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**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

# charges for non residential services

East Dunbartonshire Council Social Work Service



**charges for non residential services**





## Introduction

**This booklet provides information about East Dunbartonshire Council's Non Residential Charging Policy. It tells you how much you may have to pay and includes some examples of how we calculate charges.**

### **How are charges calculated?**

East Dunbartonshire Council have set the charges in such a way that those people who receive minimum levels of benefits are protected from the effects of charging as much as possible.

We will also carry out an income maximisation check to ensure that you are receiving all the benefits that you are entitled to. If you should be applying for a benefit but refuse to do so, it will be assumed that you are in receipt of that benefit for the purposes of calculating chargeable income. If you choose not to tell us about your income, then it will be assumed that you have sufficient funds to meet the costs of the chargeable services and you will be charged the full cost of those services.





## Chargeable Services

### Hourcare 24

Hourcare 24 is a Community Alarm service. A special unit connects to your home and gives you peace of mind 24 hours a day. By pressing a pendant that you can wear or the red button on your phone, you will be connected to staff at our control centre that will be able to arrange help for you.

There are two standard charging options available to customers as some customers provide their own Community Alarm unit. Any additions to this service in the form of Telecare equipment will not be subject to any further charge.

Rental of unit and service	<b>£3.77 per week</b>
Service only	<b>£1.88 per week</b>

### Meals on Wheels / Lunch Clubs

If you require Meals on Wheels they will be delivered to you in your own home. A meal consists of two courses and the charge for this service is currently **£2.25** for each meal.

If you attend a lunch club your meal will also cost you **£2.25**.

### Assistance with Transport

All adult, Community Care and Childcare service users who are provided with transport, or helped with transport, from the Social Work service will be asked to contribute towards the cost of transport. This may be in the form of a taxi or a bus provided as part of your service or a combination of these. This is a standard charge of £4.00 per week regardless of the number of times/days you travel.

### Day Care/Day Opportunity Services

Day Care Services may be provided directly by the Council or delivered by another service provider. The traditional model of day care is a service that is provided between 9 am and 5 pm, Monday to Sunday, and is buildings based.

There are other models which provide individual support in the community and are known as Day Opportunity Services.

Charges for Day Care/Day Opportunity Services are means tested and depending on your income the maximum you would be charged for this service is £10 per week, regardless of the number of days you receive a service.



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### Sheltered Housing

Most sheltered housing complexes within East Dunbartonshire Council provide housing support services via the Warden. Where this is the case a charge will be applied based on the average cost of the housing support services provided. The **maximum** charge for this service is currently **£13.41 per week**.

### Care at Home

Care at home services which include Supported Accommodation, Supported Living, Housing Support, Independent Living Services and Direct Payments can provide help and assistance to people in their own home, or within the community. To be able to receive care at home services a care needs assessment has to be carried out by a member of our staff who will visit you in your own home.

Our staff will talk to you or your carer about your needs and the type of service that we can provide.

#### Care at Home can:

- Help you around the house.
- Collect things for you like shopping, prescriptions or your pension.
- Provide Personal Care such as dressing, washing and bathing.
- Provide After Care services for people with a mental illness.
- Provide a re-ablement service for people who require short term (6 weeks) rehabilitation when discharged from hospital.

### Charging:

#### Charging Threshold

Age range	Single	Couple
60+	£170	£259
18 - 59	£120	£183

Couples incomes will only be assessed where both partners are receiving a service. If only one person is receiving the service then any income jointly received or capital jointly held will be assumed to be divided equally between the couple, unless evidence suggests otherwise.

A couple can be married, unmarried or of the same sex. The above thresholds are based on weekly income less any disregards. Any income above these thresholds will be charged at 50p in £1. Charges will not exceed the cost of providing the service.





## Charging

### Tariff Income

The total amount of savings and capital that you have will be taken into account when carrying out a financial assessment and a tariff income will be applied. For every £500 or part of £500 that you have above £6,000 you will be assessed as having £1 per week of income.

### Disregards:

- Disability Living Allowance (Mobility Component)
- War Disablement Pensions
- Independent Living Fund
- War Widows Pension
- Victoria Cross or George Cross payments
- Social Fund payments
- Industrial Disablement Benefit
- Armed Forces Compensation Scheme (£10 per week disregarded)
- All income derived from all benefit paid for or on behalf of a dependent child.

### When we work out your weekly chargeable income we will also deduct:

- The first £25 of earnings.
- Rent, Interest on Mortgage payments
- Council Tax payments, (including water rates, and sewerage) that you have to pay.
- Any backdated benefits you received as a result of your benefits check
- For every non dependant child in your family we will deduct £25 from your weekly income before we work out your charge. (A non dependant child is a young person under 18 for whom a customer has parental responsibilities for, but does not receive any benefits).
- Any other charges already applied E.g Contribution to Independent Living Fund award.
- The difference between the middle rate and higher rate Disability Living Allowance (DLA), and the lower and higher rate Attendance Allowance (AA), will be deducted where there are no night time services provided.



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### Additional Information

#### What happens if the service is being provided to help with child care matters?

If the main reason for providing a service is to help you with particular child care needs, we will take this into account when calculating how much you need to pay.

#### What happens if two Home Carers come to my home?

We will calculate the charge based on the actual number of hours of service provided. For example if one Carer spends 30 minutes in your home, and another spends 45 minutes doing your shopping, we will calculate the charge based on a total of 1 hour 15 minutes of service. If you require more than one Carer at the same time due to health and safety reasons, we will calculate your charge based on one Carer only.

#### What if I have just come out of hospital?

If you are 65 years old or over and come out of hospital after receiving in-patient care for more than one day, you will be entitled to receive **free Home Care services for up to 4 weeks.**

If you have been discharged from hospital and require a period of re-ablement then this will be **free from charging for 6 weeks.**

Relief from charging does not apply to those who receive regular or frequent admissions to in-patient care as part of their ongoing care arrangement.

After the agreed free period normal charges will be applied and we will use the information from your original financial assessment to work out how much you are due to pay.

If you are a new customer, a member of staff from the Social Work Department will complete a financial assessment form and help you apply for any benefits you may be entitled to.

#### You will not be charged for the service if:

- You have a terminal illness.
- It is Personal Care and you are aged 65 or over.

#### Will my savings and capital affect the charge?

Yes. The total amount of savings and capital that you have will be taken into account when carrying out a financial assessment and a tariff income will be applied. What this means is that for every £500 or part of £500 that you have above £6,000 you will be assessed as having £1 per week of income.

#### What happens when the service is purchased by the Council on my behalf from a private or independent care provider?

There will be no difference in the amount you will be asked to pay if we decide to purchase services on your behalf from another care provider. We may however ask you to pay the provider direct.



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### **If other people live in my home will their income affect my assessment?**

Couples incomes will only be assessed where both partners are receiving the service. If someone lives in your house who is not your partner or spouse we will not take their income into account.

### **What if my income changes**

You should notify us as soon as possible of any changes to your income as it may affect your charge. We will then recalculate the amount you have to pay.

### **Who will complete my financial assessment?**

A member of staff from the Social Work Department or external provider will visit you at home and help complete a financial assessment. Alternatively, advice and support can be provided through the Citizens Advice Bureau.

### **They will**

Check you are receiving all the benefits you are entitled to. Help you fill in claim forms for other benefits.

### **What if I am unhappy with any part of my Financial Assessment?**

Section 87 (1A) of The Social Work (Scotland) Act 1968 states that a Local Authority must be satisfied that the service recipient's means are insufficient to pay the amount they would otherwise be charged, before a decision can be made to reduce or waive the charge.

We do however recognise that some people may face financial hardship as a result of the application of this policy, therefore abating or waiving of charges may be considered by the Head of Social Work.

If a customer believes that they will suffer from financial hardship due to the charges applied, they have the right to request an abatement or waiver of the charge. Any such request must be supported by evidence of ALL income and expenditure prior to any decision being made.

Customers have the right to complain about any aspect of the application of this policy and any complaint received will follow the guidelines as set out in East Dunbartonshire Council's Social Work Complaints procedure.

