

Adult Social Services Policy & Procedure Document

Policy & Procedure Title	Charging Contributions Policy for Non-Residential Services
Website Location:	Adults Tri-X
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Legal Sign off by	
Finance Sign off by	
Owner:	Clare Hall Salter
Approver:	Sarah Dillon

Please note - all figures in the body of the policy were current as at July 2020.

1. POLICY STATEMENT

This Policy ensures that a consistent approach is applied in all cases to determine a person's ability to contribute towards their Personal Budget and is consistent with the Care & Support (Charging and Assessment of Resources) Regulations 2014.

2. PURPOSE OF THE POLICY

This policy sets out how the Council will assess a person's financial resources and calculate their ability to fund or contribute towards their Personal Budget.

3. POLICY INFORMATION

This policy details how contributions towards a Personal Budget are established and the situations in which a contribution will or will not be made. It details how income and capital assets, e.g. bank and building society accounts, stocks, shares, ISA's etc. and disability related expenditure are taken into account when calculating the contribution to be made by an individual.

3.1 Service-Specific Information

This policy applies equally across all operational social service areas for those who have been assessed as eligible for Care & Support. However, where the individual is placed in residential or nursing care then the Charging Policy for Adults in Residential and Nursing Home Care is followed.

3.1.2 Direct Payments

All aspects of this policy will apply to those adults who elect to receive a Direct Payment for all or part of their Personal Budget.

4. PROCEDURE STATEMENT

- To ensure that a person entitled to a Personal Budget has the correct allowances included in the calculation of their assessed contribution.
- To ensure that a person entitled to a Personal Budget is given appropriate Welfare Benefit advice and practical support to apply for benefits they might be entitled to claim.
- To ensure that a person entitled to a Personal Budget is fully informed of how their assessed contribution has been calculated.
- To ensure consistency and transparency in the calculation and assessment of a person's contribution towards their Personal Budget.

5. PROCEDURE DETAILS

5.1 Services for which Telford & Wrekin Council can charge

Councils provide a wide range of non-residential care services, which give essential support to people in order to help them to maintain their independence and dignity.

The following services are those for which a charge can be made:

- Personal home care*
- Day care
- Transport
- Housing adaptations not provided through the Disabled Facilities Grants
- The service elements of telecare equipment

* Personal Home Care services are provided to people in their own homes which include Supported Living and Extra Care Housing environments. This service may be provided directly by the Council or purchased from a private sector provider or funded by Direct Payments.

5.2 Services for which Telford & Wrekin Council cannot charge

Some services are excluded from the charging process as there is no legal authority to charge. These include:

- After-care services provided under Section 117 of the Mental Health Act 1983
- Advice and Assessment
- Services provided to sufferers of Creutzfeldt Jacob Disease (CJD)
- Short term reablement services
- Community equipment
- SEN Educational establishments (Residential Colleges)

5.3 Services for which Telford & Wrekin Council has agreed not to charge

- Telecare equipment provided to meet an assessed need
- Supply, Installation and Monitoring of community alarm if the 'user' is in receipt of Housing Benefit
- Services specifically for carers

5.4 Payment of Charges

Where someone has a Direct Payment they will usually be expected to pay their assessed contribution towards the cost of their care directly into the bank account that they receive their Direct Payment, rather than being invoiced by the Council.

Where a person is required to pay the Council for all or part of the service provided, regular invoices will be issued, usually on a 4 weekly basis in arrears. A range of payment methods are available. Details of these methods are included on the invoice sent to the person receiving the service (or their authorised representative) every 4 weeks.

Charges for any periods in residential care will be assessed and charged for separately. During these periods no charge will be made for non-residential services normally received while living at home.

5.5 Maximum and Minimum Contribution

For those who are assessed as being able to make a contribution towards their Personal Budget the Council will set a maximum contribution as detailed in Appendix A of this document. Some people will be assessed as not able to make a contribution. In these cases there may be a NIL contribution.

The maximum weekly contribution will depend on how much a person is assessed as being able to contribute towards the cost of their care.

