



Charges for Social Work Services

This leaflet explains charges for
non-residential services
including
home care, support work,
meals at home, telecare and day care.

APRIL 2011

A guide to charges for Social Work Services

This guide has been written to help you to understand the charges for The Highland Council's Social Work Services. If, after reading it, you still have questions please contact your local Social Work office for more information.

In charging for services, The Highland Council will ensure that you will only pay for the services you receive if you can afford to do so. You will also be offered information about benefits which could increase your income.

If you are over 65 years of age services which meet your personal care are free. You may be charged for services to meet your non-personal care needs.

Which services are charged for?

Everybody must pay the full charge for food, whether provided in day centres or in their own homes.

- Day Care - A £5.00 per week flat rate charge will apply.

You **may** also have to pay for the following services:

- Home Care
- Support Work
- Telecare

How will the charges be worked out?

A member of Social Work Services staff can assist you to complete a financial assessment.

If your income is below £160.00 per week (£245.00 for couples) you will pay nothing. If your income is above these amounts, you will pay part of the cost of services. People on higher incomes may be required to pay the full cost of the services they receive.

What information will I have to give?

We will need to know:

- Your basic financial details, including income from employment, pensions or benefits;
- The details of who deals with your finances if you do not do this yourself;
- The amount and details of your savings;
- Housing costs - what you pay in rent or mortgage and Council Tax;
- Benefits - to check to see if you are receiving the full range of benefits you might be entitled to.

You need to complete and sign an accurate financial assessment form detailing your income and expenses. If someone else deals with your financial affairs they will have to do this for you.

How much will I be asked to pay?

To work out your maximum weekly charge, we will add up your;

- Earnings
- Retirement Pension
- Housing Benefit
- Capital income
- Occupational Pension
- Social Security benefits, including Income Support, and AA/DLA Care component
- Income from savings over £6,000*
* (If your savings exceed £6,000, we will add £1.00 to your weekly income for every £500 you have over £6,000).

We will **ignore** income from:

- Disability Living Allowance (Mobility component)
- War Disablement pension / War Widow's Pension
- Victoria Cross / George Cross / Japanese Prisoner of War payments
- Independent Living Fund payments
- We will ignore the higher rate of both Disability Living Allowance (DLA) and Attendance Allowance (AA) for people who are not receiving care or support during the hours 10pm to 6am. In these circumstances only the middle rate of care component for DLA and the lower rate care component for AA will be taken into account.

We will **subtract**:

- Your housing costs - rent, mortgage, council tax;
- £50 per week for each dependent child

The maximum weekly charge for the services you receive will be no more than 50% of what income remains.

Do I have to give my financial information?

You may choose not to provide us with your financial details. In this case we will be unable to assess your income and you will have to pay the full charge for the services you receive. All financial information you provide will be confidential and will not be shared with anyone unless you request it.

What if my financial circumstances change?

If, at any time during the year, your financial circumstances change it is your responsibility to let us know. You can do this by contacting your local social work office. If you don't do this, you may be charged too much.

What if I am unhappy with the assessment?

You have the right to have your assessment reviewed. In the first instance, you should contact your local social work office to request a reassessment.

Charges for Non-Residential Services

The charges are based on what it actually costs Social Work to provide the service.

Charges which everybody must pay:

- Day Care - £5.00 per person per week (inc. transport)
- Day Care - £3.15 for a meal
- Day Care - £3.74 for a meal/snack (all day)
- Lunch Club - £3.15 for a meal
- Meals at Home - £2.80 for a meal

Maximum charges for other services:

- Home Care - £16.40 per hour
- Support Work - £14.38 per hour
- Telecare - £5.25 per week

How will I receive bills?

You will receive an invoice approximately every four weeks from Social Work Services for the agreed charge. You will be asked to pay for meals each time you receive them.

What happens if I have difficulty paying?

If you experience difficulty paying the charges, you should contact the local office which dealt with your financial assessment. A review of the information you provided will be carried out.

If this fails to resolve the issue, your case can be considered by the Care Charge Review Group.

Where can I find out more about charging?

If you would like more information about charging for Social Work Services, please contact your local social work office.

Your local social work office can be contacted at:



The following services provide independent advice and information:

- Highland Community Care Forum,
Highland Carers Advocacy - 01463 723569
- Highland Community Care Forum,
Connecting Carers Information Line - 01463 723561
- People First - 01463 723576
- The Highland Council Money Advice Team - 0800 090 1004
Email: money.advice@highland.gov.uk
- The Highland Council Customer Income Maximisation
Team (Benefits & Entitlements) - 0800 090 1004
Email: income.maximisation@highland.gov.uk
- Caithness Citizens Advice Bureau - 01847 894243
- Inverness, Badenoch and Strathspey
Citizens Advice Bureau - 01463 237664
- Lochaber Citizens Advice Bureau - 01397 705311
- Nairn Citizens Advice Bureau - 01667 456677
- Ross & Cromarty Citizens Advice Bureau - 01349 883333
- Skye & Lochalsh Citizens Advice Bureau - 01478 612032
- East Sutherland Citizens Advice Bureau - 01408 633000
- North West Sutherland
Citizens Advice Bureau - 01971 521730