

ABERDEEN CITY COUNCIL

COMMITTEE	Education and Children's Services
DATE	2 June 2015
DIRECTOR	Judith Proctor, Chief Officer
TITLE OF REPORT	Review of Social Work Non Residential Charging Policy
REPORT NUMBER:	ECS/SCW/016
CHECKLIST RECEIVED	Yes

1. PURPOSE OF REPORT

The purpose of the report is to seek final agreement from members of the Committee, with regard to the proposed changes to the Social Care Non Residential Charging Policy. The revision of the Non Residential Charging Policy is required to ensure its applicability to the national and corporate priorities for Self Directed Support (SDS).

2. RECOMMENDATION(S)

It is recommended that members of the Committee agree:

- i. That the current charging methodology of levying set charges for specific services should be discarded;
- ii. That the Council should have one Social Work Non Residential Charging Policy which will apply regardless of how the individual chooses to receive their care under Self Directed Support. This policy is attached in Appendix A;
- iii. That the revised policy is called "Contributing to Your Care and Support";
- iv. That the revised policy is based on an individual being expected to make a contribution towards the total cost to the Council of all chargeable care provided, subject to a financial assessment;
- v. That the percentage contribution of the total cost of all chargeable care and support provided is set at 70% for the financial years 2015/16 and 2016/17;
- vi. That partner's income will not be taken into account for the purposes of determining the contribution an individual will pay towards their care and support;
- vii. To increase the period for which an individual aged over 65 is entitled to free social care services following discharge from

- viii. hospital, from 28 days to 42 days in accordance with national guidance;
 - viii. That a transition period be established, where the Council will calculate the difference between an individual's current charge and the contribution calculated under the new policy. In the 2015/16 financial year this would be 33% of the difference, rising to 66% in 2016/17 and in 2017/18 the full charge would be payable;
 - ix. That the new policy will be implemented as part of the programme of roll-out of self-directed support, managed by the SDS Project Manager and overseen by the SDS Programme Board;
 - x. That a programme of Financial Assessments for current service users be carried out as part of their assessment of needs and the development of their individual budget under SDS;
 - xi. That charges for Housing Support services in Sheltered and Very Sheltered Housing remain separate to this policy.

3. FINANCIAL IMPLICATIONS

The Contributing to Your Care and Support policy is designed to be implemented with a zero impact on the anticipated level of income generated to the Council, through charging for social care services.

Income from charging for Social Care and Wellbeing services is budgeted to be £2.1m in the current financial year. Retaining the 67% taper on income and setting the expected contribution at 70% would generate an income in the region of £2.2m.

In future years, the amount of income generated by the service could be increased or decreased, by varying either the taper on income or the expected contribution, or both.

The financial modelling has been based on the current financial information available from completed financial assessments of individual service users and the cost of their current package of care and support.

There are a number of caveats to the financial modelling:

- A number of clients have chosen not to have a financial assessment and currently pay the full charge. If they are expected to make a larger contribution, they may choose to have a financial assessment and may end up paying less than currently;
- Income may increase as people are brought into the new regime, who have not previously had to make a contribution;
- Income during the transitional phase may decrease, as service users are only expected to pay a percentage of the difference between the old charge and the new contribution.

Until all of the financial assessments are completed and individual budgets allocated to all affected service users, we are unable to definitively state what the financial impact of the revised Policy will be. This will become apparent during the 2015/16 financial year and will be reported to the relevant Committee.

There will be an impact on staff in the Council's Finance Team, who will need to process an increased volume of financial assessments and reassessments, as part of the introduction of Self Directed Support. Discussions have taken place between the relevant services and monies will be wired to the finance team to support a fixed term post to process financial assessments. The workload of this post will be monitored to establish whether a permanent post is required. This temporary post will be funded from within existing resources.

4. OTHER IMPLICATIONS

Assistance from a solicitor in Legal Services has been provided, to ensure the legality of the proposals.

