house [REDACTED]. Received the letter around 3 months ago, but couldn't sure of exact date.

At the time [REDACTED] queried the increase in charges with the Learning Disabilities Broxtowe team, They completed a new financial assessment, as was advised that the charges would be frozen until June.

Today 22nd May [REDACTED] has received a phone call from Rebecca confirming that the charges would be implemented in June, and that they will receive a letter or invoice.

[REDACTED] advised that have not been any changes in [REDACTED] care and is asking why [REDACTED] will be having an increased charge?

[REDACTED] advised that when he completed the financial assessment form [REDACTED] expenditure exceeded her income. Does this mean she can no longer have her hair done?

[REDACTED]

To avoid social isolation, [REDACTED] goes to a [REDACTED] care centre as a volunteer and uses a taxi which costs £33 for the journey. Also [REDACTED] is escorted by a carer, [REDACTED]

[REDACTED] also goes to a day centre once a week.

[REDACTED] advised that if [REDACTED] didn't go out to the above, she would just stay as her home and this would have an impact on her well-being, by going out it stimulates her and gives her a feeling of self-worth.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

Subject: Formal Complaint regarding Adult Social Care Contributions (Charges)?

Mr. Anthony May CEO Nottinghamshire County Council

I wish to make a Formal Complaint with regards to the Charges that you call Contributions and that has been Implemented in the first Instance in less than forty eight hours notice, which due to many complaints was shelved until April 8th 2019.

The Charges have now been implemented in two stages :-

Stage 1 - April 8th 2019 50% of charges to be made.

Stage 2 - 1st November 2019 100% of charges to be paid.

Having making numerous telephone calls to County Hall Finance Department since the charges were made and attending meetings in your Chambers [REDACTED]

[REDACTED]

We are now in a position where by we are being questioned by non medical staff regarding purchases made to keep my son [REDACTED] Safe and Healthy.

I do not believe that Finance people are qualified to carry out this task [REDACTED]

[REDACTED] I have even come across medical professionals who are surprised by the amount of work and Expense that is incurred in looking after [REDACTED] although Nottinghamshire County Council seem to know better??

I have collated all receipts showing what is required to look after my son over recent weeks and i have sent them to the Finance Department (Recorded Delivery).

[REDACTED]

Your Finance Department claim that [REDACTED] can survive on twenty pounds per week which would just about cover [REDACTED] laundry expenses per week. How can this be justifiable when a haircut

cost ten pounds these days and all personal Care Items which is more excessive than a non Disabled person.

I take exception to the non respectful way that my son is being treated by Nottinghamshire County Council, not to mention the condescending attitude metered out to myself and my wife whom have been looking after a severely disabled person for the last forty three years whilst maintaining full time employment.

Perhaps a member of your support staff would like to look after [REDACTED] for 24 hours to see what is involved in looking after a Disabled person as myself and my wife have not had any care or support from Nottinghamshire County Council or a break from caring for [REDACTED] 24/7 for the last 21 Years.

[REDACTED]

Can i respectfully request a fast response with regards to this Shameful matter, this whole situation is very stressful, unnecessary and alarming for carers that are pensioners and do not need the stress, aggregation caused by bean counters that are clearly inept with no regard for vulnerable people who have a very difficult life and who are being targeted as a piggy bank for Nottinghamshire County Council.

[REDACTED]

=====

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Nottinghamshire County Council

Dear Member of Parliament, this is not the first time I have had to contact you with regards to my daughter [REDACTED] and her problems in life. [REDACTED]

[REDACTED] is Autistic, with very severe learning difficulties, and lacks total capacity, [REDACTED]

[REDACTED] receive 24 hour support from Mencap, When both young ladies go out they have to be accompanied by two members of staff to safeguard them.

While going through the costings for a weekend break for my daughter, I was informed of some very disquieting facts with regard to her finances, her finances are cared for by the Client Finance Team at Nottinghamshire County Council, please bare in mind the cost of this weekend break works out at £710 for accommodation, £661 staffing costs plus extra for fuel and food, a sum which will work out in excess of £1400.

While discussing this with the Client Finance Team and whether [REDACTED] could afford this amount I was given some of the facts regarding the current state of my daughters finances. Prior to 8th April 2019 my daughter paid Nottinghamshire County Council £39.75 per week in Client Contributions leaving her with a modest £20 per week to save for little extras that we take for granted such as this holiday, post this date that cost was increased to £91.72 per week leaving her with a short fall of £31.86 in her finances and from the 4th November 2019 her Client Contribution will increase to £110.50 per week a shortfall of £50.64 per week, a huge overall pre April increase of 278% given that benefits increase by about 2% this is daylight robbery. In fact I would go as far as to say Nottinghamshire County Council are rewriting the history of Robin Hood, instead of robbing the rich to give to the poor, Nottinghamshire County Council are now robbing the most vulnerable in our society, people who can't go out and help themselves. Vulnerable people who can't talk for themselves, to help boost the Council coffers.

It was pointed out to myself that Nottinghamshire County Council were only acting within the guidelines issued by the Department of Health and Social care, guidelines that Nottinghamshire County Council did not have to follow but did, since when have two wrongs ever made a right.

