

Appendix 6: Copy of the Questionnaire



Northamptonshire County Council

How we calculate the rate of Direct Payment/Personal Budget for those people who employ Personal Assistants

Questionnaire

Northamptonshire Adult Social Services completed a review in January 2018 in relation to one aspect of Direct Payments (Direct Payments are also sometimes called Personal Budgets).

We looked at how we work out the rates that we pay in Direct Payments for those people who employ Personal Assistants to meet their support needs. As a result of this review, we have devised some proposals which we now wish to consult on.

Please tell us your views by completing this questionnaire. We appreciate that some people find it hard to fill in questionnaires, so please feel free to ask a family member, friend or carer to help you complete this questionnaire. If you need help to complete this questionnaire and have no family or friends that can help you, then please come along to one of the events where we can offer some help.

Your feedback will be used to help us have a better understanding of people's views on the proposed changes to the direct payment services we provide and will help us shape the future of these services. Your feedback will be part of a report with many other people's feedback, so you will not be personally identified.

You do not have to answer all of the questions. If you don't want to answer a question, or don't know the answer, then move on to the next question.

If you have any queries, comments or would like a copy of this survey in another format (including easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:



Email address: DPConsultation@nass.uk.net

Telephone: 01604 367253

Postal address:

Consultation & Engagement Team

Northamptonshire County Council

One Angel Square

Angel Street

Northampton

NN1 1ED

The deadline for completing this survey is **5pm 30th June 2018**.

Before completing this questionnaire please read the enclosed supporting documents for further information about our proposals.

This questionnaire, along with the supporting information, is also available for completion online at www.northamptonshire.gov.uk/papayments

Thank you for helping us by completing this questionnaire.

About you

1) Please tell us which of the following group(s) you are in?

Please tick (✓) all that apply

NASS Customer/service user	<input type="checkbox"/>
Employer of Personal Assistant(s)	<input type="checkbox"/>
Family/friend/unpaid carer/Power of Attorney or Deputy for individual	<input type="checkbox"/>
Personal Assistant	<input type="checkbox"/>
Interested member of the public	<input type="checkbox"/>
User representative group	<input type="checkbox"/>
Provider organisation	<input type="checkbox"/>
Elected Councillor	<input type="checkbox"/>
Partner organisation (e.g. Clinical Commissioning Group, Voluntary Sector Organisation)	<input type="checkbox"/>

Other, please specify:

2) Do you currently have a Direct Payment or administer a Direct Payment on behalf of somebody?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

3) If you answered 'Yes', do you currently use any of your Direct Payment to employ a Personal Assistant(s)?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable – I do not have a Direct Payment	<input type="checkbox"/>

Proposal 1: The way we work out how much to give people in their Direct Payment

- 4) We are considering 4 options regarding how we work out how much to give people in their Direct Payment.

What is your preferred option?

Please read the rationale and supporting documents before telling us your preference.

Please tick (✓) relevant answer

Option 1a: Do nothing and carry on as we are and pay most (or new) employers the same hourly rate with occasional exceptions based on special circumstances.	<input type="checkbox"/>
Option 1b: Have two different rates for most (or new) employers and these would be decided based on the complexity of someone's needs.	<input type="checkbox"/>
Option 1c: Have a calculator that is used for all (or new) employers to work out how much their on costs are going to be and therefore how much their hourly rate would need to be. (The Council's preferred option)	<input checked="" type="checkbox"/>
Option 1d: Have a calculator that works out the exact circumstances for all (or new) employers and how much their on costs are going to be.	<input type="checkbox"/>

Other, please specify:

- 5) The Council's preferred option is to have a calculator that is used for all (or new) employers to work out how much their on costs are going to be and therefore how much their hourly rate would need to be.

To what extent do you agree or disagree with this option?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>



6) Please tell us why:

7) We think we should have a calculator that works out what the hourly rate should be having taken into account these things:

- **The number of hours of support a person needs each week**
- **The number of individual people the employer is likely to have working for them**

To what extent do you agree or disagree with the above?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

8) Please tell us why:

9) We are assuming the following number of Personal Assistants are being employed based on the below total number of hours of support:

Number of hours of funded support per week	Number of Personal Assistants
Up to 30 hours	1
31 – 60 hours	2
61 – 90 hours	3
More than 90 hours	4

To what extent do you agree or disagree with this assumption?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

10) Please tell us why:

11) We are proposing to work out the hourly rate based on a number of hours of support in 5 hours blocks e.g. 0-5 hours, 6-10 hours, 11-15 hours etc. Please see the supporting information document for a full list of bandings and rates.