An EHRIA accompanies this report. This EHRIA is based on the outcome of two engagement sessions held with groups representing service users, voluntary organisations and providers of social care services.

In order to implement the Contributing to your Care and Support Policy, a new financial assessment or reassessment will be required for all social work clients who come within the scope of the new policy. These financial reviews will be undertaken in conjunction with the introduction of SDS.

The introduction of the Contributing to your Care and Support Policy will be fully embedded into the continued roll out of SDS and will be led by the SDS Team, managed by the SDS Project Manager and overseen by the SDS Programme Board. A training and communication programme for SDS will be delivered which will include financial assessments and contributions to care and support.

5. BACKGROUND/MAIN ISSUES

5.1 Background

As part of the Priority Based Budgeting proposals for the 2012/13 financial year, a proposal was put forward to increase income via a review of the Social Care Non Residential Charging Policy, including an increase in charges and a reconsideration of which services were chargeable. Whilst the financial savings proposed through this PBB option were not included in the final budget, work has continued to review the existing charging policy. A revised option (SCW31) was

taken forward as part of the Priority Based Budgeting Proposals for 2013/14, although no figure was attached to the option.

The meeting of the Social Care and Wellbeing Committee in November 2012, agreed in principle that the current charging methodology of levying set charges for specific services should be discarded, in favour of a charging policy based on a percentage contribution to the total cost of all chargeable care provided. The meeting also agreed in principle that the Council should have one charging policy, which would apply regardless of whether an individual had their services commissioned for them by the Council, or they were in receipt of a personalised budget/self-directed service.

The Committee on 13th September 2013, agreed in principle that the revised charging policy be based on an expected contribution towards the total cost to the Council of all chargeable care provided, with the percentage contribution set at 70%.

A report was presented to the Social Care and Wellbeing Committee on 25th March 2014, which delayed implementation until October 2014 and requested that a final report be brought to the Committee in August of that year. On 28th August, the matter was dealt with via the Committee Business Statement, referring the matter to be considered as part of the budget setting process. Following a re-evaluation of the implications of report, the matter was not considered within the budget papers. The policy is now presented to this Committee to ensure that the principles of equity and fairness in charging for services, are applied to the roll-out of SDS.

This report seeks to establish final agreement to the introduction of the Contributing to Your Care and Support Policy, linked to the roll-out of SDS and setting the expected contribution at 70%.

The non-residential charging policy does not incorporate charges for Residential Services as they are made in accordance with regulations made under the National Assistance Act 1948. The non-residential charging policy does not incorporate charges for sheltered or very sheltered housing.

5.2 The Current Policy

The current charging policy was updated in April 2011, with an uplift of 5% across all charges (except for housing support in sheltered/very sheltered housing, previously known as warden services).

The current policy levies a flat rate charge for those services defined as being within the scope of the policy. The flat rate charge bears no relation to the actual cost of the service to the Council. Under the current policy, assessment for service is founded on the principle that the level of service received is based on need and not on ability to pay.

Charges for services are applied following a financial assessment, which determines how much an individual may be required to pay towards their services. A charge is only made if an individual's assessed income is above the income threshold set by the Council. No individual is charged more than the actual cost of providing the service.

The current Personal Allowance is;

- Individuals (under 60 years of age) whose assessed weekly income is £122 or less;
- Individuals (60 years and over) whose assessed weekly income is £173 or less.

Direct Payments: where an individual is currently in receipt of a Direct Payment, they are charged as if the Council were providing the services. After a financial assessment, the amount assessed as the charge is automatically removed at source by the Council and the individual is credited their direct payment minus the charge.

Following the introduction of SDS it will become harder to levy a charge under the charging policy as laid down currently, where individual budgets are given to individuals to achieve outcomes, without a prescription as to what the money is to be used to purchase.

5.3 National Guidance on Charging for Non Residential Services

The 2002 Community Care and Health (Scotland) Act gave the Scottish Executive powers to regulate social care charges in order to achieve a greater level of consistency across Scotland. It was agreed that self-regulation through COSLA would be permitted, if that could achieve the overall policy objective. Over the past decade, national guidance has been disseminated for local authorities to use in determining local charging policies.

