



## **Social Services and Well-being (Wales) Act 2014**

### **Information Leaflet: Charging policy for home care and other non-residential social services**

**April 2020**

This leaflet is available on request in Braille, large print, audio, electronic formats, British Sign Language or tactile communication (e.g. hands on sign or deaf blind manual). It is also available in Welsh.

## **Charging for Social Services**

Non-residential social care services are services provided for you following an assessment of your care needs to promote your independence, whilst living at home. These services are known as a package of care. When you apply for a package of care you cannot opt to receive a level of service which exceeds your assessed requirements.

## **Why does Powys County Council charge for community care services?**

The Social Services and Wellbeing (Wales) Act 2014, provides local authorities with the discretion to charge for non residential social care services.

Where a person is provided with community care or supporting people services, a contribution towards the cost may be required from them. This contribution is determined following the completion of a financial means assessment.

## **Invitation to participate in a financial means assessment**

The maximum charge for a package of care is £100.00 per week.

You have the option of either completing a financial means assessment to determine your contribution or paying for the cost of your services up to a maximum of £100.00 per week.

It is in your best interests to request a financial means assessment as your assessed contribution towards the services you receive may be less than the maximum charge or nothing at all.

We have enclosed a letter offering you the opportunity to participate in a financial means assessment to determine your contribution towards the cost of your package of care.

### **How is the charge calculated?**

A financial means assessment is undertaken by an Awards Officer to calculate your contribution. They will ask you for your financial details including, savings, income, capital and expenditure. You will also have the opportunity to participate in a welfare benefits check to ensure you are receiving all of the benefits to which you are entitled. You will be informed of your weekly charge in writing.

The Charging Policy is designed to identify the amount which you can reasonably be expected to pay. It ensures that when you pay your charge, your remaining income is not reduced below the means tested benefit relevant to your circumstances plus an additional 45% disregard (35% buffer and 10%

disability related expenditure on your basic income entitlement).

We will review your financial circumstances annually and will write to you to inform you of the outcome of the assessment.

**The definition of “a week” is service received between a Saturday and a Friday.**

All cases are accepted on a temporary basis and are reviewed at regular intervals. For Domiciliary Care, times and hours may be slightly adjusted, from time to time, to incorporate new service users, or when staff take their holidays. When your carer is on annual leave or sick leave, a relief carer may be arranged without notice.

## **Benefit Check**

If you choose to have a financial means assessment, we will undertake a welfare benefit check to ensure you are receiving all the benefits you are entitled to.

## **Someone to help you with the financial means assessment and act as your representative**

You may appoint a family member or representative to assist you and act on your behalf in the assessment process. If a home visit is required they may wish to be present.

Below are contact details of organisations in this area that could provide support or assistance if required.

## **Powys Age Cymru**

<http://www.ageuk.org.uk/cymru/powys/information-and-advice/>

01686 623707 or 01982 553436

## **Independent Age**

<http://www.independentage.org/>

020 7605 4200

## **Citizens Advice Bureau**

<https://www.citizensadvice.org.uk/wales/>

0345 601 8421

## **If your circumstances change**

If your financial circumstances change you must contact us so we can undertake a review of your financial assessment. If you believe your care needs have altered, you should advise your Care Manager.

**Important:** If the level of service you receive reduces, your contribution towards these services may not automatically decrease. This will be the case where the cost of the service you receive is greater than your charge.

## **Community based services for which charges are made:**

Powys County Council will charge for the following services:

- Home care (domiciliary care)
- Family aide services
- Attendance at a day centre
- Attendance at day and employment services
- Transport (but not transport to a day centre)
- Supported tenancy services
- Community alarms
- Warden services
- Shared lives scheme
- Short term respite in a care home

## Meals

Meals provided at a day centre are not included in a package of care, and therefore are not included in your contribution identified following your financial means assessment. They are charged for separately at a flat rate.

## Services not charged for include:

- Services provided to a person under the age of 18 years
- Assessment of need and care planning
- Advice about the availability of services
- Transport to a day centre
- Equipment and housing adaptations (not provided through Disabled Facilities Grant)
- Home Aide services (for people with mental health problems)
- After care services provided under Section 117 of the Mental Health Act 1983

- Re-ablement Scheme (time limited package of intermediate care)
- Disabled persons parking badges

We cannot charge for transport to a day centre but we can charge for other forms of transport.

## Level of charges

Powys County Council reviews its level of charges periodically and the following maximum charge for services is correct as at 11<sup>th</sup> April 2020.

### Level of charges –

Service	Unit Cost from 11 <sup>th</sup> April 2020
Home care (domiciliary care)	£20.50 per hour
Learning Disability services in the community	£20.50 per hour
Direct Payment scheme	£11.41 per hour PA rate £14.47 per Hour agency rate £8.72 per hour sleeping night rate
Attendance at a day centre	£15.00 per day
Attendance at day and employment services	£15.00 per day
Transport to a day centre	No charge
24 hour support (supported tenancy)	£100 per week
Short term respite in a care home	£100 per week per single episode of care



Shared lives scheme	£100 per week per single episode of respite care
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## Meals

Meals provided by the Powys County Council are charged for separately at the following flat rate:

Meals at the day centre	£7.50 per meal
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## Carers

Services which are provided directly to carers by social care services, such as training in moving and lifting or specialist care needs, are not subject to a charge. Social care services also fund care agencies which provide free 'breaks' for carers.

## Assessing charges for couples/households

Only the income payable to or in respect of the individual who is the care recipient will be taken into account when completing a financial means assessment.

Where both individuals are assessed as requiring a service, they will be assessed individually unless it is to their advantage to have a joint assessment.

## Services received by the Direct Payments Scheme:



Where a person has chosen to receive their services through the direct payment scheme, their contribution towards the cost of providing their service will be financially assessed in the same way as services provided through Powys County Council.

## **Right to request a charge review**

You can apply for a review of your charge if you consider your financial means assessment was incorrectly undertaken, or that it is not reasonably practicable for you to pay the charge.

If you think your financial means assessment was incorrectly undertaken you should contact us, either in writing, or via telephone. We will arrange for your financial details to be reviewed and write to inform you of the outcome of this review.

If you consider it is not reasonably practicable for you to pay the charge you have been assessed to pay you can apply for your charge to be reviewed, reduced or waived.

## **Reduced or waived charges**

Social Services have a charging review process which considers applications for charges to be reduced or waived. You should contact your Care Manager who will assist you to complete the appropriate application form (CC12) which can be obtained from your local area office.

## Debt management procedure

If you experience difficulty in paying your assessed charge you should notify us. We can advise the Council's Debt Management Team who will discuss the options available to you. Charges imposed are treated as a civil debt and the Council will, if necessary, take action to recover any debt owed through the Courts.

## Methods of paying for your services

You can pay by:

- Direct debit
- Debit or credit card online at [payments.powys.gov.uk](http://payments.powys.gov.uk) or by phoning **0845 602 7031 or 01597 827 461** during office hours
- Debit or credit card via the Council's Internet site
- At a Post Office (cash, cheque or debit card) or Paypoint outlet (cash only)

## How to contact Powys County Council:

**Head office address: Powys County Council  
County Hall  
Llandrindod Wells  
Powys  
LD1 5LG**

**Our web address: [www.powys.gov.uk](http://www.powys.gov.uk)**