[REDACTED] both have a very limited social life, so budgeting to make up the shortfall is going to be difficult in the extreme not something that either my daughter or housemate can physically or mentally take part in as neither have the capacity to understand the concept. My daughter [REDACTED] is going for a weekend break in September, unless this decision by Nottinghamshire County Council is reversed then this will possibly be the last holiday she will ever be able to afford.

I am reliably informed that not all County Councils follow the guidelines as laid down By the Department of Health and Social Care so why did Nottinghamshire County Council feel they had to, when arriving at this decision were they aware of the implications to the very many vulnerable people this will impact upon.

I am hoping you might be able to put pressure on Nottinghamshire County Council to have a rethink on their decision and reverse it, allowing these vulnerable constituents of yours a little respect and not condemn them to a life of penury.

Yours Sincerely

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] has been liaising with a gentleman in Sutton on Trent who has a middle-aged disabled son.  
[REDACTED]

He raised a query [REDACTED]  
[REDACTED]

[REDACTED] has been informed by the DWP that an individual needs £272.50 per week to live on. He has been informed by the NHS that the figure is £151.00 per week (Minimum income guarantee).

He asks:

Why the discrepancy between what the DWP and NHS say you must have to live on?

Which figure do you work off?

What is the NHS criteria how is minimum income guarantee calculated?

Any in formation you can share would be most helpful [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Disability Related Expenditure Evidence Request - [REDACTED]

I am writing to you in regards to a letter we received about a week ago, attached, concerning your request for evidence of my sons disability related expenditure.

Following recent policy change in respect of individual contributions towards care costs, I submitted a new financial assessment on my sons behalf in early December, 2018. Financial assessment form attached. I also submitted receipts for all items quoted on the return.

You wrote to my son on 14th February, 2019, detailing the outcome of your assessment. Letter also attached.

I would like to point out that neither the financial assessment form, nor the financial assessment letter indicate a requirement of further receipts for the DRE expenses over a 3 month period. I was therefore extremely distressed when we received your letter dated 9th May and follow up letter dated 15th May, 2019 requesting this information to be provided in a short timescale. Your letter of 9th May also omitted to include the attached list of DRE expenses allowed and therefore your follow up letter picked up this error.

I would like to strongly state that I do not feel adequately informed of the processes which are being followed, there is a significant lack of clarity, competence, and empathy for the people with significant disabilities and needs that are being impacted upon by a potential requirement to keep

ALL receipts and maintain VERY strict records on an ongoing basis of disability related expenditure. I can honestly say this feels like harassment, particularly with threatening words in your letter stating that evidence must be provided within the next month or you will revert our DRE to £20 per week.

I therefore request:-

- \* Due to the previous lack of clarity, extension to the period for which we will submit 3 months DRE evidence – extending from 30th June to 31st August 2019
- \* Provision of a copy of the relevant policy or practice or legislation upon which your processes and requirement for DRE evidence is based
- \* Clarity of the frequency of DRE evidence requirement. Will you require full submission of DRE evidence every 3 months on an ongoing basis?

Regards

[Redacted signature]

[Redacted signature]

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[Redacted signature]

[Redacted signature]

[Redacted signature]

[Redacted signature]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-----Original Message-----

[REDACTED]

Subject: Savage cutbacks and impact on vulnerable individuals

[REDACTED]

My brother is happy for me to have contacted you regarding his situation and indeed we had a discussion about it first .  
He is ,however ,independent and likes to be in control of his own day to day finances . This is good for him in terms of self esteem and control and indeed rather admirable . He was knocked sideways by the costs he now faces which is why I have become involved. He has never minded myself and his other sister knowing his financial details and asks for our assistance and for us to act for him when he needs it like now .

NCC telephoned him yesterday to tell him what his allowances are and what they allow him to keep and what they take away . To my mind there is little point in giving allowances in the first place for part to be taken away - indicates the shambolic , uncoordinated system in play . [REDACTED]

[REDACTED]

[REDACTED] There would certainly be little point in them contacting him again currently unless they have something different to say ie that they have looked closely at his case and feel they have not interpreted government legislation correctly and can waiver at least some of the costs or that they have explored all avenues and find there is some other allowance he is entitled to.

Regards

[REDACTED]

[REDACTED]

Dear Mr Bradley

I am writing on behalf of my brother [REDACTED]  
[REDACTED] suffering from Tory cut backs and austerity .

[REDACTED] [REDACTED], is registered blind and has a physical handicap .He is a controlled epileptic and has suffered from mental health problems at times of serious stress .He lives alone in privately rented accommodation and is very independent considering the challenges he faces [REDACTED]  
[REDACTED] .He receives approximately eight and a half hours of care per week and pays for Meals on Wheels .This support enables him to live a largely independent life ,out of hospital and out of full residential care thus saving the state from considerable expense . [REDACTED]  
[REDACTED] .