National guidance states that:

- Charging policies . . . should be accessible, transparent, fair and equitable and developed from a human rights perspective.
- Policies should be co-produced with the people who might be affected by a charging regime.
- Councils should balance the utility of additional charging . . . against the impact on the quality of life for those who are charged.
- Measures should be taken to ensure that people who use services understand the reasons for charging . . . and that the charges for particular services are clear.
- There should be transparency over what services are chargeable and at what levels.

- Every Council should publish its charging policy.
- Charging policies should define the financial decision making processes that ensures the personal, social and economic circumstances of the individuals are given due regard in determining whether charges should apply.

5.4 The Proposed Charging Policy

The philosophy of the proposed revised charging policy is consistent with the national guidance that any charging policy should be transparent, be non-discriminatory and show equality in the way that charges are applied.

The basic philosophy of the revised charging policy is that it should be:

- Fair and Equitable
- Implementable and implemented consistently
- Monitorable

It is proposed that:

- The revised charging policy should be able to generate a higher income in the future, by varying the income taper, by varying the percentage contribution or by varying both;
- The Council pursues those who don't pay, but retains an element of discretion;
- The Council recognises that it cannot charge for statutory services and those which are delivered free in accordance with national policy;
- Everything else must be considered for charging.

The revised charging policy defines those services which are in scope for charging, as:

- Care at Home (Under 65)
- Care at Home, except Personal Care (for people over 65)
- Personal care for those under 65
- Day Care and day opportunities (including meals)
- One to one support as an alternative to day care
- Support to attend activities, college, university
- Lunch Clubs
- Community Alarm
- Telecare Services
- OT Equipment
- Adaptations
- Care and support services for people with a mental illness
- After Care Services for people with a mental illness
- Overnight/Residential Respite services (all client groups)
- Day and home-based Respite services (all client groups)

- Shared care
- Sitting service/family support
- Laundry Services

The Council cannot charge carers for the provision of services which are provided to them to support their caring role, following a carer's assessment.

Under the proposed charging policy, assessment for service would still be founded on the principle that the level of service received is based on need and not on ability to pay.

The internal Charging Policy Working Group has considered the option of taking partners income into account when completing a financial assessment. The group concluded following financial modelling, analysis and a review of the impact of the new policy in its entirety that to progress with a further significant change to the policy would be detrimental to service users, partners and the Council at this time. Future consideration of partner's income should be undertaken at the next yearly review of the policy.

5.5 The new Charging Methodology

The Council will have one charging policy for non residential social care services, which will apply regardless of whether an individual had their services commissioned for them by the Council, or they chose to arrange their own care services with their SDS budget.

Under the revised charging policy, the current charging methodology of levying set charges for specific services would be discarded.

The charging policy will be based on the service user making a contribution of 70% towards the total cost of all chargeable care provided - i.e. making a contribution of 70% towards the amount they have been allocated as their budget under SDS, following an assessment of need.

Individuals would be subject to a financial assessment, in line with the agreed national guidance and the contribution would be levied in accordance with the individual's assessed ability to meet the contribution.

A transition period would be introduced, to assist those whose contribution is increasing, compared to the charge they previously paid.

It is proposed that the charging thresholds and the financial assessment elements, as outlined in the national guidance and any successor guidance, be retained.

The Contributing to Your Care and Support Policy is attached as Appendix A.

6. IMPACT

Corporate - This report is consistent with the Service's 3 year Business Plan and the Council's 5 year Business Plan. The revision of the charging policy is needed to ensure its applicability to the National and Corporate Priorities for the personalisation of social care services.

Public – An equalities and human rights impact assessment accompanies this report. Two engagement events on the proposals were held in June 2014 and were attended by service users, representatives of service user groups, voluntary sector organisations and providers of social care services.

These events consisted of a presentation and table discussions. The table discussions focused on the impact of the proposals on service users and the potential mitigation the Council could take.

