



## Have your say

# Consultation on new fees for setting up social care support for adults who pay the full cost of their care

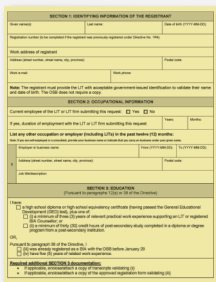


This is an easy read version of the **consultation**.



A **consultation** is when we ask people what they think about something.

This helps us to make decisions and plan our next steps.



For the non-easy read version of the consultation, visit:  
[www.eastsussex.gov.uk/admincharges](http://www.eastsussex.gov.uk/admincharges)



If you would like support to complete the consultation, you could ask

- someone in your family or a friend
- a support worker
- a carer.

# About the consultation



It costs the council money to set up social care support for adults in East Sussex.



We are thinking about bringing in two types of **fee** to pay for some of these costs.

A **fee** is a payment.



Adults who **do not pay** the full cost of their care themselves would **not need** to pay the fee.



Adults who **do pay** the full cost of their care themselves **would need** to pay the fee.



If they did not want to pay the fee, they could choose to set up their own social care support instead of asking the council to set it up for them.



Social care support helps people aged 18 and over to live healthy and independent lives.



Social care support services cost money.



Most people pay some money towards their care costs.



The amount they pay is based on what they can afford.



£23,250

People with more than £23,250 have to pay the full cost of their care.



They can still ask the council to set up their social care support for them, even if they are paying the full cost of their care.



At the moment, the council sets up the social care support for around 2,400 people who pay the full cost of their care themselves.



Each year, around 500 new people who will pay the full cost of their care will ask the council to set it up for them.

## Why we are planning to make changes



East Sussex County Council (ESCC) needs to find ways to save money.



This is because we need to make sure we have enough money to provide the services that allow people in East Sussex to live a healthy and independent life.



One way that we could save money is to bring in these fees.



Councils are allowed to charge a fee to cover the cost of setting up social care for someone who pays the full cost of their care themselves.



Many councils already charge fees like this.



If ESCC brings in these fees, we think we would save around £220,000 each year.

## The new set-up fee for setting up care



The **set-up fee** for arranging care would be £118.



We decided on this amount by looking at how much time staff teams spend on setting up social care support.



The fee would be lower than the UK average, which is £325.



The set-up fee **would not be** for people who only use **technology enabled** support.

**Technology enabled** support includes things like Lifeline alarms, sensors, medicine reminders and key safes.



The set-up fee **would be** for all other types of social care support at home that people ask the council to set up for them.



The set-up fee would be for

- new requests to set up social care support
- requests to make changes to social care support packages that are already in place.



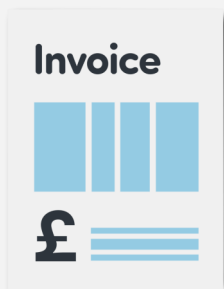
If people did not want to pay the fee, they would be able to set up their own care instead.





We think the set-up fee would save us around £60,000 each year.

## The new invoicing fees



**Invoices** are like bills.

They tell people

- How much to pay for their care
- When they must pay by.



We are thinking about charging a fee for each invoice that we send to people.



The fee per invoice would be £11.



The fee covers the cost of staff time and banking charges.



The fee would be lower than the UK average, which is around £28.



The amount paid over a year depends on the type of services people are getting:



- People accessing only technology enabled care are given 4 invoices each year.  
So the total fee for the year would be £44.  
This is 85p a week.



- People accessing other care at home are given an invoice every 4 weeks so they get 13 invoices each year.  
So the total fee for the year would be £143.  
This is £2.75 a week.



The invoice fee would be for

- people who we have already set up social care support for
- new people who ask us to set up their social care support.





If people did not want to pay the fee, they would be able to set up their own care instead of asking the council to set it up for them.



We think the invoice fee would save us around £160,000 each year.

## We want to know what you think



We would like to hear what you think about our ideas for the new fees.



What you tell us will help us make decisions and plan our next steps.



You can answer any of the questions that you want to answer.

You can leave any of the questions that you do not want to answer.



What you tell us is **confidential**.

**Confidential** means we will not share your answers with anyone else.



Your answers are **anonymous**.

**Anonymous** means that we do not ask you for your personal details, like your name or your age.

Please do not put any personal details about you or other people in your answers.



The consultation closes at the end of the day on **Monday 21 July 2025**.



We expect to make a decision about the fees in **Autumn 2025**.



There will be no fees before the decision is made.



If we do bring in the fees, we will work closely with the people who it affects to:

- keep them updated
- explain what the change would mean for them.



There would be a notice period before any charges were brought in.



If you would like to talk to us about this consultation, please contact us.

We have added our contact details to the end of the consultation.



Your survey can be posted back to us in the prepaid envelope.



If you are using your own envelope, please post your survey to

**Admin charges consultations**

**West H, County Hall**

**St Anne's Crescent**

**Lewes**

**BN7 1UE**

# Tick the sentence that describes you best:

Please tick 1 box



I have my care arranged by the council and I pay the full cost of my care myself

☐

I am a family member or carer of someone who has their care arranged by the council and pays the full cost of the care themselves

☐

I work in health and social care in East Sussex County Council

☐

I work in the voluntary or community sector

☐

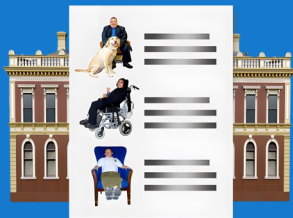
I live in East Sussex

☐

Something else

☐

If you said 'something else', please tell us more



# What type of care does the council arrange for you, or someone you care for?

Please tick as many boxes as you need



Technology enabled care, such as Lifeline alarms and monitors

☐

Any other care at home, such as a paid care worker

☐

The council does not arrange care for me

☐



How much do you agree or disagree with the plans in this consultation to:



A) bring in a set-up fee to cover the council's costs of arranging care at home for people who pay the full cost of their care?

Please tick 1 box

☐

strongly agree

☐

agree

☐

neither

☐

disagree

☐

strongly disagree

☐

not sure

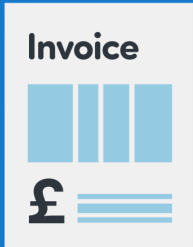


If you agree or disagree, please use this box to tell us why











How much do you agree or disagree with the plans in this consultation to:



B) bring in a fee per invoice to cover the council's costs of invoicing care at home for people who pay the full cost of their care?

Please tick 1 box

					
<input data-bbox="119 1086 268 1220" type="checkbox"/>	<input data-bbox="359 1086 507 1220" type="checkbox"/>	<input data-bbox="601 1086 750 1220" type="checkbox"/>	<input data-bbox="837 1086 986 1220" type="checkbox"/>	<input data-bbox="1080 1086 1228 1220" type="checkbox"/>	<input data-bbox="1323 1086 1471 1220" type="checkbox"/>
strongly agree	agree	neither	disagree	strongly disagree	not sure



If you agree or disagree, please use this box to tell us why



How would the fees affect you, or someone that you care for?

If you would not be affected, please skip this question and move to the next question.





Would you still want the council to set up your care if there was a set-up fee and invoice fee?

Please tick one box only



Yes

☐

No

☐

Not sure

☐

The council does not arrange care for me

☐



Do you have any other comments or suggestions you would like to make?



# End of consultation



Thank you for taking the time to share your views with us.



If you would like, please fill in the 'About You' section on the next pages.

If you would like to talk to us about this consultation, please contact us:



Email [ben.baker@eastsussex.gov.uk](mailto:ben.baker@eastsussex.gov.uk)



Phone [07923 382 464](tel:07923382464)



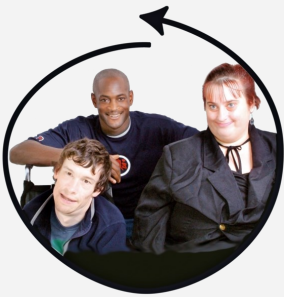
Post [Admin charges consultation](#)  
[West H, County Hall](#)  
[St Anne's Crescent](#)  
[Lewes](#)  
[BN7 1UE](#)



# Questions about you



These questions are about you.