A few days ago , [REDACTED] received a reminder from NCC of an outstanding bill .When he telephoned NCC they explained a letter had been sent out to him in February 2019 stating that he was now required to pay £ 42 .38 a week for his care .A subsequent invoice was also forwarded [REDACTED] tells me he did not receive either pieces of correspondence . He is not someone who lets bills build up and has always been meticulous about paying his rent etc .He now finds himself with bills of approximately £400 to pay ,backdated from the 10 th June 2019 to the 8th of April 2019 and in future he is required to pay in the region of £ 170 a month for his care . Although the NCC have offered him the choice of paying the backdated payment in instalments this is hardly the point .He has been very shocked and destabilised by the whole experience particularly the charges now imposed . It is unlikely that he is going to be able to sustain his current already quite frugal lifestyle ( no car ,no holidays ,no expensive club memberships ,no eating in expensive restaurants , no smoking , no large wardrobe etc).Even his modest social life which he has become accustomed to and is absolutely vital to his mental health is now at risk .

When I spoke to NCC yesterday they informed me that there was a charging review implemented by the Dept of Health last year resulting in these financial changes. I am sure they are correct but I question the amounts involved and the methodology .Going from not being charged at all to a dramatic leap of £170 per month is excessive, devastating and totally unreasonable .It does seem that Tory austerity has led to this poor state of affairs and that it is the more vulnerable who are being targeted and caused additional suffering .This is disgrace in our so called civilised society and not actions that the Conservative party can be proud of. Shame on it !

I would like you please to take this matter to the highest level ,not just for my brother but for all less advantaged people in your constituency and beyond who feel disempowered ,humiliated and impoverished by these savage cuts .A thorough investigation is required urgently to acknowledge the devastating failure of the state's safety net and to address it .

I await your response .

Regards

[REDACTED]

[REDACTED]

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Mr David Pearson  
Corporate Director of Adult Social Care  
Nottinghamshire County Council (Adult Social Care)  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP

Your Ref: [REDACTED]

PLEASE QUOTE ABOVE REFERENCE NUMBER IN ALL CORRESPONDENCE

5 June 2019

Dear Mr Pearson  
[REDACTED]

I have been contacted by the above constituent regarding his concerns after receiving an invoice [REDACTED] for his daughter as she attends daycare centre.

[REDACTED] informs me that he did not receiving any information from Nottinghamshire County Council informing him of any changes to the daycare centre.

[REDACTED] believes that he should have receiving some information before, just, invoicing him with a bill.

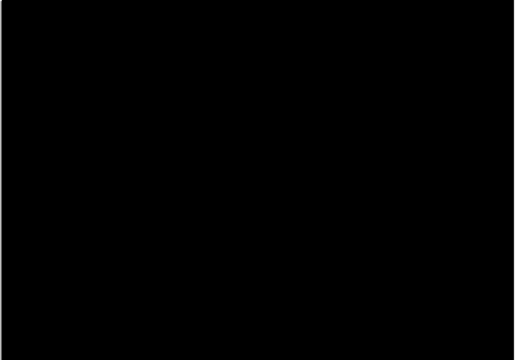
I have enclosed a copy of the letter sent to me by [REDACTED] outlining his concerns in detail.

I would appreciate it if you could look into this matter and advise me further.

Yours sincerely

A handwritten signature in black ink that reads "John Mann".

JOHN MANN  
Member of Parliament for Bassetlaw



To whom it may concern

I'm writing to you about an

invoice I have received for my daughter as she  
goes to a daycare centre

I have not received any information from Nottingham  
County Council, informing me of any changes to the  
Daycare centre.

Nottingham County Council should surely give me some  
information before just invoicing me with a bill

this is not a good practice to follow


ALL people should have an option

option .A Find another daycare centre.

option .B. Pay the bill

option .C. Pushed out of using a daycare centre.

option C is not an option it's been bullied into



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Constituency Office  
Stanley Street, Worksop,  
Nottinghamshire. S81 7HX  
Telephone 01909 506200

Mr David Pearson  
Corporate Director of Adult Social Care  
Nottinghamshire County Council (Adult Social Care)  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP

Your Ref: [REDACTED]

PLEASE QUOTE ABOVE REFERENCE NUMBER IN ALL CORRESPONDENCE

22 May 2019

Dear Mr Pearson

[REDACTED]

I have been contacted by the above constituent regarding his [REDACTED] son [REDACTED] who has downs syndrome.

I understand [REDACTED] has been informed that [REDACTED] allowance figure will decrease from £170.23 to £152 in November 2019. [REDACTED] is very concerned about this reduction and worries that [REDACTED] will not be able to continue to attend his [REDACTED] job.

I understand [REDACTED] requires a special diet as he is gluten intolerant. [REDACTED] advises he has been told his diet requirements do not effect his disability related expenditure.

I enclose a copy of his assessment sheet for your information.

I would appreciate if you could investigate the matter and advise me further.

Yours sincerely

JOHN MANN  
Member of Parliament for Bassetlaw



4th Floor, County Hall  
16 MAY 2019

[REDACTED]

Service Director,  
Strategic Commissioning,  
Safeguarding and Access,  
Nottinghamshire County Council,

Dear Sir,

Reference [REDACTED]

Your letter dated 18 April 2019 was delivered 3 May 2019. To be honest a communication like this would have been helpful when I first enquired about personal care in February 2018.

