



**SURREY**  
COUNTY COUNCIL

# **Surrey County Council's Adult Social Care Charging Policy Consultation Questionnaire 2025**

**Large Print version**

## Overview

The government allows councils to charge people who can afford to contribute towards the cost of their care. The money raised helps fund adult social care, making sure that support is available to those who need it.

The rules about how much can be charged are set by national laws and guidance, specifically the Care Act 2014. In Surrey, we've been charging people less than the national guidance allows for care provided at **home or in the community**.

However, when less money is collected through charging, there's less funding available to run and improve the care services that many people rely on.

To help make sure that adult social care can continue to support those who need it most, we're proposing to make changes to our **charging policy for community care services**. These changes are aimed at creating an approach that is fair, consistent and financially sustainable for the future.

Therefore, as a person receiving support from adult social care, the family member/carer of someone using these services, or another interested party, we would like your views on the proposed changes to our Adult Social Care Charging Policy for community care services.

Please note, we are **not** proposing changes to the policy for people living in residential or nursing care. People will **also not** be affected if they have capital of less than £14,250.

Full details about the proposed changes to our Adult Social Care Charging Policy for community care services is available to download in a range of formats from the Surrey Says online platform:

# ASC Charging Policy Consultation Questionnaire 2025

- **Website:** [www.surreysays.co.uk/asc-ic/chargingpolicy25](http://www.surreysays.co.uk/asc-ic/chargingpolicy25)

Alternatively, if you would like a hard copy, please contact Surrey County Council using the details on page 12.

## How to use this Large Print questionnaire

This questionnaire has been created to help people who need information to be provided in Large Print.

Most questions will contain a list of possible answers for you to select from. We will then confirm whether you should select just **one** answer from this list or whether you should select **all those that apply**. Under each of these questions there will be a space for you to give your answer.

For questions where we would like you to write your own answer or comment, there will be a larger space provided underneath the question for you to do this.

The submitting your answers section on page 12 provides details about how you can submit your answers.

## Alternative formats

Alternative versions of both the Adult Social Care Charging Policy Proposal and consultation questionnaire are available to download in a range of formats from the Surrey Says online platform:

- **Website:** [www.surreysays.co.uk/asc-ic/chargingpolicy25](http://www.surreysays.co.uk/asc-ic/chargingpolicy25)

If you would like a hard copy of any of the alternative formats of the policy and/or questionnaire, (including a stamped addressed envelope to return the questionnaire), please contact

# ASC Charging Policy Consultation Questionnaire 2025

Surrey County Council using the contact details provided on page 12.

## Privacy

All responses are strictly confidential, and your data will be used in-line with our privacy notice. You can request a copy using the contact details provided on page 12 or by visiting:

- **Website:** [www.surreycc.gov.uk/engagementprivacynotice](http://www.surreycc.gov.uk/engagementprivacynotice)

## Closing date

This consultation is open from **Monday 16 June 2025** and will close at **23:59** on **Sunday 7 September 2025**.

## Questions

### Section 1: Your response

#### Question 1.

In what capacity are you responding to this consultation?

- a. A person who has care/support needs
- b. An unpaid carer/family member
- c. A paid care worker
- d. On behalf of a local group or organisation (please specify below)
- e. Other (please specify below)

Please state **one** answer, if you selected 'on behalf of a local group or organisation' or 'other', please provide details:

## Question 2.

What is your postcode?

**You only need to answer this question if you are responding as a person who has care/support needs.**

## Question 3.

Which of the following best describes you?

- a. I am completing this consultation questionnaire independently
- b. I am completing this consultation questionnaire with support from a paid care worker
- c. I am completing this consultation questionnaire with support from an unpaid carer/family member
- d. Other (please specify below)

Please state **one** answer, if you selected 'other', please provide details:

## Question 4.

Do you currently receive a care service from Surrey County Council?