In the interest of fair and equitable treatment of customers, it is East Dunbartonshire Council's policy to vigorously pursue any debt owed to the council for any purpose.





## Examples of Charges

### Example 1

If you are a single person (**65yrs+**) and receiving the following services weekly;

5 hours personal care (free)	£00.00
2 hour non personal care	£28.00
Assistance with transport	£ 4.00
Attending Day Care	£10.00

**Total chargeable amount                      £42.00**

Financial Assessment	
Weekly chargeable income	£278.00
less (charging threshold)	(£170.00)
Disposable income	£108.00

Income based charge @ 50p in the £      £54.00

**Maximum charge applied would be £42.00 per week**

**Based on disposable income, individual can afford to pay up to £54 per week towards their services, however this would be limited to £42 per week being the maximum charge for services received.**

### Example 2

If you are a single person (**65yrs+**) and receiving the following services weekly;

5 hours personal care (free)	£00.00
2 hour non personal care	£28.00
Assistance with transport	£ 4.00
Attending Day Care	£10.00

**Total chargeable amount                      £42.00**

Financial Assessment	
Weekly chargeable income	£200.00
less (charging threshold)	(£170.00)
Disposable income	£30.00

Income based charge @ 50p in the £      £15.00

**Maximum charge applied would be £15.00 per week**

**Based on disposable income, individual can afford to pay £15 per week towards their services. The charge is therefore capped at £15 per week. Had this individual chosen not to disclose their income details, then the charge would be £42 per week.**



### Example 3

**Miss B (61 yrs), has severe learning difficulties and lives in Supported Accommodation costing £1200.00 per week and receives Day Opportunity services costing £10.00 per week**

She has Weekly Income of	
Income Support Personal Allowance	£64.30
Income Support disability Premium	£31.00
DLA Care High Rate	£79.15
DLA Mobility High Rate	£55.25
Severe Disability Premium	£59.50
Housing Benefit	£50.00
<b>Total income</b>	<b>£339.20</b>

Disregards	
Rent	£50.00
Council Tax	£11.95
Water & Sewage Rates	£ 2.00
DLA Mobility	£55.25
<b>Total disregards</b>	<b>£119.20</b>

Chargeable Income	£339.20
less disregards	£119.20

<b>Total chargeable income</b>	<b>£220.00</b>
Less charging threshold	£170.00
Disposable income	£50.00
Income based charge @ 50p in the £	£25.00

**Maximum charge applied would be £25.00 per week.**

### Example 4

**If you are a single person under 60 yrs and receiving the following services weekly;**

2 hour personal care (£14 per hr)	£28.00
Day Opportunity services	£10.00

**Total chargeable amount                      £38.00**

Weekly chargeable income	£190.00
less (charging threshold)	£120.00
Disposable income	£70.00

Income based charge @ 50p in the £      £35.00

**Maximum charge applied would be £35.00 per week.**



## charges for non residential services

### Contact Addresses

#### Social Work Headquarters

Southbank House  
Southbank Business Park  
Kirkintilloch G66 1XQ  
Tel No: 0141 777 3000

#### Home Care Section

Southbank House  
Southbank Business Park  
Kirkintilloch G66 1XQ  
Tel No: 0141 777 3001

#### Community Care Finance

Southbank House  
Southbank Business Park  
Kirkintilloch G66 1XQ  
Tel No: 0141 777 3004

#### Home Care Finance

Southbank House  
Southbank Business Park  
Kirkintilloch G66 1XQ  
Tel No: 0141 777 3002

#### Kirkintilloch Health Care Centre

Community Care  
10 Saramago Street  
Kirkintilloch G66 3BF  
Tel No: 0141 355 2200

#### Citizens Advice Bureau

11 Alexandra Street  
Kirkintilloch  
G66 1HB  
Tel No: 0141 775 3220

#### Ceartas (Advocacy Service)

McGregor House  
Suites 5-7  
Kirkintilloch  
G66 1XF  
0141 775 0433





## Further Information

For further information please refer to the inside back cover for details.

## Other Formats

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Corporate Communications Team at 12 Strathkelvin Place, Kirkintilloch G66 1TJ Tel: 0300 123 4510.

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