I have several medical conditions

[REDACTED]

1

At this time I looked after myself, my environment and financial matters and was able to own and drive a car. Over time I have had to employ people to keep garden tidy, clean my home, washing and ironing, and recently my breakfast and supper. I am bedbound

During our discussions your initial representative in February 2018 she disclosed that because I was in receipt of higher Attendance Allowance I would have to pay the full cost of care. Most of my attendance allowance was already allocated to the people who take care of me up to date. We agreed on three sessions of 30 mins for bathing in one week.

In February 2019 a girl called [REDACTED] called to review my package. My condition has deteriorated in this year and [REDACTED] told me I needed 24 hour package. I immediately told her I couldn't afford it, that I simply do not have that amount of spare money.

[REDACTED] was convinced that my financial assessment was inaccurate and she would ring me in a couple of days after making enquiries.

She rang me two days later and told me she had instigated a package of 7 days for 45 mins. She told me the amount I would pay would be £102 a month never any more. I asked her if she was sure as I could not afford the full cost.

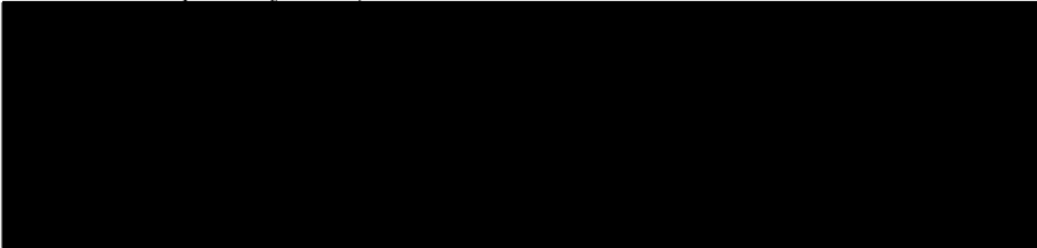
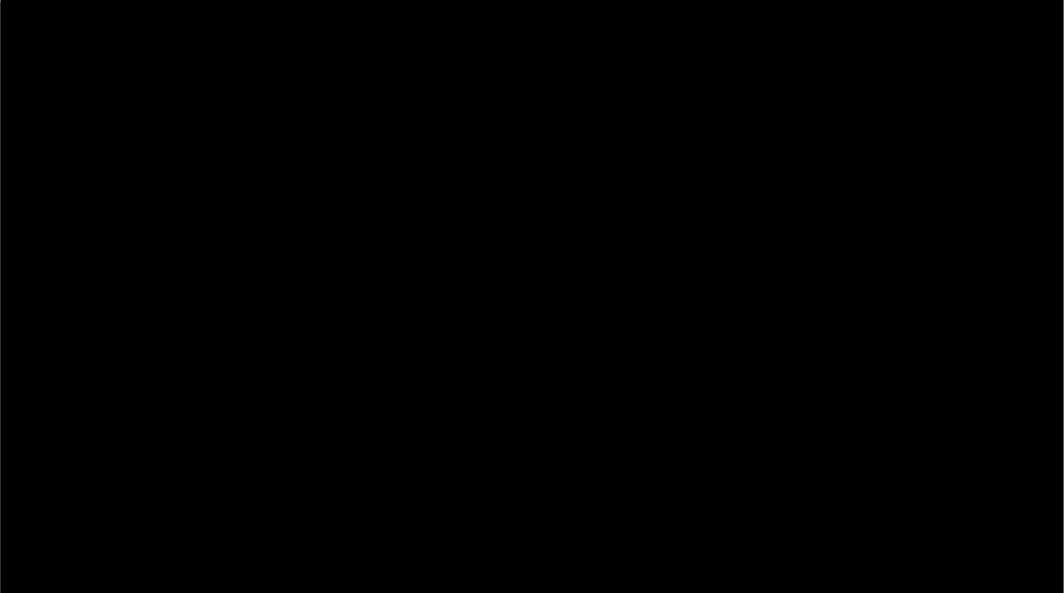
On the 25th April 2019 I received a bill for £85.50 for Feb-Mar. payable by direct debit in six days. March and April are heavily expenses months [REDACTED]

[REDACTED]

I had a small amount

(4)

money in Premium Bonds for such  
eventualities but I had to add £150  
from the month's money.



Cancelling the car has been  
stressful, difficult and almost beyond  
belief. I am told I can't cancel it  
because I have been assessed as needing

full package urgently.<sup>1</sup> When I  
told them I cannot afford and do  
not have the money they tell me I  
must cancel the other helpers and  
careers. When I point out that  
they are much cheaper at £10/hour  
I am informed the Attendance  
Allowance is for the council charges!

I have cancelled by refusing  
to let the careers when they come to anything

I feel that half your staff  
don't understand the charging system  
and so can't explain it clearly to  
clients.

Dear Sirs

My 

I will no longer be using  
People Plus as a Direct payment  
support provider as from April '19.

I will not be paying the ludicrous  
amount of £901.50 into your system.

I cannot afford it!