5.6 The Financial Assessment

An individual Financial Assessment will be undertaken to determine the exact amount of contribution a person will be required to make towards any Personal Budget to which they are entitled.

5.6.1 The Financial Assessment Process

Workers will offer a financial assessment and outline the Council's charging policy (i.e. this document) at the start of the assessment and enablement stages of the assessment and eligibility process where it seems possible that ongoing services will be needed by an individual. Where this financial assessment is accepted by the individual (or by their authorised representative where they are unable to act for themselves), a Financial Declaration Form will need to be completed and evidence of assets and savings provided (i.e. bank statements).

The information provided on the Financial Declaration Form will be used to undertake a financial assessment in order to work out how much the person will be required to contribute towards any Personal Budget to which they are entitled.

The financial assessment, which will be carried out in accordance with this policy, will compare weekly income to expenditure to arrive at a maximum weekly contribution the person will be required to make towards any Personal Budget to which they are entitled.

The assessment will make sure that the person entitled to a Personal Budget retains a basic living cost allowance plus a buffer of 25%. This is a level of protected income that will not be considered in the financial assessment.

For the purposes of this policy basic living costs will be calculated as follows:

- For those of working age, the standard personal allowance of Income Support plus where applicable the disability premium, the enhanced disability premium and the carer's premium – plus a 25% buffer
- For those over working age, the standard minimum guarantee of Pension Credit plus where applicable the carer's additional amount – plus a 25% buffer

NB This Council does not include the severe disability addition in the calculation to determine basic living costs

Details of the levels of protected income in individual situations are given in Appendix B of this document.

Each person entitled to a Personal Budget will have at least this level of income plus allowances for their housing and disability related expenses before they are asked to make a contribution.

The person entitled to a Personal Budget (or their authorised representative) will be sent a record of how the contribution has been calculated within three working days of the financial assessment being undertaken and informed of their right to be reassessed should their circumstances change. The right of an individual to ask for a review and/or appeal against their assessed contribution is outlined in Paragraphs 5.13 and 5.14 of this policy.

5.6.2 Benefit Maximisation & Re-assessment

As part of the financial assessment the Financial Case Management Officer will offer general financial and welfare benefit advice and practical support to apply for benefits which the individual may be entitled to claim.

The Financial Case Management Officer will:

- make a referral to the appropriate organisation to give specialist support
- In exceptional circumstances provide help with the completion of benefit application forms.

The person entitled to a Personal Budget (or their authorised representative) will be advised that any new income (e.g. benefits) they are ultimately granted may have an impact on their financial contribution and they will be advised they must notify the Council as soon as they receive notification of entitlement to the new benefit(s).

As the onus to report a change of circumstances lies with the person entitled to a Personal Budget (or their representative) the authority will backdate any increase in the assessed contribution to the date of notification or the date of the award of the new benefit, whichever is the latter. The person entitled to a Personal Budget will not be required to increase their assessed contribution until confirmation is received that the new benefit has been awarded.

If, following advice from the Financial Case Management Officer, a person entitled to a Personal Budget (or their authorised representative) refuses to claim a benefit to which (in the Council's opinion) they are entitled, the Council will calculate the assessed contribution as if the person entitled to a Personal Budget were in receipt of this benefit. This will take effect from the date the person entitled to a Personal Budget (or their authorised representative) was advised to apply for the benefit or would first become entitled to that benefit, whichever is the latter.

5.6.3 Failure to provide financial details or providing false information

Please be aware that if a person submits information as part of their financial assessment, the law requires them to declare their true financial circumstances and all their assets and savings. Failure to do so or the giving of false details could result in the person or their representative being liable to legal proceedings. Our audit procedures allow us to check a person's evidence and ask for further evidence if required. If a person misrepresents or fails to disclose any material fact, the Care Act 2014 gives us the power to recover as a debt, expenditure incurred as a result of the misrepresentation or failure and any sum it would have recovered but for the misrepresentation or failure.

The person or their representative will be considered to have refused to cooperate with a financial assessment if, without good cause, they fail to participate in the assessment process within the stated time scale. This includes:

- not returning the form and required evidence within 14 days of the start of care, unless a person or their representative have contacted us to explain why you will not be able to meet this deadline and an extension has been agreed
- not providing satisfactory proof of income, capital, expenditure or other information following requests from us

In either of these circumstances you will be treated as a self-funder and be required to pay the full cost of your care.

5.6.4 Decline to provide financial details

A person entitled to a Personal Budget (or their authorised representative) has the right to choose not to provide their financial details to the Council. In such cases **you will be treated as a self-funder and be required to pay the full cost of your care.**

5.6.5 Delays in completing the Financial Assessment

If a person (or their authorised representative) entitled to a Personal Budget unreasonably delays completing the financial assessment they will be advised they will be required to contribute to the full cost of their Personal Budget until a financial assessment is completed.

‘Unreasonable delay’ will be determined on a case by case basis, but as a general rule the Council will expect the person entitled to a Personal Budget (or their authorised representative) to be available for assessment and to be able to provide the information or paperwork required for an assessment within two weeks of the request to complete the Financial Declaration. .

Contributions towards a Personal Budget will apply from the date a Personal Budget is awarded.

5.7 The Financial Assessment Calculation

5.7.1 Overview

The financial assessment will be based on the total income of the person entitled to a Personal Budget, against which deductions will be made for allowable expenditure (see paragraph 5.6.1 above for details). Where the person entitled to a Personal Budget has savings or capital assets (excluding the value of their main home) exceeding the upper limit specified in the Care & Support (Charging and Assessment of Resources) Regulations 2014, they will be required to pay the full cost of the Personal Budget. In such circumstances a financial assessment will not be undertaken but benefits advice will be offered if appropriate. Details of the current upper capital limit are provided in Appendix A.

5.7.2 Capital and Savings

Capital and savings can include for example, cash, funds held in a bank, building society and Post Office accounts, saving bonds, premium bonds, stocks and shares, ISA's, Peps. This list is not exhaustive.

Any jointly held savings will normally be divided in half unless evidence is provided to verify that the person entitled to a Personal Budget does not have legal and beneficial ownership to half the jointly held asset.

The value of any property that is not the main residence of the person entitled to a Personal Budget will also be counted as capital but may be disregarded in certain circumstances; each situation will be considered on a case by case basis. In cases where the person entitled to a Personal Budget moves from an owner occupied home to tenanted accommodation, any capital asset in the former home will be taken into account in accordance with the rules governing eligibility to income related benefits such as Income Support and Guaranteed Pension Credit.

The treatment of different types of capital and savings other than property will be in strict accordance with the guidance set out in the Care & Support (Charging and Assessment of Resources) Regulations 2014.

5.7.3 Calculation of Income

The following income will always be disregarded in the financial assessment:

- Earnings
- Statutory Sick Pay, Statutory Adoption Pay and Statutory Maternity Pay or Allowance
- The mobility component of Disability Living Allowance and Personal Independent Payment
- The night time element of the care component of Disability Living Allowance and Attendance Allowance unless night time care is provided by Social Services
- War disablement pension and War Widows Pension in line with local Housing Benefit scheme, however any Constant Attendance Allowance paid will be included
- Savings Credit element of Pension Credit
- Working Tax Credit
- Winter fuel and Cold Weather payments
- Carer's Allowance

Regard will be given to all other income and unless stated otherwise in this document, it will be treated in accordance with in the Care & Support (Charging and Assessment of Resources) Regulations 2014.

5.7.4 Allowances

The allowance is the minimum amount of money which the person entitled to a Personal Budget is deemed to need for their day to day living. This is calculated by adding together:

- Basic levels of Income Support or Guaranteed Pension Credit plus a buffer of 25% (i.e. the amount of protected income) plus
- Assessed levels of allowable Disability-Related Expenditure plus
- Allowable Housing Costs

5.7.5 Disability Related Expenditure

Where the person entitled to a Personal Budget is in receipt of one or more of the following disability benefits, consideration will be given to any appropriate disability-related expenditure:-

- The Severe Disability Premium of Income Support or Income-based Job Seeker's Allowance.
- The Severe Disability Addition of Pension Credit
- Attendance Allowance
- Disability Living Allowance Care Component
- Personal Independence Payment (Daily Living Component)
- Constant Attendance Allowance
- Exceptionally Severe Disablement Allowance

The overall aim is to allow for reasonable expenditure needed for independent living by the disabled person. Items where the disabled person has little or no choice other than to incur the expenditure due to a disability need will normally be allowed. Costs arising simply from matter of personal choice will not be allowed.

All disability related needs resulting in additional expenditure must be detailed as part of the person's Needs Assessment. Additional documentary evidence may be required. Ongoing need for the allowance of agreed Disability Related Expenses will need to be confirmed at each subsequent review. There may be a requirement for evidence to be provided at each review.

The disability related expenditure allowances, where appropriate, will have regard to the standard Disability Related Expenditure rates detailed in Appendix C of this document. The figures in Appendix C are not fixed allowances but rather guideline figures which will be taken into account in any assessment of actual expenditure.

In some cases only a percentage of expenditure may be allowed if it is a joint expenditure.

The annual percentage increase in Disability Related Expenditure, which will not be less than the Consumer Price Index percentage increase set annually by government around November, will be as stated in Appendix A of this document.

5.7.6 Allowable Housing Costs

The following may be allowed and considered as part of the financial assessment depending on the service user's circumstances:-

- **Rent** (net of Housing Benefit). If the person receiving a service is paying rent to a relative, an allowance for this amount will not automatically be allowed. This situation could arise when the person receiving the service is living in a relative's house and is being charged rent, or where a relative rents a house to the person receiving the service. Housing Benefit principles will be followed to determine whether a commercial arrangement is in place, in which case an allowance for housing costs will be considered. The definition of "Relative" is as defined in the Care & Support (Charging and Assessment of Resources) regulations 2014. In the

case whereby someone is in receipt of Universal Credit, we may allow for the full rent payable.

- **Council Tax** (Net of Council Tax Benefit)
- **Mortgage** - The insurance element of an endowment mortgage will be allowed. If the person receiving a service is repaying arrears as part of their regular mortgage payment or is making an increased payment to reduce the length of their mortgage, then the additional amount will not be allowed except where the person receiving a service has no choice but to make these payments.

Where the person receiving a service is in receipt of income related benefits that include payments towards their mortgage interest but are required to make additional payments to their lender, these additional amounts are allowable as housing costs.

- **Service Charges** - An allowance may be made for service charges that must be paid for under the terms of the lease and which relate to the provision of adequate accommodation. Accordingly, an allowance may be made for items such as management fees, insurance, repairs and cleaning of communal areas. Allowances will not be made for items that are considered normal day to day living expenses e.g. heating, laundry or meals. An allowance for eligible service charges will only be considered if they are not already covered by Housing Benefit. Where allowances are made they will be made in line with Housing Benefit regulations.
- **House Building Insurance** for owner occupiers - an allowance will be made for building insurance. No allowance can be made for contents insurance. Where a contents and building insurance is purchased as a combined policy we will allow for 50% of the costs.

5.8 Assessment of Couples

Telford & Wrekin Adult Social Care will only assess the resources of the Cared For person or their share of joint resources when deciding how much to charge. It will not take into account assets owned by another person. However, assessing the resources of the Cared for person can be complex particularly in the case of one of the couple with jointly held assets. Some assets will be in both people's names while others may be in one person's name but in practice be used as a joint asset.

Telford & Wrekin Adult Social Care will consider the facts in each individual case.

The spouse or partner of a person entitled to a Personal Budget does not have to disclose their financial information if they choose not to except in respect of any income related benefits such as Income Support, Employment Support Allowance, Job Seekers Allowance or Pension Credit in payment as one of a couple.

The Council will financially assess members of couples or civil partnerships to provide the person entitled to a Personal Budget with the most beneficial outcome.

Where the partner chooses to disclose their financial information the same income disregards will be applied as detailed in paragraph 5.7.3 above.

Where, taking account of the resources and expenditure of the couple or household, the

assessed contribution towards a Personal Budget would reduce a couple or a households' income below basic levels of Income Support plus 25% or, for those aged over Working Age Guarantee Pension Credit plus 25%, the assessment will be applied on the basis of the household.

Where the person entitled to a Personal Budget is living as a member of a couple, the Council is entitled to consider in individual cases whether each person has an equitable right to the capital, savings and income of their partner. Telford & Wrekin Council may consider in certain cases whether one partner has an equitable right to their partner's resources.

Income related benefit income, such as Income Support, Employment Support Allowance, Job Seekers Allowance or Guaranteed Pension Credit, to which entitlement is based on a couple's needs, will be divided equally when assessing the available income of the person entitled to a Personal Budget.

People entitled to a Personal Budget who have a partner will be offered an individual assessment and a joint assessment to identify the most beneficial outcome.

The Individual Assessment

- Under this assessment half of any income related benefits, such as Income Support, Employment Support Allowance, Job Seekers Allowance or Guaranteed Pension Credit , to which entitlement is based on a couple's needs, will be taken to be available to the person entitled to a Personal Budget.
- Half of any jointly-held capital will be taken to be available to the person entitled to a Personal Budget.
- The protected income level included in the allowances will be half the appropriate couple rate.
- If treating the person entitled to a Personal Budget as a single person results in a nil charge no further assessments will be necessary.

The Joint Assessment

- This assessment takes account of the income of both members of the couple.
- This will include Disability Related Benefits, but any Disability Related Expenditure will be off-set against any disability benefit in payment to either member of the couple.
- Allowances will be based on the appropriate couple rate of protected income
- Their joint housing costs.

The financial assessment which results in the lowest contribution will be taken as the chargeable income of the person entitled to a Personal Budget.

5.9 Where both partners are Receiving Care Services

A further assessment will be required if both partners are entitled to a Personal Budget and either of the above assessments result in a charge.

In this scenario the couple can be treated as one entity and a single contribution calculated.

Whichever contribution calculation is most favourable will be applied.

5.10 Financial Assessment of families that include children

Where the person entitled to a Personal Budget has a dependent child or children, a comparative assessment is necessary. Where income is received in respect of the child or children that equals or exceeds the basic Income Support child allowances plus the appropriate buffer percentage, the child or children will not be included in the financial assessment. Where the income received in respect of the child or children is less than the income support allowances appropriate to the child or children plus the buffer the child or children and any income paid in respect of them will be included in the financial assessment. This ensures that the family as a whole is not left with less than basic income support plus the percentage buffer appropriate at the time.

5.11 Charge Calculation

To calculate the contribution payable, each financial assessment will:

- identify and calculate the level of income to be included in the assessment
- identify the total allowances, including any allowable disability related expenditure and any allowable housing costs
- calculate the amount that can be charged for non-residential services

Total Income less Total Allowances equals Available Income

The assessed contribution will be the lesser of the available income or the amount of the Personal Budget.

5.12 Rounding

All calculations of income and allowances will be rounded to the nearest penny.

5.13 Commencement of Charge

Assessed contributions will be applied from the date the Personal Budget commences. Please see paragraph 5.6.4 above if the person or their authorised representative has unreasonably delayed the financial assessment process.

5.14 Reviews and Changes in a person's circumstances

To ensure that contributions remain fair and reasonable, the person entitled to a Personal Budget can request a review of their financial circumstances and be re-assessed at any time. The person (or their authorised representative) can start the review process by contacting either their Social Worker or the Financial Case Management Team.

If the financial circumstances of the person change they (or their authorised representative) must advise the Financial Case Management Team as soon as possible as this may affect the assessed charge.

An explanation and full details of the revised assessment will be sent to the person or their authorised representative. Any change in the amount of charge will be effective from the date the change in circumstances occurred.

Discretion to make any adjustments from a different date will be exercised by the budget holder after consultation with the Financial Case Management Team Leader.

The financial circumstances of all people receiving a Personal Budget will be reviewed at least annually to take account of the annual increases in benefits and other incomes and expenditures which take place each April. Where the person receiving a Personal Budget is in receipt of benefits paid at standard rates, the new standard amount will be substituted. Benefits paid at non-standard rates will be increased by the same inflator used by the DWP to increase the level of benefits.

For other component parts of the financial assessment, such as occupational pensions, disability related expenditure, rent and council tax, a percentage increase linked to the Consumer Price Index will be applied.

An explanation and full details of the revised assessment will be sent to the person (or their authorised representative). If the figures are not accurate the person (or their authorised representative) will be asked to contact the Financial Case Management Team. Where there is any area of doubt, or a more detailed assessment is required, a full review may be undertaken.

5.15 Appeals against the Financial Assessment

If the person entitled to a Personal Budget (or their authorised representative) disagrees with the financial assessment they should contact the Financial Case Management Team who will explain how the charge was calculated.

If the person (or their authorised representative) remains dissatisfied, they may request a review by the Senior Financial Case Management officer.

If the issue remains unresolved the Group Specialist for the Financial Case Management Team will review the decision. Following this, if the person (or their authorised representative) is still dissatisfied the complaints procedure will be invoked.

Further information on the complaints procedure can be obtained from:

On-line: You can fill in a feedback form on-line by going to our website at www.telford.gov.uk

Email: customer.relationship@telford.gov.uk

By phone: 01952 382006

By letter: You can write to the Customer Relationship Team,
Telford & Wrekin Council
Addenbrooke House
Ironmasters Way
Telford
TF3 4NT

If you find the text in this document difficult to read we can supply it in a format better suited to your needs. Please ask someone to contact the telephone number **01952 382006**.

5.16 Exceptional circumstances and Charge Waivers

The Council wants to make sure that any contribution towards a Personal Budget is fair and reasonable. The Council appreciates that sometimes people who use its services may experience difficulties or exceptional circumstances which the Council should consider on an individual basis. People's circumstances may mean that they have difficulty paying the full amount of an assessed contribution for a short period of time or longer term.

Where a person entitled to a Personal Budget feels they cannot afford to pay their correctly assessed contribution, they (or their authorised representative) should contact the Social Work Practitioner involved to request consideration to waive part or all of the assessed charge.

If the Social Work Practitioner believes a waiver is appropriate they should contact their Service Delivery Manager. If the Service Delivery Manager is satisfied that paying the assessed contribution would have any detrimental impact then after consultation with the Financial Case Management Senior Officer, amended payment arrangements may be agreed, the payment may be reduced or in exceptional cases waived in full. This decision will be reviewed every three months.

5.17 Non-payment of assessed contribution towards Personal Budget

Where the person receiving a Personal Budget does not pay their assessed contribution either in full or in part (without prior arrangement) the Council may consider taking legal action and additional costs may be incurred.

5.18 Joint Working with the Pension Service

The Financial Case Management Team and the Pension Service local office have complementary roles and work together to undertake financial assessments and benefit checks for people receiving a Personal Budget from Telford & Wrekin Council. With the consent of the person (or their authorised representative) information may be shared to streamline the assessment and benefit process. This arrangement is explained during the initial financial assessment and consent to share information can be withdrawn by the person (or their authorised representative) at any time.

5.19 Use of financial information and privacy

Telford & Wrekin Council processes a significant amount of information (including personal data) about the community it serves to enable to be provided efficiently and effectively. The Council recognises its responsibility regarding the personal information it holds about individuals. It implements measures to ensure the personal information it collects is stored correctly and safely.

Any personal information provided will only be used by the Council, partners and service providers. It will not be disclosed unless we are obliged or permitted to do so by law.

To understand what is classed as personal information or to lodge a complaint about how your personal data has been processed please visit the Information Commissioners Office website. To view the Information Commissioner's Office current campaign on privacy please visit ICO Your Data Matters.

For further information on how Telford & Wrekin Council processes your data please visit. www.telford.gov.uk/terms.

