



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Respite Allocation Policy



Consultation Paper

***Building Safe and Resilient Communities***

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# Respite Allocation Policy

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## 1. Background

Neath Port Talbot Council is committed to supporting its most vulnerable citizens; including ensuring unpaid carers have a life outside of caring.

This Policy has been developed to provide a fair and transparent approach to delivering respite services to unpaid carers of adults living in Neath Port Talbot with an assessed social care need.

For the purposes of this document, 'respite' means time off for unpaid carers from their caring role.

## 2. What is the aim of the Respite Allocation Policy?

The Policy sets out the eligibility criteria by which all unpaid carers will be assessed to identify whether they qualify for respite services.

Instead of falling into one of three current allocation bands (up to 16, up to 36, or up to 56 nights per year), the number of nights respite will be directly proportionate to the unpaid carer's assessed support needs. This will be reviewed each year to make sure it still meets identified eligible needs.

We want to ensure that a sustainable range of good quality adult social care, including unpaid carers support services, are available to meet the needs of the most vulnerable citizens of Neath Port Talbot.

## 3. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council's proposed new Policy
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the proposal (outlined in section 2)
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

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## 4. When will the consultation take place?

The Council will be collecting feedback for 90 days from 17<sup>th</sup> June to 15<sup>th</sup> September 2019 (see Section 6 for how to give your views).

As well as this document, Council officers will be visiting partners and services throughout the consultation period to explain the proposals face-to-face with service users, unpaid carers and other stakeholders. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. That report will set out the proposal and recommendations taking into account the feedback from the consultation.

## 5. Questions & Answers

There are a number of ways that you can submit questions and comments about this proposed policy during the consultation period (see Section 6). However, here are answers to some questions you may have:

**Q:** How has the Council reached the conclusion that this proposal is the best option for unpaid carers?

**A:** Adult Services has reviewed current service provision and has developed this policy as the best way to provide sustainable services for our most vulnerable residents and unpaid carers.

**Q:** How will the Council agree if I need social care?

**A:** All existing and potential service users and carers will be assessed based on their individual needs and will receive the most appropriate service or be signposted accordingly.

**Q:** Will my current respite allocation change?

**A:** Your needs will be assessed and the allocation may go up or down, but the level will meet your identified eligible needs.

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**Q:** What happens if I want a different service to that offered by the Council?

**A:** In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a different service than the Council has identified as being able to meet your needs. Beyond that, it is entirely a matter for the person to decide whether they wish, and are able, to purchase more costly care and support at their own expense.

### 6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposed Policy:

#### **i. Face-to-face meetings with service users and their carers**

Meetings will take place during the consultation. These will be an opportunity to find out more about the proposed policy, ask questions and give your views.

#### **ii. Team Staff Meetings**

Officers will attend social work staff meetings to raise awareness.

#### **iii. One to one meetings**

Individual meetings with service users and their carers / families will be arranged where needed.

#### **iv. Advocacy**

If required, an independent advocacy service will be made available to service users and carers.

#### **v. Display and Suggestion Box**

There will be an information display giving details of the proposed Policy at Civic Centre receptions, Trem Y Mor Respite Service and Pan-Disability Day Services, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

#### **vi. Consultation Portal**

The “Have Your Say” section on Neath Port Talbot Council’s website will allow you to view all supporting documents, make comments and provide feedback via the Internet: <https://www.npt.gov.uk/5907>

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### vii. Meetings with partner agencies, groups and forums

We will be discussing the proposal at meetings with key partner agencies, learning disability groups, carer forums and other stakeholders.

### viii. In writing

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:

Respite Allocation Policy Consultation  
Neath Port Talbot Council  
Social Services Commissioning Unit  
Civic Centre  
Neath  
SA11 3QZ

Or email [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

## 7. Explanation of terms used in the context of this document

**Advocacy** is a service that represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

An **unpaid carer** is someone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

**Partner agencies** - these are organisations who work together to provide services, e.g. the Council, Local Health Board, Carers Service, etc.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

### Alternative Formats

This information is available in a range of formats including Welsh. All documents can also be accessed via the Council's website: <https://www.npt.gov.uk/5907>

To make a request for another format, please ask one of the Respite or Day Centre Staff who will pass your request on to the Commissioning Unit, or email us directly at: [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

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## 8. Feedback form

Neath Port Talbot Council			
<b>Respite Allocation Policy Consultation</b>			
<b>Feedback Form</b>			
If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:			
Respite Allocation Policy Consultation Neath Port Talbot Council Social Services Commissioning Unit Civic Centre Neath SA11 3QZ			
If you wish to receive a response to any questions raised on this form please supply your name and address:			
Name:			
Address:			
		Postcode:	
Please indicate your interest in this Policy (please ✓):			
I am a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am related to a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a carer for a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a member of staff at a Service	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please specify)			

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### Questions

#### Choosing the Right Services

How easy or difficult do you find it to get information about what social care and support you can have? Please tick ✓ one box only:

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know

Please give reasons for your answer or provide further comments in the box below:

### The Respite Allocation Policy

To what extent do you agree or disagree with the proposed Policy?

Please tick ✓ one box only:

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

### Policy impact

Do you think that the Policy would have a positive or negative impact on unpaid carers and those they care for? Please tick ✓ one box only:

Positive	Negative	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:



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### Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick ✓ one box only:

Very important	Fairly important	Not very important	Not important at all	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

**Respite**

What do you think respite should consist of?

Please tick ✓ all that apply:

- One or more nights' stay in a care home for the cared for person
- A sitting service so that the carer can go out during the day time
- A night sitting service so that the carer can go out in the evening
- A Direct Payment to help pay for alternative types of break / respite
- Other (please specify below)

Please give reasons for your answer or provide further comments or suggestions in the box below:

**Any other comments**

Please provide further comments or suggestions in the box below:

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# Respite Allocation Policy

## About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

### Age: (please ✓one answer)

- |                                   |                                |                                |  |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+               |
| <input type="checkbox"/> 16-24    | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29    | <input type="checkbox"/> 50-59 |                                |  |

### Welsh Language – are you: (please ✓one answer)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer        | <input type="checkbox"/> Fluent speaker        | <input type="checkbox"/> Learner                |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

### Do you consider yourself to have a disability? (please ✓one answer)

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

### Ethnic origin: (please ✓one answer)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> White British                  | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African    |
| <input type="checkbox"/> White Irish                    | <input type="checkbox"/> Indian               | <input type="checkbox"/> Black: Caribbean  |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi          | <input type="checkbox"/> Chinese           |
| <input type="checkbox"/> Mixed: White & Black African   | <input type="checkbox"/> Pakistani            | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify):        | <input type="text"/>                          |  |

### Sex (please ✓one answer)

- |                               |                                 |                                      |  |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

### Religion/Belief: (please ✓one answer)

- |   |                                      |  |   |                                 |
|---|--------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Christian                            | <input type="checkbox"/> Buddhist    | <input type="checkbox"/> Hindu             | <input type="checkbox"/> Jewish             | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh                                 | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion |                                 |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/>                 |  |   |                                 |

### Sexual Orientation (please ✓one answer)

- |                                       |                                  |                              |                                   |  |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Lesbian | <input type="checkbox"/> Gay | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

### Nationality (please ✓one answer)

- |  |  |                                  |                                  |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh                   | <input type="checkbox"/> Scottish          | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish                   | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other   |                                  |
| <input type="checkbox"/> Other (please specify): | <input type="text"/>                       |                                  |                                  |

**THANK YOU FOR YOUR TIME**