I intend to find a PA who is self  
employed and has been CRB checked  
and pay them directly from 5th April '19  
of £8.21 NMW

The paltry amount of around £5  
per week you are offering towards my  
care ~~and~~ can be pay paid into

my bank account monthly



I spoke to your Community Assessment Team about you refusing to pay half towards any care costs saying I feel this is unfair especially as you have had a cash injection of £9.2m or £9.2bn specifically for ADULT SOCIAL CARE - WHERE IS THIS GOING??

I was also told you were working with other County Councils who are doing similar - they could not confirm which these are because there aren't any! - I've researched this!

I was also told you were also working within NHS guidelines - again which is total tosh! - I, volunteer



within the NHS and whom do  
not work with County Councils  
currently - they have just launched  
a ~~to~~ new ~~a~~ care model over 3  
years to include other parties within  
this - but not likely to include  
sharing information until the end.

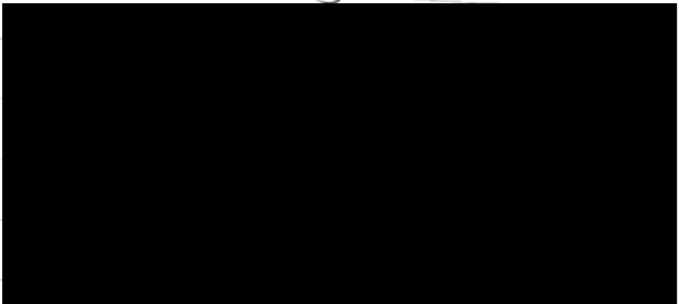
I've also written to my local  
MP who is good at fighting  
local issues.

This could hit the press big  
time both local and National!

I suggest you have a good  
re think!

I expect a reply to this letter.

Faithfully



1.3.19

Dear [REDACTED]

I am writing on behalf of my brother  
[REDACTED] receives P.I.P. We are  
shocked on the new increase [REDACTED] has  
to pay for his Day Centre per week

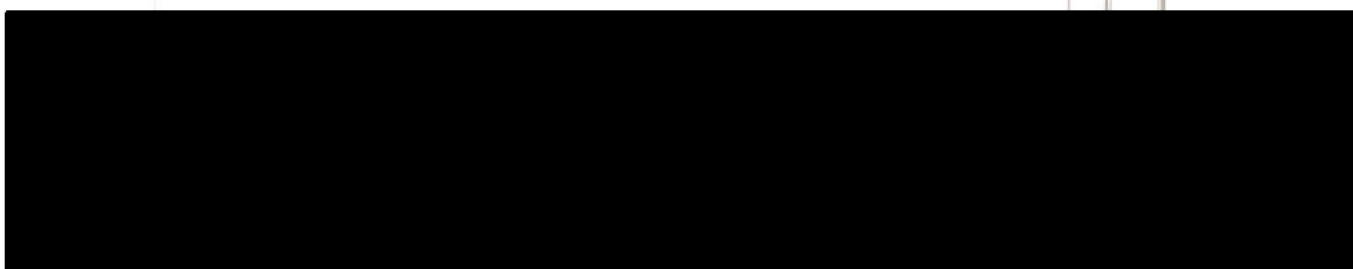
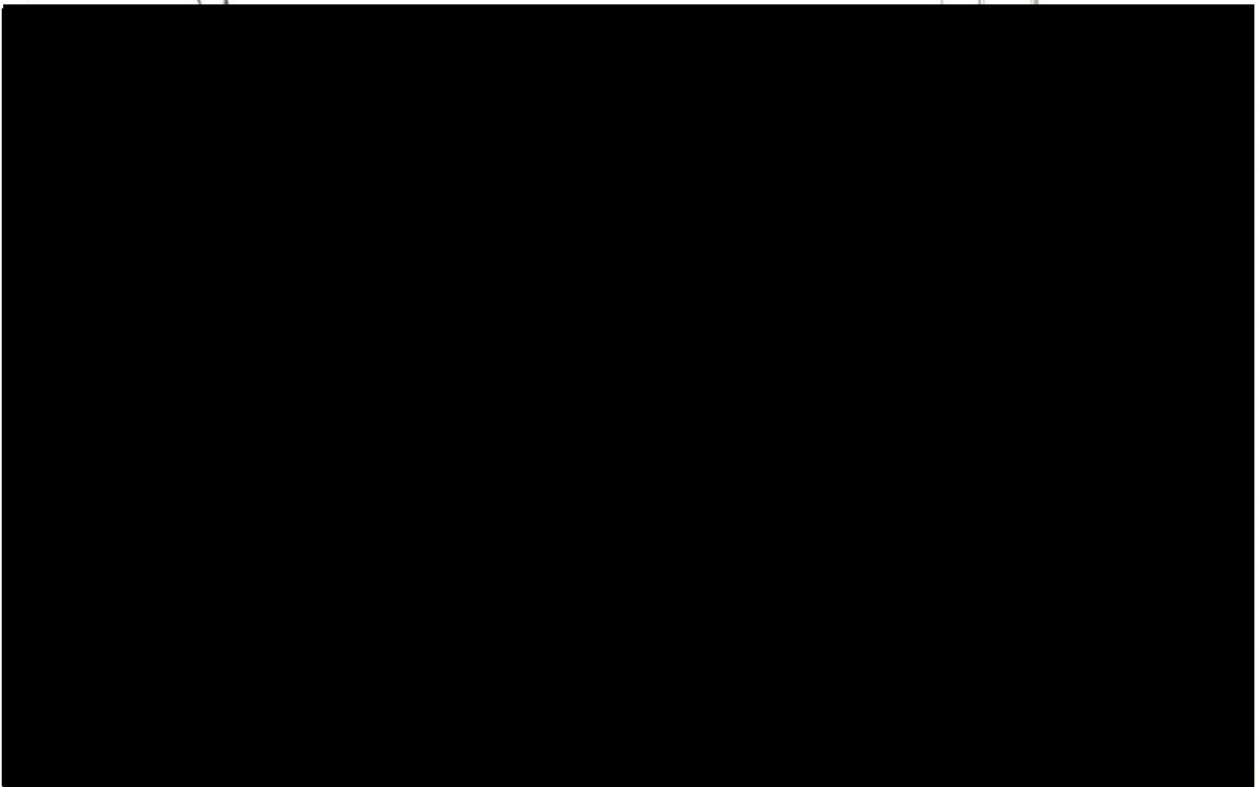
It currently is £ 35.85  
then jumping to £ 116.15 1/4  
and another £ 18.77 in November.