The impact was felt to be:

- The potential that people may not access services if they think they may have to pay;
- The cumulative effect of a number of initiatives on individuals (many of them Government imposed reductions in income) and the additional financial impact of the introduction of charges for those who may not be paying for them at the moment;
- The charge and the rationale for it may not be easily understood by some of those affected;
- Cultural issues may lead some groups of service users not to want to make a financial disclosure. If they refuse a financial assessment, they may be financially worse off;
- The additional financial burden of a contribution, may lead to people making sacrifices in other areas which are detrimental for their wellbeing;
- If services are not taken because of the charge, this may place an additional burden on unpaid carers.

The potential measures the Council could take in mitigation are contained within the EHRIA.

7. MANAGEMENT OF RISK

There is a risk to the Council of not updating the Charging Policy to ensure that it is able to take account of services which are provided through SDS. The risk is that the income the Council currently receives from charging for social care services will decrease. Additional risks and mitigation are included in the EHRIA.

8. BACKGROUND PAPERS

- National Strategy and Guidance for Charges Applying to Non-Residential Social Care Services 2015/16
- Social Care (Self –Directed Support) (Scotland) Bill: Explanatory Notes
- Community Care and Health (Scotland) Act 2002 Guidance on Statutory Rights for Carers
- The Carers Strategy for Scotland 2010-2015
- Department of Health: Fairer Contributions Guidance
- Department of Health: Fairer Charging Policies for Home Care and Other Non-Residential Social Services
- Welsh Government: Introducing More Consistency in Local Authorities Charging for Non-Residential Social Services
- Social Care Charges (Wales) Measure 2010
- Non-residential charging policies from 21 other Local Authorities
- ACC Self Directed Support Direct Payments Handbook
- ACC Charging Policy 2011/12
- Audit Commission: Financial Management of Personal Budgets
- CIPFA: Self Directed Support – Direct Payments. A guide for local authority finance managers
- Scottish Government Social Research: Counting the Cost of Choice and Control – Evidence for the Costs of Self-Directed Support in Scotland
- Financial modelling spreadsheets generated by Social Care and Wellbeing and Corporate Governance staff
- Outcome from two engagement events held in June 2014

9. REPORT AUTHOR DETAILS

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Appendix A

“Contributing to your care and support”

Information on making a contribution towards your care and support services	<p>Aberdeen City Council wants to help people live at home independently, safely and for as long as possible. To help us to continue to provide services to people with a range of needs, we may need to ask you to make a contribution towards the cost of your care and support services.</p> <p>These charges might affect you if you are getting services from us at the moment or if you need them in the future. Charges apply whether the service is provided by Aberdeen City Council or is purchased from an external provider.</p> <p>The figures in this guide are correct for the financial year 2015 to 2016.</p> <p>The expectation of a contribution towards the cost of your package of care and support applies regardless of whether you ask the Council to provide or purchase your care and support on your behalf, or whether the Council has provided you with a SDS budget to meet your care and support needs.</p>
Why am I expected to make a contribution?	<p>Local Authorities don't have to but are allowed by law to charge users of non-residential services provided or arranged under the Social Work (Scotland) Act 1968 and other legislation.</p> <p>These charges must be “reasonable” for people to pay taking into account the type of service provided and a person's ability to meet the cost. Any charges should not exceed the cost of</p>

	<p>providing the service.</p> <p>Your contribution towards your SDS budget will be determined by a financial assessment.</p> <p>You can find out more about financial assessments below.</p>
What can I be asked to make a contribution for?	If you receive a non-residential care service from Aberdeen City Council you may be required to contribute towards the cost of the services you receive.
Who is exempt from being asked to make a contribution to their care?	<p>The following people are exempt from being asked to make a contribution towards the cost of their care and support:</p> <ul style="list-style-type: none"> • People aged under 65 who have a progressive disease where death as a consequence of that disease can reasonably be expected within 6 months, as evidenced through a DS1500 form or a letter from the General Practitioner or Hospital Consultant • People aged over 65 receiving Personal Care in their own home (Personal Care element only) • People aged over 65 receiving new or additional care in their own home following a one off hospital discharge for 42 days, subject to the Council's eligibility criteria • People receiving personal care at home to avoid hospital admission, for the first 14 days only • People with a mental illness who are subject to Compulsory Treatment Orders

	<ul style="list-style-type: none"> • Compulsion Orders under the Criminal Procedure (Scotland) Act 2003 • People in receipt of Criminal Justice Social Work Services • Services for people who are subject to the conditions of a Short Scottish Secure Tenancy (SSST) • Children and young people aged under 18 years (although in some circumstances their parents may be asked to make a contribution towards the cost of services) • Carers receiving services to allow them a break from their caring roles, where this need has been identified following a Carers Assessment. <p>The following services are exempt from being considered as part of the cost of a package of care:</p> <ul style="list-style-type: none"> • Information and Advice • Needs Assessments • Care Management • Personal and Nursing Care for people aged over 65 • Preparation of food where it is conjunction with free personal care
Who will be asked to make a contribution?	For all other users of non-residential services, the Council expects the user to make a contribution towards the cost of their care and support. The National Charging Guidance suggests a level of weekly income <i>below which</i> someone cannot be asked to make a contribution to their care costs.

	<p>These are known as minimum income thresholds and are:</p> <table border="1"> <thead> <tr> <th></th><th style="text-align: center;">2015/16 weekly</th></tr> </thead> <tbody> <tr> <td>Single person under 60 years</td><td style="text-align: center;">£123</td></tr> <tr> <td>Single person over 60 years</td><td style="text-align: center;">£177</td></tr> <tr> <td>Couples under 60 years</td><td style="text-align: center;">£188</td></tr> <tr> <td>Couples over 60 years</td><td style="text-align: center;">£269</td></tr> </tbody> </table> <p>Following a financial assessment, if your assessable weekly income is less than your income threshold figure you should not be expected to make a contribution to your care. If your assessable weekly income is more than your income threshold figure you may be asked to make a contribution towards the costs of your services.</p> <p>The Council applies a taper on available income. Once a financial assessment has been completed and an assessable weekly income has been determined, the Council will calculate the maximum contribution you could make by determining the percentage of remaining income which is available. This is the maximum contribution you could be expected to make, regardless of the cost of your care and support. The contribution would never exceed the cost of your care and support or the amount the Council has given you as your SDS budget.</p> <p>The Council will apply a 67% taper on the maximum contribution you could be expected to make. That means that if you have a</p>		2015/16 weekly	Single person under 60 years	£123	Single person over 60 years	£177	Couples under 60 years	£188	Couples over 60 years	£269
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	possible contribution of £100, the Council would expect that you could pay £67. This is known as your Net Disposable Income.
For which services will I be asked to make a contribution?	You will be expected to make a contribution to any service that the Council provides or purchases on your behalf, or towards your SDS budget, other than services described above that the Council cannot legally charge for.
How will my contribution be calculated?	<p>The services you receive will always be based on your needs and the contribution will be based on your ability to pay.</p> <p>When we assess your income to see how much you can pay, this is known as a financial assessment. A financial assessment will be carried out if you receive a chargeable service. This will produce a figure called Net Disposable Income.</p> <p>The Council will add up the cost to the Council of providing your assessed package of care and support, or will have worked out the amount of your SDS budget. A 70% percentage charge will be applied, to determine your Maximum Contribution.</p> <p>Your contribution will be the <u>lower</u> of your Net Disposable Income or your Maximum Contribution.</p> <p>During the transitional period, the Council will calculate the difference between the charge you currently pay and the contribution you should pay under the Contributing to Your Care and Support Policy. In 2015/16 you will pay 33% of the</p>

	<p>difference, rising to 66% in 2016/17 and in 2017/18 you will be expected to make the full contribution.</p>
What happens during a financial assessment?	<p>An officer from the council will come and visit you at home to undertake a financial assessment.</p> <p>The officer is required to have proof of all income and capital held.</p> <p>You should therefore have available for inspection any Pension or Benefit statements, and bank or savings books relating to your financial affairs.</p>
What do I do if I want to Comment or Complain about this?	<p>Service Users have the right to complain or comment through the Aberdeen City Council's Social Care and Wellbeing Comments and Complaints procedure. Anyone wishing to do this should be referred to the "Have your say:" leaflet which is available from Social Care and Wellbeing offices, on the Council's website or by contacting scwb_complaints@aberdeencity.gov.uk</p> <p>You may also be able to complain about the way your SDS budget was calculated and your Care Manager will be able to advise you on this.</p>
Q and As about financial assessments	<p>What information must I provide?</p> <p>Your basic financial details including income from employment, pensions, welfare benefits, any savings and capital you have</p>

	<p>and any housing expenses.</p> <p>What if I refuse to provide this information?</p> <p>If you refuse a financial assessment, or refuse to provide the information requested, the Council will assume that you can make the full contribution towards the cost of your package of care and support.</p> <p>What income and expenditure is taken into account in the Financial Assessment?</p> <p>All sources of income are taken into account, including income from most benefits. Income of others in the household/family is not taken into account.</p> <p>The total value of your capital forms the basis for the tariff income calculation. Types of capital include:</p> <ul style="list-style-type: none">• National savings certificates• Premium bonds• Stocks and shares• SAs, PEPs• Any savings held in building society and bank accounts <p>The value of a property that you live in is not normally taken into account, but the value of any other property you own will be included as capital.</p>
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	<p>Will my partner's information be included in the financial assessment?</p> <p>You will be financially assessed as an individual.</p> <p>If you are married, or living with a partner, you will be given half of the rent/mortgage, council tax, board and lodgings, property insurance as allowances.</p> <p>I have children; will that affect my financial assessment?</p> <p>There is not a set disregard for dependent children. Income derived from all benefits paid for or on behalf of dependent children will be disregarded.</p> <p>What happens if my finances are managed by another person?</p> <p>If your finances are managed by another person, you must provide us with their contact details and provide your permission for them to share information with us. If you do not do this, we will not be able to undertake a financial assessment.</p> <p>Can I get a full benefits check at the same time? Do I have to have a financial benefits check done?</p> <p>During the financial assessment, the assessor may decide that it would be in your interests to be referred to the Welfare Rights Service for a benefits check. You must give permission for this referral and cannot be instructed to undergo a benefits check.</p>
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Do I have to tell you if my income or savings change?

Yes, you should tell the Council if your situation changes, as your contribution may need to be adjusted.

Do I have to pay if no care or support service is provided because I am in hospital or on holiday? If my Home Carer is on holiday do I have to pay?

You will only be asked to make a contribution to the services you receive. So, if you are in hospital or on holiday, or your care service is not provided for any other reason, there will be no cost to the Council and therefore no expectation of a contribution.

Will I be charged for the full hour if only part of an hour of care or support is given?

The cost of your package of care will be calculated by the Council, according to the actual cost, or the amount of your SDS budget. So if you receive only part of an hour and the council pays for part of an hour, this is what will be included in the calculation of the cost of your care and support services.

If I need more than one home carer will I be charged for both?

The cost of your package of care will be calculated by the Council, according to the actual cost to the Council. So if you