To what extent do you agree or disagree with the above?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

12) Please tell us why:

13) To what extent do you agree or disagree that the calculator may be a fairer way to work out how much money people need?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

14) Please tell us why:

Proposal 2: The things that people with a Direct Payment pay for and the things that the County Council pay for.

15) We are considering 2 options regarding the things that people with a Direct Payment pay for and the things that the County Council pay for.

What is your preferred option?

Please read the rationale and supporting documents before telling us your preference.

Please tick (✓) relevant answer

Option 2a: Do nothing and carry on as we are which would mean that from their Direct Payment, all (or new) employers would pay for all on costs for their Personal Assistants (except Employers pensions contributions for those who use PBSS payroll).

Option 2b: Change things so that the County Council, through PBSS, arrange and pay for some things when they are needed by all (or new), rather than include these things in the hourly rate. **(The Council's preferred option)**

Other, please specify:

16)The Council’s preferred option is to change things so that the County Council, through PBSS, arrange and pay for some things when they are needed by all (or new) employers, rather than include these things in the hourly rate.

As a reminder the things that we think we could arrange and pay for are:

- **Adverts for Personal Assistants if an employer chooses to advertise somewhere that makes a charge**
- **Police checks**
- **Payroll charges for those people who use the PBSS payroll service**
- **Employer pension contributions for those who use the PBSS payroll (this is something that already happens so there would be no change here)**
- **Redundancy costs (if there is not enough money in a person’s Direct Payment account)**
- **Payments in lieu of notice (if there is not enough money in a person’s Direct Payment account)**

This means that the things that would need to be paid for by the employer (on costs) from the Direct Payment hourly rate would be:

- **Pay for the Personal Assistant (s)**
- **Holiday pay for the Personal Assistant (s)**
- **Holiday cover to pay for other staff when one is on holiday**
- **Statutory Sick Pay for the Personal Assistants(s)**
- **Extra pay for working on bank holidays if this has been agreed this with the Personal Assistant(s)**
- **Employers National Insurance (when needed)**
- **Employers Liability Insurance**

To what extent do you agree or disagree with this option?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

17) Please tell us why:

18) We could change things so that the Council, through PBSS, arrange and pay for some costs when they are needed by all (or new) customers, rather than include these costs within the hourly rate. Whilst other costs could remain within and be paid for by the employer (on costs) from the Direct Payment hourly rate.

Which of the following do you think should, in future be arranged and paid by PBSS or included within the hourly rate and paid for by the employer?

Please tick (✓) relevant answer

	Paid by PBSS	Paid by employer
Adverts for Personal Assistants if an employer chooses to advertise somewhere that makes a charge		
Police checks		
Payroll charges for those people who use the PBSS payroll service		
Redundancy costs (if there is not enough money in a person's Direct Payment account)		
Payments in lieu of notice (if there is not enough money in a person's Direct Payment account)		
Other, please specify:		

Proposal 3: The minimum amounts we hope Personal Assistants would be paid

19) We are considering 5 options regarding the minimum amounts we expect Personal Assistants to be paid. What is your preferred option?

What is your preferred option?

Please read the rationale and supporting documents before telling us your preference.

Please tick (✓) relevant answer

Option 3a: Do nothing and leave the rate that we pay to all (or new) employers at the rate it is now (£9.89).	<input type="checkbox"/>
Option 3b: Reduce the rate that we pay to all (or new) employers to £9.56 and this would mean all employers would be able to be paid at the national Living Wage. (this would only work if the Council through PBSS started to pay for those things we asked about in Question 16)	<input type="checkbox"/>
Option 3c: Introduce the banded calculator on the assumption of Personal Assistants being paid £8.10 per hour. (The Council's preferred option)	<input checked="" type="checkbox"/>
Option 3d: Introduce the banded calculator on the assumption of Personal Assistants being paid £8.20 per hour	<input type="checkbox"/>
Option 3e: Introduce two rates, standard and complex, on the assumption of Personal Assistants being paid £7.83 per hour for standard rate and £8.20 per hour for complex rate.	<input type="checkbox"/>
Other, please specify:	

20) The Council's preferred option is to introduce the banded calculator on the assumption of Personal Assistants being paid a minimum of £8.10 per hour. To what extent do you agree or disagree with this option?