It's not the increase but the massive  
difference that is shocking. I am sure  
this will stop people attending and  
will surely then not be cost effective.  
The Day Centre is wonderful, don't  
get me wrong. he would be lost  
and very lonely without it.

Why don't they NA increase it by a reasonable % each year. Are we paying for the new offices by the state?

Money is short, nobody can dispute that.

NA sure what else to say...

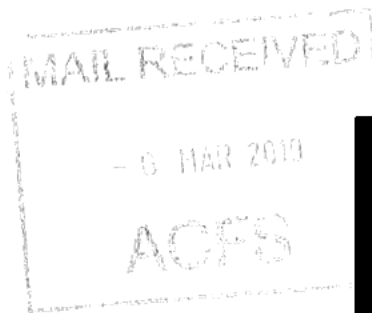


The assessment we got in Nov 18 - with  
little notice was £73.38.

How come the figures differ?

Can we be sure they  
are accurate?





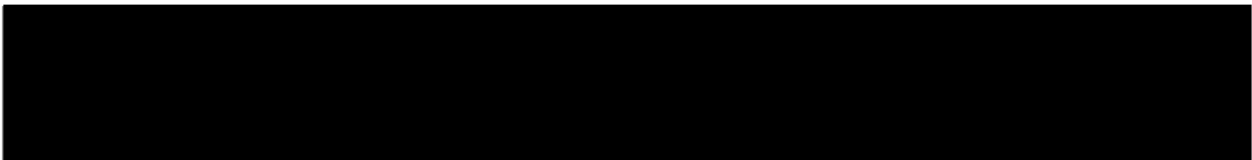
Community Assessment Team  
Nottingham County Council  
County Hall  
West Bridgford  
Notts NG2 7QP

Dear Sir



With reference to your letter dated 14 February 2019 regarding individual contributions towards the cost of care and support, I wish to appeal against your decision on behalf of my daughter [REDACTED]

I take issue with the fact that a pensioner is given £189.00 per week to live on and my daughter is expected to live on considerably less. I would like you to explain the reasoning behind this decision.



I want you to tell me why [REDACTED] cannot have the same consideration as a pensioner.

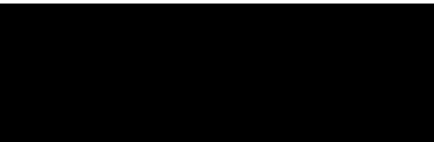


I understand that cutbacks are being made throughout the country but I think your decision is very unfair. Pensioners get a lot more perks for being older and therefore are better off than the likes of my daughter.

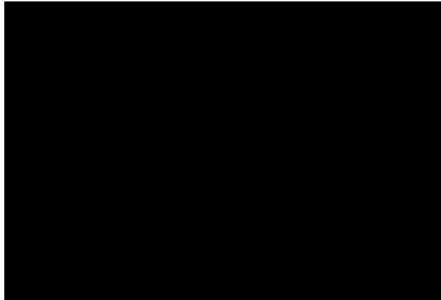
If you are unable to give this matter consideration then I would like to make a formal appeal to the ombudsman who can make a decision.

Please contact me as soon as possible or send a letter to Jackie if you are unable to liaise with me.