	<p>need double-up care, this will be charged at the actual cost.</p> <p>Will my Self-Directed Support or Direct Payments be affected?</p> <p>If you are in receipt of Self Directed Support, an individual budget or a Direct Payment, you will still be expected to make a contribution. Once your SDS budget/direct payment has been calculated, a financial assessment will be undertaken. If following your financial assessment, the Council has assessed you can make a contribution, your individual budget/direct payment will be allocated to you net of the amount of the assessed contribution, unless you chose to receive the full amount and be billed by the Council.</p> <p>Will I have to contribute if I am 65 or over?</p> <p>If you are 65 or over, you may still be expected to contribute to the costs of your care, if you receive chargeable services. Some services (as outlined above) are provided free, either temporarily or for as long as you need the service, depending on what services you use.</p> <p>What happens if I can afford to pay but do not?</p> <p>If you have been assessed as being able to make a contribution, but do not, the Council reserves the right to pursue you for the sums owed.</p>
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	<p>What should I do if I am finding it difficult to pay?</p> <p>If you are having problems making your contribution, you should tell your key worker (e.g. Care Manager, Social Worker etc.) as soon as you can and they can arrange for a financial reassessment, or the temporary waiving of your contribution, if approved by a senior officer.</p> <p>What happens to the information I give you?</p> <p>The information you provide for your financial assessment will only be used for the purpose for which it is collected. The financial assessment will form part of your social work record and will be retained in accordance with the retention schedule in the Case Recording Policy and Procedure.</p> <p>When will the financial assessments begin?</p> <p>If you already have a financial assessment, this will be reviewed on an annual basis.</p> <p>If you are a new service user, your financial assessment will be undertaken as part of the assessment process, if you need a package of Care and support which is chargeable, or if you are being given an individual budget.</p> <p>For service users who are coming within the scope of the Contributing to Your Care and Support policy for the first time, your financial assessment will be undertaken during your assessment of needs or your annual review.</p>
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What if I am unhappy with any part of the financial assessment?

If you are unhappy with any part of the financial assessment, you can ask for a review to be carried out. You can ask for a review in the following situations:

- i) The assessment has been carried out in ignorance of, or with a mistake as to, a material fact, in which case the new decision takes effect from the date of the decision it replaced (i.e. retrospectively) or;
- ii) There has been a relevant change in your circumstances, in which case the new decision takes place with effect from the date of the change in circumstance.

A review should be requested within one month of you being notified of the outcome of your financial assessment.

If you are still unhappy following the review, you can ask for your assessment to be considered by an Appeals Panel.

The Appeals Panel will meet to consider:

- i) That you are not satisfied with the financial assessment following review and considers that all relevant facts have not been taken into account;
- ii) That the service user considers that the financial assessment has not been calculated in accordance with the Contributing to Your Care and Support Policy.

	<p>It is expected that the Appeals Panel will meet within four weeks of the request being made. The Appeals Panel will be made up of one Service Manager (Chair), one Senior Front Line Manager, one Welfare Rights Officer and one Finance Officer.</p> <p>The decision of the Appeals Panel will be notified to you in writing within 5 days of the panel meeting and the decision of the Appeals Panel will be final.</p>						
What calculation is made to determine my contribution?	<p>To determine the maximum amount you can afford to contribute towards your care and support package, the following calculation will be completed:</p> <p>Example</p> <table> <tbody> <tr> <td>Total Income</td> <td>£191.00</td> </tr> <tr> <td>Total Allowances</td> <td><u>£149.00</u></td> </tr> <tr> <td>Available Income</td> <td>£42.00</td> </tr> </tbody> </table> <p>Net Disposable Income after 67% taper £28.14</p> <p>In this example the service user would be assessed as being able to contribute up to £28.14 per week towards the cost of their care and support package.</p>	Total Income	£191.00	Total Allowances	<u>£149.00</u>	Available Income	£42.00
Total Income	£191.00						
Total Allowances	<u>£149.00</u>						
Available Income	£42.00						
In what circumstances would a contribution to care be waived?	A contribution towards a package of care and support can only be waived by the relevant Head of Service. Each case will be considered on its own merits.						

	If you feel that your contribution should be waived, you should tell your key worker (e.g. Care Manager, Social Worker etc.) as soon as you can and they will arrange for your case to be reviewed by a Head of Service (or equivalent). You should expect to receive a decision within 4 weeks, although this will depend on whether we need to contact you to gather more information.
Further questions	If you have any further questions please contact the non-residential charging policy team or the SDS Project Manager.