5.20 Reviewing the Charging policy & procedure document

This policy & procedure document will be reviewed annually to ensure all rates and amounts are consistent with inflation or other relevant changes which may occur.

This document may be subject to modification on its own or as part of an overall review of the entire Non Residential Charging Policy by the Council.

6. POLICY IMPLICATIONS

6.1 Legal Implications

This policy & procedure is designed to ensure that the Council meets its legal obligations under the Care Act 2014, regulations made thereunder and the statutory guidance.

6.2 Finance and Value for Money Implications

This policy & procedure is designed to make sure that the Council pays appropriately toward the cost of Care & Support Services and ensure that people contribute appropriately to the cost of their care.

6.3 Economic Impact

N/A

6.4 Environmental Impact

N/A

6.5 Other Impacts

N/A

7 CROSS REFERENCE INFORMATION

7.1 Standards

N/A

7.2 Legislation

Care Act 2014

Care and Support (Charging and Assessment of Resources) Regulations 2014

Data Protection Act 2018

7.3 Systems Implications

Charging information is held on LAS and ContrOCC. This system has an interface with the Council's Agresso billing and payments system.

7.4 Other Relevant Documents

N/A

7.5 Linked Policies

- Charging Policy for Adults in Residential and Nursing Home Care
- Direct Payments policy
- After-care services provided under Section 117 of the Mental Health Act 1983
- Adult Social Care Complaints: www.telford.gov.uk/info/20384/complaints/36/adult_social_care_complaints
- Access to Records/Information we hold about you

Appendix A: Schedule of Rates of Charge for Non Residential Services

Schedule of Telford & Wrekin Council's Rates of Charge for Non-Residential Services; and Rates of Allowances used within the financial assessment calculation.

ITEM	April 2018	April 2019	April 2020	Review Process
Minimum Charge for services (In some cases your contribution may be assessed as NIL)	£3.00	£3.00	£3.00	Member's Approval
Maximum Charge for services	n/a	n/a	n/a	Member's Approval
Upper capital limit used in assessments	£23,250.00	£23,250.00	£23,250.00	Dept of Health
Lower capital limit used in assessments	n/a	n/a	n/a	Dept of Health
Rounding – assessed weekly charges will be rounded	To nearest penny	To nearest penny	To nearest penny	Member's Approval
Consumer Price Index increase used for up ratings to Disability Related Expenses	3%	1.8%	1.8%	Member's Approval

Buffer % on top of basic Income Support & Pension Credit	Period	Review Process
25%	1 st April 2019 onwards	Member's Approval

APPENDIX B: Protected Income levels included in the calculation of allowances

Allowance	Age	Level of Disability Benefits	Amount 20/21
Couple (Both Carers) 18 + No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£302.00
Couple (Both Carers) 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£332.63
Couple (One Carer) 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£255.13
Couple (One Carer) 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£285.75
Couple 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£208.25
Couple 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£238.88
Couple (Both Carers) Pension Credit age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£425.25
Couple (One Carer) Pension Credit age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£378.38
Couple Pension Credit age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£331.50
Half-Couple (Both Carers) 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£151.00
Half-Couple (Both Carers) 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£166.32
Half-Couple (One Carer) 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£127.57
Half-Couple (One Carer) 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£142.88
Half-Couple 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£104.13

Half-Couple 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£119.44117.44
Half-Couple (Both Carers) Pension Credit Age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£212.63
Half-Couple (One Carer) Pension Credit Age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£189.19
Half-Couple Pension Credit Age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£166.75
Single 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£136.63
Single 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£158.00
Single Carer 18+ No EDP	18 to Pension Credit Age	Low or Middle/Standard PIP/ AA/DLA Care Element	£183.50
Single Carer 18+ With EDP	18 to Pension Credit Age	High/Enhanced PIP/ AA/DLA Care Element	£204.88
Single Carer Pension Credit age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£264.06
Single Pension Credit age	Pension Credit Age	Any rate of DLA Care Component or Attendance Allowance	£217.19