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>

21) Please tell us why:

How we may introduce any changes

22) Should any new ways of calculating the Direct Payment rate be introduced when existing people get a new Personal Assistant?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

23) Please tell us why:

24) Should people who already have a Direct Payment for employing a Personal Assistant(s) be able to stay on their current rate if they can demonstrate that any new ways of calculating their rate would not be suitable for them?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

25)If you said 'Yes', what type of information do you think people would need to evidence in order to demonstrate that none of the new ways of calculating their rate would be suitable for them?

26)Do you have any alternative suggestions about how we could calculate the Direct Payment rate to make sure that people get what they need but don't get more than they need?

27)Do you think that people who already have a Direct Payment for employing a Personal Assistant(s) should be able to move to any new ways of working (if this works for them) from their next annual review?

Please tick (✓) relevant answer

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

28)If you said 'No', when do you think people who already have a Direct Payment for employing a Personal Assistant(s) should be able to move to any new ways of working?

29) Do you want to make any other comments about the Council's proposals for Direct Payments for those people who employ a Personal Assistant(s)?

More questions about you

30) Are you responding to this questionnaire as an individual or on behalf of an organisation/community group?

Please tick (✓) relevant answer

As an individual	
On behalf of an organisation/community group	

If you're replying on behalf of an organisations or community group please tell us the name of your organisation and your job title/role:

Organisation:

Job title/role:

31) Which borough or district do you live in?

Please tick (✓) relevant answer

Corby	
Daventry	
East Northamptonshire	
Kettering	
Northampton	
South Northamptonshire	
Wellingborough	
Other	

If 'Other' please specify:

Thank you for completing this questionnaire. Please return it in the pre-paid envelope (no stamp required) by 5pm 30th June 2018 to:

**Consultation & Engagement Team
Northamptonshire County Council
One Angel Square
Angel Street
Northampton
NN1 1ED**

Demographic Monitoring

As an organisation, we collect specific demographic information from the people who participate in our consultations or complete surveys to build up an accurate understanding of the communities that we serve so that services and policies can be delivered to meet the needs of everybody, and ensure that everybody has an opportunity to have their voice heard. Please feel free to leave any questions which you do not wish to answer.

Any information you chose to provide will be treated confidentially and in accordance with data protection legislation.

1) What gender are you? (Please tick (√) the appropriate box)

- Male Female Prefer not to say

2) Are you currently pregnant or have you had a baby in the last 6 months?

(Please tick (√) the appropriate box)

- Yes No Prefer not to say

3) How old are you? (Please tick (√) the appropriate box)

- 0 to 9 10 to 19 20 to 29 30 to 49
 50 to 64 65 to 74 75+ Prefer not to say

4) Do you have a disability? (Please tick (√) the appropriate box)

- Yes No Prefer not to say

4a) If Yes, please tick (√) the appropriate box(es) which best describes your disability?

- Mental Health Hearing Impairment Sight Impairment
 Physical Disability Learning Disability Other

5) What is your religion or belief? (Please tick (√) the appropriate box)

- None Christian Hindu Jewish
 Muslim Sikh Buddhist Prefer not to say

Any other religion (please write in)



6) How would you describe your ethnic origin? (Please tick (✓) the appropriate box)

White

- White – English, Welsh, Scottish or Northern Irish
- White Irish
- White Gypsy or Irish Traveller
- Other White Background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian Background

Mixed / Multiple ethnic Background

- White & Black Caribbean
- White & Black African
- White & Asian
- Other mixed / multiple background

Black or Black British

- Caribbean
- African
- Other Black Background

Other ethnic group

- Arab
- Any other ethnic group

Please Specify:

- Prefer not to say

7) If you are 16 or over which of the following options best describes how you think of yourself? (Please tick(✓) appropriate box)

- Bisexual
- Gay Man
- Gay Woman/ Lesbian
- Heterosexual
- Other
- Prefer not to say

8) Is your gender identity the same as the gender you were assigned at birth? (Please tick(✓) the appropriate box)

- Yes
- No
- Prefer not to say

9) What would you describe your marital status as? (Please tick(✓) appropriate box)

- Married
- Single
- Cohabiting/Living Together
- Civil Partnership
- Widowed
- Other
- Prefer not to say

Thank you for helping us complete this questionnaire.