Regards



**STEPHEN P WEBSTER**



**Community Assessment Team  
Nottingham County Council  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP**



You

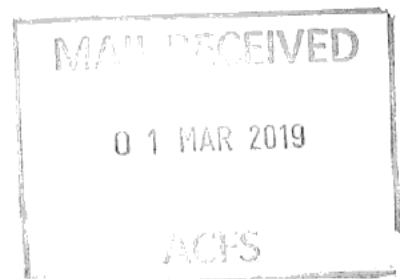
25th February 2019

Dear sir/Madam

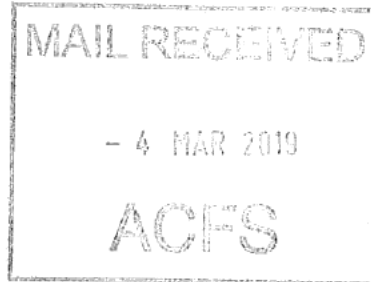
Further to your letter dated 18th February 2019 ,I am amazed as to the content and short notice given for the implication of this policy. Most households,as like a business have to budget the finances, normally done over a twelve month period. I am committed to future payments made on the strength of the disposable income available at the time. You suddenly expect me to have an extra amount of cash available to make contributions towards my home assistance, this is not possible. Certainly not without consultation. I can understand and appreciate your predicament,however,I do not have that amount of free money to contribute. Your letter of 17th.December 2018 stated that originally insufficient time had been given for the implementation of theses charges and would therefore be deferred until April 2019 , bringing in charges throughout the year, up to November. I would ask that you reconsider these charges which are due to begin April 2019 and defer to a later date.

I would also ask that you send me details of how you have calculated my disposable income. Recently a Social care support assessment was carried out by a member of your team. At this time I was made aware of outgoings I have which were not submitted in my financial report to you..Furthermore,a telephone conversation, again, with someone from your team,also led me to believe items of consequence were originally.ommitted . Trusting you will give this matter your utmost attention,I await the information requested and your prompt reply.

Yours sincerely



GQ 6038 6861 3GB SIGNED FOR



Dear Sir/Madam

I am writing to you in regard of our telephone conversation this morning.

I am the mother and appointed nominee of [REDACTED]

I have enclosed a copy of his rent on his home.

I feel that [REDACTED] assessment figures are far too high and outstrip his income.

Thomas has severe Aspergers Syndrome and has care in his home most days.

On December 14<sup>th</sup> 2018, he had an annual review of his care. His Social Worker at the time was [REDACTED] who at the review stated that 1: his hours of care were to be reduced 2: that the carers he had for the last 10 years were to be replaced with another agency that was cheaper!

[REDACTED]

[REDACTED]

The severity of his Aspergers means he doesn't belong to any clubs, does not drive, drink alcohol or smoke, he has no social life whatsoever.

His outgoings are on the basics, food, gas, electricity rent, clothes and petrol for his cares which amounts to between £10-£40 a month. His only other outgoing is his internet, which besides myself and his carers is the only contact with the outside world. I do his 'big shop' every week and help with his upkeep as much as possible.

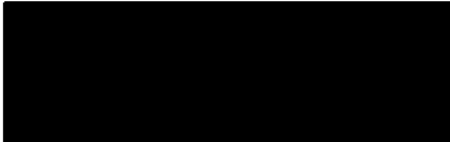
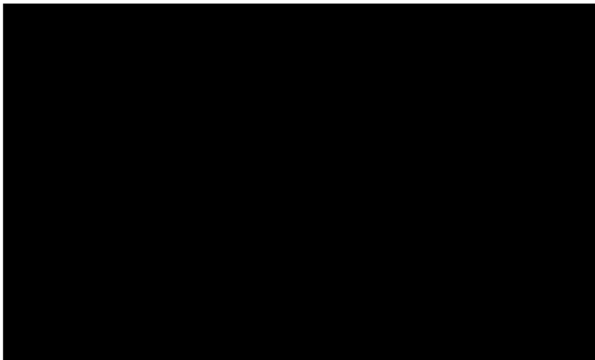
[REDACTED] cares have contacted me this week as they are concerned with his welfare, he is becoming increasingly agoraphobic. Combine this with his anxiety and depression I feel his overall well-being is a timebomb.

The whole objective of Thomas' care is to make him more independent, but that is being destroyed by the huge impact of the level of care and his outgoings which leave him in deficit which I have to cover.

I have enclosed 2 copies of a letter I sent to 2 MP's and the Nottingham Evening Post, which I would be grateful if you could forward to the correct department within Notts County Council.

I look forward to your reply

Yours sincerely

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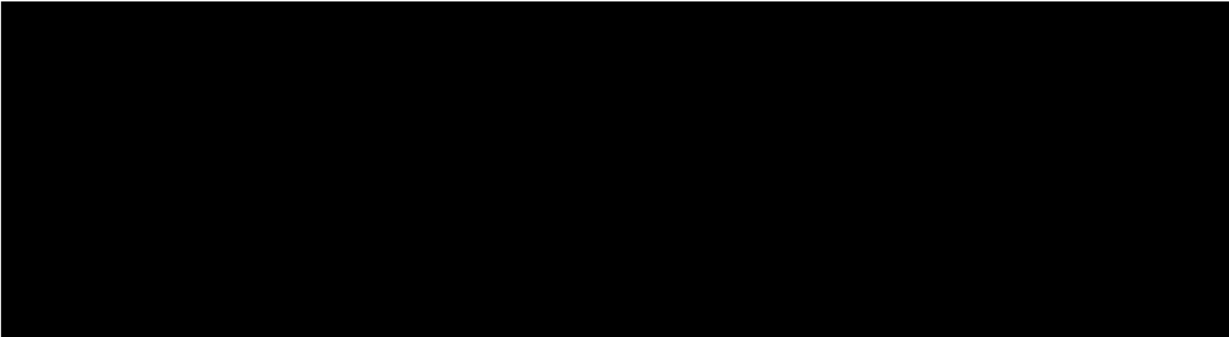
To Mr [REDACTED]

**BACKGROUND**

My son [REDACTED] young man with Aspergers Syndrome and all the other phobia's associated with this condition.

He lives alone [REDACTED] with "care". [REDACTED]  
[REDACTED]

There have been many ups and downs for him, but as he got older he became more adult and settled. This was due to the care he received from 2 care workers [REDACTED] These 2 staff were with him for !0 years.



We have fought tirelessly for [REDACTED] and as parents realized the huge impact Aspergers had on [REDACTED] and our lives. All I want is for [REDACTED] to be reasonably happy.

Recipient Name

Date

Page 2

**NOW**

Let it be said that I have had a very good relationship with all [REDACTED] support systems eg Social Workers, Educational Psychologists and Care network, all of us working together for the welfare of my son.

All this has changed drastically over the last 13 months.

[REDACTED] had his Annual Revue on December 14<sup>th</sup> 2017, this date is set indelibly in both mine and [REDACTED] minds.

[REDACTED] was told by his Social Worker [REDACTED] from the Adults with Asperger Team in [REDACTED] that his hours for care were going to be cut from 16 hours to 10 per week. Also, that [REDACTED] would be no longer his Care Workers as a cheaper alternative had been found.

This devastated [REDACTED]

[REDACTED]

[REDACTED] was turned down for his Disability Allowance (since called PIPS). We got that reinstated as soon as possible, but I had to pay 2 months rent for him that has not been repaid.

Since all this [REDACTED] has gone downhill. He is becoming increasingly agoraphobic and depressed.

[REDACTED]

[REDACTED]

I took [REDACTED] to his doctor in August and she referred him to a Psychiatrist because his depression had worsened. He doesn't have the same closeness to his new carers, he gets quite a few different ones so he doesn't feel any continuity, therefore these jobs are left to me. I do them willingly but fear what will happen to him when I am not around. He has a repeat appointment in 3



4th Floor, County Hall

1 - MAR 2019

Dear [REDACTED]

For god order and to obviate delay to your procedural matters, clarification and confirmation is required on the following points of issue.

In reference to my letter dated 12/11/2018 and subsequent phone conversation including as requested my bank statement and copies of expenditure and disability aids:

- 1) In relation, as you quote, my contribution towards a care package you have determined I require.
  - A) A contribution is classified in the English language as help or assistance towards something no higher than 19% of it total value. Anything higher is NOT a contribution.
  - B) The torping of physical / mental qualifying benefits are not further means testable when renamed Universal Credit.
  - C) The NHS recommendation upon which you are basing your assumptions are not germane to reach a conclusion as this is the role of the Primary Institute State Parliament / Government.
  - D) As a secondary state institution you are endeavouring to impute your costings onto those the primary state institution lays claim to help and assist as ref Mr Stride MP Treasury ministers quote "Looking after the vulnerable and less fortunate in society" only to learn that a state institution is endeavouring only to deepen the suffering.
  - E) The DWP have confirmed that there is no mathematical formula or rationale in relation to the methodology of qualifying benefits are formulated and as such there is no allocated amount of monies towards such a contribution and the disposal of such monies is optional.
  - F) Ref your letter dated 17/12/2018 states my contribution is £39.75 per week? This is somewhat premature as you have reached a conclusion prior to an assessment in validating this sum in accordance with the legal text.
  - G) You would need to copy in Gloria De Piero MP and Mr Stride MP to qualify your legal position and then inform myself as to what the status should be.

Yours Sincerely

[REDACTED]



Corporal Complaints  
22 FEB 2019

To Complaints and Information Team  
County Hall  
West Bridgford  
Ng2 7QP

20<sup>th</sup> February 2019

Dear Sir/Madam ,

With regard to the decision to increase contributions towards care for the severely disabled would you kindly address the following points?

1. Why was money spent on an extended consultation process when the overall results were ignored when you made this decision?
2. How can reducing the income of the severely disabled ( in some cases by a considerable amount ) promote the principles of "independence and wellbeing" which underpin the Care Act ? Do you believe that your decision was motivated by a desire to adhere to this principle or was motivated by a desire to save money at the expense of the most vulnerable in society?
3. Why have you discriminated against the most severely disabled when making these cuts ? These are the people who are taking by far the largest drop in income and have the most complex needs .( In the case of my daughter £65=85p /week!!) . These are the people least likely to be able to object to the cuts .
4. If you have previously carried out a financial assessment on a client ( Your financial assessment forms state "The purpose of this form is to enable Nottinghamshire County Council to CORRECTLY charge for services organised or provided for you by the Council or their partners".) and based their contribution to care on this assessment and the clients circumstances remain unchanged how can you justify large increases in contributions apart

from to save the Council money at the expense of the most disabled and vulnerable in society ?

Yours Sincerely ,