We are asking these questions because we want to make sure

- that everybody is treated fairly and equally
- that nobody gets left out.



You do not have to answer these questions if you do not want to.



We will only use your answers for the survey that you are taking part in.





We will only keep your answers for 4 years.



You can ask the manager of your service if you would like more information.



The questions are about your protected characteristics.

Your protected characteristics are things like your age and your gender.

To learn more about the protected characteristics, you can read our easy read guide by visiting

[eastsussex.gov.uk/easyread-equality](https://eastsussex.gov.uk/easyread-equality)



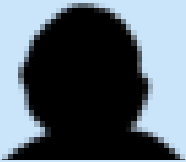
The protected characteristics guide explains lots of the words that are used in these questions.



## How old are you?



**Please write your age in this box**

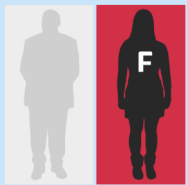


**Do not want to say**

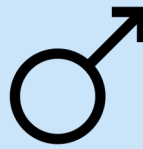
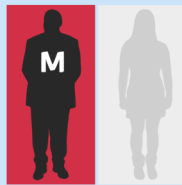
☐

## What is your gender?

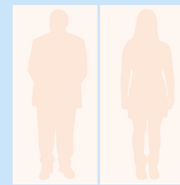
☒ Tick 1 box



Female

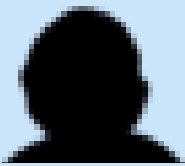
☐

Male

☐

Non-

binary

☐

Do not want  
to say

☐

Other

☐

If you have a gender that is not on this list and want to tell us what your gender is, please write in this box

## Is your gender the same as the sex you were registered with at birth?

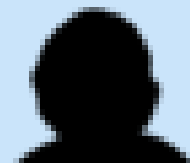
☒ Tick 1 box



Yes

☐

No

☐

Do not want  
to say

☐

## What is your ethnic group?

☒ Tick 1 box

**White British**

☐

**Asian or Asian British  
Indian**

☐

**White Irish**

☐

**Asian or Asian British  
Pakistani**

☐

**White Gypsy or  
Irish Traveller**

☐

**Asian or Asian  
British Bangladeshi**

☐

**White Roma**

☐

**Asian or Asian British  
Chinese**

☐

**White other**

☐

**Other Asian or Asian  
British**

☐

**White and Black  
Caribbean**

☐

**Black or Black British  
Caribbean**

☐

**White and Black  
African**

☐

**Black or Black British  
African**

☐

**White and Asian**

☐

**Arab**

☐

**Mixed ethnic  
background**

☐

**Other**

☐

**Do not want to  
say**

☐

# What is your sexual orientation?

☒ Tick 1 box



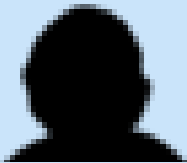
**Straight or  
Heterosexual** ☐



**Gay or  
Lesbian** ☐



**Bisexual** ☐



**Do not want  
to say** ☐



**Other** ☐



**If you have a sexual orientation that is not on  
this list and want to tell us what your sexual  
orientation is, please write in this box**

# What is your religion or belief?

☒ Tick 1 box



No religion  
or belief

☐

Christian

☐

Buddhist

☐

Hindu

☐

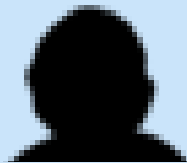
Jewish

☐

Muslim

☐

Sikh

☐

Do not want  
to say

☐

Other

☐

If you have a different religion or belief, please  
write it in this box





**Do you have a disability, condition or illness that has lasted 12 months or longer?**



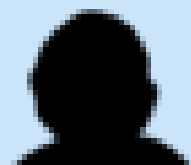
**Tick 1 box**



**Yes**

☐

**No**

☐

**Do not want to say**

☐

**If you said yes to the question above, does your disability, condition or illness make it hard to do everyday things?**