Appendix C: Disability Related Expenditure Standard Rates

Reference Item	Details of expenditure to be allowed	April 19/20	April 20/21
Bedding Heavy Wear and Tear - Double	Additional costs incurred for frequent replacement incurred because of incontinence or heavy wear and tear will be allowed. Expenditure up to the standard allowance will apply unless evidence is supplied to support a higher weekly amount	2.81	2.86
Bedding Heavy Wear and Tear - Single	Additional costs incurred for frequent replacement incurred because of incontinence or heavy wear and tear will be allowed. Expenditure up to the standard allowance will apply unless evidence is supplied to support a higher weekly amount	2.1	2.14
Clothing and Footwear	Additional costs incurred for specialised clothing or for frequent replacement because of heavy wear and tear will be allowed. Expenditure up to the standard allowance will apply unless evidence is supplied to support a higher weekly amount	7.48	7.61
Domestic Cleaning	The cost of cleaning where it is not included in the care plan and where the person (or anyone else living in the household) is unable to do the cleaning himself or herself will be allowed subject to a maximum weekly amount. Supporting evidence will be required	14.11	14.35
Extra Heating - Multi Occupancy	Additional costs for single occupancy or multi-occupancy homes will be allowed where extra heating is required because of age medical condition or disability. The standard allowance will apply unless evidence is produced from the last four quarterly bills to show that expenditure exceeds details of the average costs held for the area and type of dwelling.	3.81	3.87
Extra Heating - Single Occupancy	Additional costs for single occupancy or multi-occupancy homes will be allowed where extra heating is required because of age medical condition or disability. The standard allowance will apply unless evidence is produced from the last four quarterly bills to show that expenditure exceeds details of the average costs held for the area and type of dwelling.	5.72	5.82
Gardening	The cost of basic garden maintenance where the person (or anyone else living in the household) is unable to maintain the garden himself or herself will be allowed subject to a maximum standard weekly amount. Supporting evidence of expenditure will be required	10.59	10.77
Laundry	Additional costs incurred because of incontinence with personal cleanliness problems will be allowed. Expenditure up to the standard allowance will apply unless evidence is supplied to support a higher weekly amount.	3.99	4.06
Shopping	The cost of shopping where it is not included in the care plan and where the person (or anyone else living in the household) is unable to do the shopping himself or herself will be allowed subject to a maximum weekly amount. Supporting evidence will be required	14.11	14.35
Community Alarm system	Actual cost unless included in Housing Benefit or Supporting People Grant	N/A	

Item	Amount	Evidence
Powered bed.	Actual cost divided by 500 (10 year life) up to a maximum of £4.50per week.	Evidence of purchase if available.
Turning Bed.	Actual cost divided by 500 up to a maximum of £7.88 per week.	Evidence of purchase if available.
Powered reclining chair.	Actual cost divided by 500 up to a maximum of £3.57 per week.	Evidence of purchase if available.
Stair-lift.	Actual cost divided by 500 up to a maximum of £6.36 per week.	Evidence of purchase without DFG input.
Hoist.	Actual cost divided by 500 up to a maximum of £3.12 per week.	Evidence of purchase without DFG input.
Holidays.	Actual additional cost in excess of normal costs for a similar holiday divided by 52.	Evidence of actual cost for comparison purposes.
Prescription Charges.	Cost of an annual season ticket divided by 52 or actual cost of prescriptions, whichever is less.	For those not eligible for free prescriptions.
Transport.	Discretionary based on costs that are greater than those incurred by an able bodied person. Note: - Mobility Allowance cannot be included in the normal financial assessment as an income but the statutory guidance states that transport costs should be allowed necessitated by illness or disability, including costs of transport to Day Centres, over and above the mobility component of DLA if in payment and available for these costs. This implies that transport costs do not need to be allowed if Mobility Allowance is considered sufficient to meet such costs.	Evidence in the Care Plan for the need for specialist transport.
Communications.	Discretionary based on costs that would not usually be incurred Note: - Communication, e.g. telephone or internet access is often a normal part of everyday living and therefore evidence will be necessary to confirm that the cost is disability related.	Evidence of exceptional expenditure.