- a. No
- b. Yes – Residential Service
- c. Yes – Community Care Service

Please state **one** answer:

## Section 2: Paying for your care

### Question 5.

Please tell us about how you currently pay for your care:

- a. I currently receive free care and support
- b. I pay a contribution
- c. I pay full cost
- d. Not applicable
- e. Other (please tell us more below)

Please state **one** answer, if you selected 'other', please provide details:

## Section 3: Your views

### Question 6.

To what extent do you agree or disagree that the council should change the upper capital threshold limit for community care services to £23,250?

**Upper Capital Threshold limit:** The current upper capital threshold limit is £24,500. The proposed upper capital threshold will be £23,250 for community care services. If a person has capital or savings over this level (excluding the value of the property they live in), they will not qualify for financial assistance from the council for their care and support.

**Community Care Services:** Care and support services provided to help you stay in your own home and remain involved in the community.

## ASC Charging Policy Consultation Questionnaire 2025

- a. Strongly agree
- b. Agree
- c. Neither agree or disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

### Question 7.

To what extent do you agree or disagree that the council should introduce charging tariff income at £1 per week for every £250, for people receiving community care services who have capital between £14,250 and £23,250?

**Tariff Income:** If a person has capital or savings between the lower and upper threshold, a 'tariff income' (assumed income) is added to the person's actual income when working out the financial assessment.

- a. Strongly agree
- b. Agree
- c. Neither agree or disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

## **Question 8.**

Do you have any further comments you would like to make on the way we are proposing to charge for community care services?

## **Section 4: About you**

The demographics section of our questionnaire asks you to provide answers to a set of questions which are about you as a person. This will help us to better understand and analyse the range of responses we receive - they will not be used for any other purposes.

The information is collected anonymously and cannot be used to identify you personally.

You **do not** need to complete this section if you are responding on behalf of a group or organisation.



### Question 9.

What age group are you in?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65-74
- h. 75-84
- i. 85+
- j. Prefer not to say

Please state **one** answer:

### Question 10.

Do you have a long-standing illness or disability (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities)?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer, if you have answered 'yes' and are happy to do so, please describe your long-standing illness or disability:

### Question 11.

Are you currently looking after a family member, partner, or friend in need of help because they are ill, frail or have a disability?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

### Question 12.

What is your sex?

- a. Male
- b. Female
- c. Prefer not to say

Please state **one** answer:

### Question 13.

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

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

## Question 14.

What is your ethnic group?

- a. White - British, English, Northern Irish, Scottish or Welsh
- b. White - Irish
- c. White - Gypsy or Irish Traveller
- d. Any other White background
- e. White and Black Caribbean
- f. White and Black African
- g. White and Asian
- h. Any other mixed or multiple ethnic background
- i. Asian or Asian British - Indian
- j. Asian or Asian British - Pakistani
- k. Asian or Asian British - Bangladeshi
- l. Asian or Asian British - Chinese
- m. Any other Asian background
- n. Black or Black British - Caribbean
- o. Black or Black British - African
- p. Any other black British, Caribbean or African background
- q. Arab
- r. Other ethnic group (please specify below)
- s. Prefer not to say

Please state **one** answer, if you selected 'other', please provide details:

## Submitting your answers

Thank you for spending time to complete this questionnaire, your participation is greatly appreciated.

If you are completing this questionnaire electronically, it can be **emailed** to: [chargingpolicyconsultation@surreycc.gov.uk](mailto:chargingpolicyconsultation@surreycc.gov.uk)

If you are completing this questionnaire via paper, it can be returned by **post** to:

Surrey County Council  
Financial Assessments and Income Team  
Woodhatch Place  
11 Cockshot Hill  
Reigate  
RH2 8EF

This consultation will close at **23:59** on **Sunday 7 September 2025**.

## Further information

If you have any questions or you would like the questionnaire in a different format including hard copy with a stamped addressed envelope, please contact us as follows:

- **Telephone:** 01372 832370
- **Textphone (via Relay UK):** 18001 01372 832370
- **British Sign Language:** [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)
- **Email:** [chargingpolicyconsultation@surreycc.gov.uk](mailto:chargingpolicyconsultation@surreycc.gov.uk)
- **Write to us:** Surrey County Council, Financial Assessments and Income Team, Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF