

Appendix B1 – Consultation Letter

Telephone: 0116 454 4400
Email: ASCConsultations@leicester.gov.uk
Date: 4 August 2025



Dear [NAME OF INDIVIDUAL],

Proposal to introduce a care arrangement fee in Leicester.

I am writing to inform you of a proposed new annual fee (of £165.47) for individuals with over £23,250 in savings and/or assets who ask Leicester City Council to arrange their care and support – we would like to know your thoughts about this proposal.

You are receiving this letter because you may have previously received help from the council to arrange care, or you are a relative, carer or representative of someone who may have.

The enclosed survey is part of a targeted consultation and includes more information about the proposed 'care arrangement fee'.

Your feedback is important to us, and we encourage you to share your views. No final decisions will be made until the city mayor and his executive team have carefully reviewed the results of this consultation.

The consultation will run for six weeks from **11 August to 26 September 2025**. There are different ways to give your views:

- complete the survey online by **26 September 2025**, at consultations.leicester.gov.uk – search for 'care arrangement fee proposal' – or alternatively scan the QR code with a smart device.
- or complete and return the survey sent with this letter using the enclosed freepost envelope by **26 September 2025** (no stamp required)
- or email us at ASCConsultations@leicester.gov.uk
- or phone the helpline on **0116 454 4400**



Yours sincerely,

Laurence Mackie-Jones
Strategic Director, Social Care & Education

Care arrangement fee proposal consultation

Please complete this survey and send it back to us by 26 September 2025.

Alternatively, you can complete the survey online at: consultations.leicester.gov.uk or scan the QR code with a smart device.



Leicester City Council is proposing to introduce a new 'care arrangement fee' to cover the council's administration costs when arranging home-based care and support for people who have savings and/or assets above £23,250.

Why is change needed?

The Department of Health and Social Care provided powers to councils in the Care Act 2014 to charge arrangement fees. Establishing a care arrangement fee will bring the council in line with the current guidance.

Other councils have either implemented a similar fee or have plans to do so soon.

What are we proposing?

A 'care arrangement fee' is a new fee being proposed – to cover the council's administration costs for arranging care and support.

The Care Act 2014 provided new powers to councils to charge arrangement fees when a person:

1. Has savings and/or assets above £23,250 (not including the property that they live in if they own it)
- and**
2. Asks the council to arrange their home-based care.

The care arrangement fee will be £165.47, which will be subject to annual review in line with inflation. People eligible to pay the fee will be asked to pay this fee each year, until they no longer require the council to arrange their home-based care for them.

The fee will only apply if you have asked us to make arrangements for your care. If you arrange your own care, this fee will not apply.
Why we are consulting

We are proposing to charge for a service that is currently offered free of charge. We want to hear your views on the proposed changes. No changes can be made until the city mayor and his executive team have considered the findings of this survey. The consultation will run from **11 August to 26 September 2025.**

If you want to talk to someone about the survey or you need support to complete it, please call our helpline on **0116 454 4400** or e-mail us at: **ASCConsultations@leicester.gov.uk**

Question 1

About you - Please tick the box that applies.

If you are filling this survey on behalf of someone else, please tick the box that applies to the individual.

- a) I receive home-based care arranged by Leicester City Council that I pay for myself. ☐
- b) I am the carer or representative of someone who gets help with care and support. ☐
- c) I belong to an organisation that works with adults that receive care and support. ☐
- d) Other (please state). ☐

Your postcode

Please note: we collect postcode data to gain a better understanding of which parts of the city/county respond to our consultations. We cannot identify individual properties or addresses from this information.

Postcode _____

Proposal

What is a care arrangement fee?

The 'care arrangement fee' is a proposed new charge to cover the council's costs when you ask the local authority to arrange care on your behalf.

The Care Act 2014 provided powers to councils to charge arrangement fees when a person:

- a) Has savings and/or assets above £23,250 (not including the property that they live in if they own it)
- and**
- b) Asks the council to arrange their home-based care.

The care arrangement fee will be £165.47 and will increase with inflation. People eligible to pay the fee will be asked to pay this fee each year, until they no longer require the council to arrange their home-based care for them.

The fee will only apply if you have asked the local authority to arrange care on your behalf. If you arrange your own care, this fee would not apply.

What does the council want to change?

Making this change will bring us in line with national guidance, and help us to continue to provide a good quality offer to source and negotiate care for people.

This is currently provided as a free service.

How you may be affected by the change

People who have assets and/or savings above £23,250 and request the council to arrange their home-based support will see an increase to the overall cost of their care. This will be around £3.18 extra per week.

We want to understand what concerns people may have, if they were asked to pay this additional amount.

Question 2

If you were asked to pay £3.18 more per week for your care (a new care arrangement fee), how would this affect you?

Please tick all that apply.

- a) I would be able to manage this. ☐
- b) The change would affect me a little. This could affect how much I have for extras or treats. ☐
- c) The change would affect me a lot. This could affect how much I have for essentials. ☐
- d) I would think about whether I want to ask Leicester City Council to arrange my care for me. ☐

Question 3

Do you have any other comments about the proposed change?

Equalities monitoring

In order to meet your needs and improve services, we need to know a bit more about you. Please help us by completing this form which describes how you see yourself. If completing the survey on behalf of someone else, please fill in their details. This information will be kept confidential and is for our monitoring use only.

Ethnic background

Asian or Asian British

Bangladeshi ☐

Indian ☐

Pakistani ☐

Any other Asian background ☐

(Please state) _____

Black or Black British

African ☐

Caribbean ☐

Somali ☐

Any other Black background ☐

(Please state) _____

Dual/multiple heritage

White & Asian ☐

White & Black African ☐

White & Black Caribbean ☐

Any other heritage background ☐

(Please state) _____

White

British ☐

European ☐

Irish ☐

Any other White background ☐

(Please state) _____

Chinese

Chinese ☐

Any other Chinese background ☐

(Please state) _____

Other ethnic group

Gypsy/Romany/Irish traveller ☐

Any other ethnic group ☐

(Please state) _____

Prefer not to say ☐

Sex

Male ☐

Female ☐

Other ☐

(If other, what term do you use to identify your gender)

Prefer not to say ☐

Gender Identity

Is your gender identity the same as the gender you were assigned at birth?

Yes ☐

No ☐

Prefer not to say ☐

(If other, what term do you use to identify your gender)

Age

Under 18 ☐

18 - 25 ☐

26 - 35 ☐

36 - 45 ☐

46 - 55 ☐

56 - 65 ☐

66+ ☐

Prefer not to say ☐

Disability

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

Do you consider yourself to have a disability, or a long-term illness, physical or mental health condition?

Yes ☐

No ☐

Prefer not to say ☐

If you have answered YES to the question above, please state the type of disability, impairment or health condition that applies to you. People may experience more than one type of impairment, in which case you need to tick more than one box. If none of the categories apply, please tick 'Other' and state the type of disability, impairment or health condition.

A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy ☐

A mental health difficulty, such as depression, schizophrenia or anxiety disorder ☐

A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches ☐

A social/communication impairment such as a speech and language impairment or Asperger's syndrome/other autistic spectrum disorder ☐

A specific learning difficulty or disability such as Down's syndrome, dyslexia, dyspraxia or AD(H)D ☐

Blind or have a visual impairment uncorrected by glasses ☐

D/deaf or have a hearing impairment ☐

An impairment, health condition or learning difference that is not listed above (specify if you wish) ☐

Prefer not to say ☐

If 'Other', please state: _____

Sexual orientation

Bisexual ☐

- Gay/lesbian ☐
- Heterosexual/straight ☐
- Unsure ☐
- Other ☐
- (Please state) _____
- Prefer not to say ☐

Religion or belief

- | | |
|---|------------------------------------|
| Atheist ☐ | Bahai ☐ |
| Buddhist ☐ | Christian ☐ |
| Hindu ☐ | Jain ☐ |
| Jewish ☐ | Muslim ☐ |
| Pagan ☐ | Sikh ☐ |
| No religion ☐ | |
| Any other religion or belief ☐ | |
| (Please state) _____ | |
| Prefer not to say ☐ | |

Caring responsibilities

Are you a parent or carer of a young person aged 17 or younger?

Yes ☐

No ☐

If yes, what are the ages of the children in your care? (Please tick all applicable)

0-4 years ☐

5-10 years ☐

11-15 years ☐

16-17 years ☐

Are you a carer of a person aged 18 or over?

Yes ☐

No ☐

The information you provide in this final section of the survey will be kept in accordance with terms of current data protection legislation and will only be used for the purpose of monitoring. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of current data protection legislation.

Thank you for completing the survey. Please return it to us in the enclosed prepaid envelope by 26 September 2025.

Care arrangement fee proposal consultation

Frequently asked questions

What is a 'care arrangement fee'?	A 'care arrangement fee' is a new fee being proposed to cover Leicester City Council's costs for arranging care and support under specific circumstances. The Care Act 2014 provided powers to councils to charge care arrangement fees when a person: - Has savings and/or assets above £23,250 (not including the property that they live in if they own it) And - Asks the council to arrange their home-based care.
What is home-based care?	This is care that is delivered to a person who is not living in a residential and/or nursing care home.
How much will the fee be?	The care arrangement fee will be £165.47. This is an annual fee to cover the council's costs for arranging care. You'll be asked to pay the fee until you no longer require home-based support. The fee will increase each year in line with inflation and will be split into 13 equal payments of around £12.73 every 4 weeks – this is approximately £3.18 per week.
What does the fee cover?	The care arrangement fee covers the operational costs for the council to arrange care. This includes officer time when sourcing, negotiating, invoicing, and checking the quality of the provider of your support.
What if I do not want to pay the fee?	The fee will only apply if you ask the local authority to make arrangements for your care. You can choose to arrange your own care and this fee will not apply. The council offers a specialist brokerage service that can help negotiate the cost of your care and may be able to secure a lower price than if you were to approach care providers directly.
Why does the council want to charge a fee?	The Care Act 2014 sets out that councils like Leicester City Council can charge for the arrangement of care and support. Charging a fee to people who can afford to pay for the full cost of their home-based care would help us to: - Continue to provide a good quality offer for sourcing and negotiating care for people. - Bring us in line with national guidance and other local authority practice.
Do other councils charge a fee?	Yes – our research into care arrangement fees identified 24 different councils that currently charge a care arrangement fee, with seven more considering introducing them in future.

	The proposed fee amount is less than what surrounding councils charge for a similar service.
How long is the consultation running for?	The consultation will run for six weeks. You will have an opportunity to share your thoughts on the proposal between 11 August and 26 September 2025.
If these changes are agreed what changes will people see?	If this proposal is agreed, those who have assets and/or savings above £23,250 and who request the council to arrange their home-based support will see an increase to the overall cost of their care. This will be around £3.18 extra per week. People can choose not to pay the fee and to arrange their care and support themselves.
If the proposals are agreed how soon will the changes come in?	Any changes would be introduced no earlier than April 2026.
Who can give their views	This is a targeted public consultation. We are especially interested in the views of people that may: 1. Have previously asked the council to arrange their home-based care and support. And 2. Have savings and/or assets above £23,250.
How can people give their views?	Letters and surveys have been sent to people (or their carers) that could meet the above criteria. There are different ways to give your views: • complete the online survey by 26 September 2025 at: consultations.leicester.gov.uk – or alternatively scan the QR code with a smart device.  • or complete and return the survey sent with this letter using the enclosed freepost envelope by 26 September 2025 (no stamp required) • or email us at ASCConsultations@leicester.gov.uk • or phone the helpline on 0116 454 4400.
Who to contact for queries?	Adam Lacey Senior Business Analyst Social Care and Education 0116 454 4400 ASCConsultations@leicester.gov.uk