**Tick 1 box**



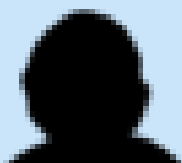
**Yes, a lot**

☐

**Yes, a little bit**

☐

**No**

☐

**Do not want to say**

☐



**If you do have a condition, illness or disability that has lasted 12 months or longer, please tell us what it is.**



Tick as many boxes as you need



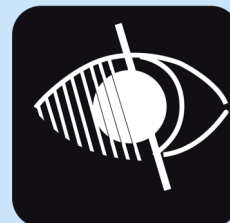
**Learning disability**

☐

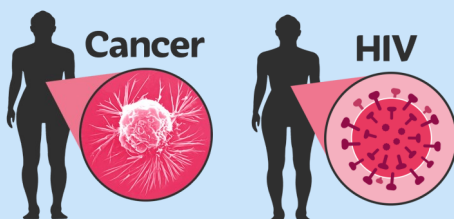
**Learning difficulty**

☐

**Physical impairment**

☐

**Sensory impairment**

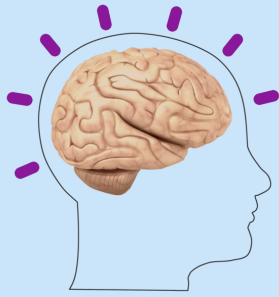
☐

**Long-standing illness**

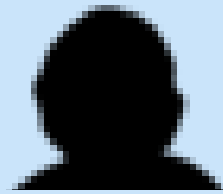
☐

**Mental health condition**

☐



**Neurodivergent  
condition**

☐

**Do not want to say**

☐

**Other**

☐

**If you have a different condition, illness or  
disability, please write it in this box**



**Do you look after anyone because they have a disability, condition or illness, or problem to do with old age?**

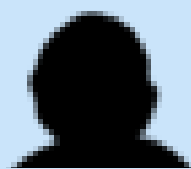
☒ Tick 1 box



**Yes**

☐

**No**

☐

**Do not want to say**

☐

**If you said yes to the question above, how many hours a week do you look after them?**

☒ Tick 1 box in each row for each person you look after

**9 hours or less**

☐

**10 to 19 hours**

☐

**20 to 34 hours**

☐

**9 hours or less**

☐

**10 to 19 hours**

☐

**20 to 34 hours**

☐

**9 hours or less**

☐

**10 to 19 hours**

☐

**20 to 34 hours**

☐



If you do look after someone, please tell us who they are.



Tick as many boxes as you need



**Parent**

☐

**Partner**

☐

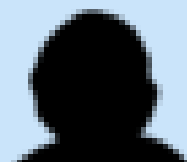
**Child**

☐

**Other family member**

☐

**Friend**

☐

**Do not want to say**

☐

**Other**

☐

If you said other, please tell us who you look after in this box



Are you in the UK Armed Forces?  
Or have you ever been in the UK  
Armed Forces?

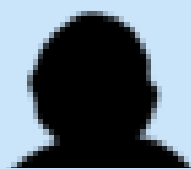
☒ Tick 1 box



Yes

☐

No

☐

Do not want  
to say

☐

Do you live with someone who has  
been in the UK Armed Forces?  
Or has anyone in your family been  
in the UK Armed Forces?

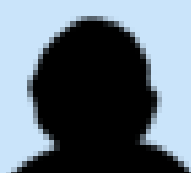
☒ Tick 1 box



Yes

☐

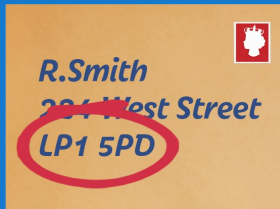
No

☐

Do not want  
to say

☐

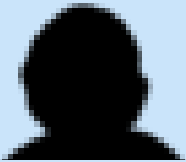




What is your post code?



Please write your post code in this box



Do not want to say

☐