



## **Charging Information on Care & Support Services arranged with you by the Dundee Health & Social Care Partnership**

(excluding residential or nursing care home accommodation charges)

The Dundee Health & Social Care partnership is committed to providing and arranging high-quality services to meet the needs of the people in Dundee. We arrange social care and support services to help people live as independently as possible in their own homes wherever it is practical, sensible and safe to do so.

The Social Work (Scotland) Act 1968 and the Mental Health (Care and Treatment) (Scotland) Act 2003 allows us to make a charge for certain social care and housing support services. Charges made for services are used to provide services for you in Dundee.

The information in this factsheet helps to explain how the charges might affect you.

We will assess your needs and arrange services to support you and your carers. When you are being assessed for a service your care and other support needs will be identified. The services you receive may be delivered in your own home; a day centre or in your local community.

Charges will be based on the type of service assessed for and not on the location or provider of any service you receive. In addition, as part of this assessment we will offer you a financial assessment and benefits check to make sure that you are receiving all of the welfare benefits you are entitled to.

We arrange support after considering individuals' preferences to direct their own support.

This information provides details of the charges which are made for some of our services. It also explains the way in which decisions are made about what, if anything, you will contribute to these charges.

If you would like to discuss your personal care needs, please contact your current care worker. The following team can also help:

Care services for people aged 16 and over

Dundee Health and Social Care Partnership First Contact Team

Tel: 01382 434019

Email: [firstcontact.teamadmin@dundeecity.gov.uk](mailto:firstcontact.teamadmin@dundeecity.gov.uk)

## Values on which Care and Support Service Charges are based:

- Equity - everyone will be treated equally
- Consistency - of decision making by managers and staff
- Transparency - you should be told how and why you are being charged
- National Guidance - our charging policy takes account of the Convention of Local Authorities (COSLA) guidance
- Assessed need - your services will be agreed with you following an assessment of your needs
- Ability to pay - you may need to contribute towards the cost of your services based on your available income and spending
- Maximisation of income - you will be offered a check to make sure that you are in receipt of your full benefit entitlement

## Social care services which are free and are **NOT** subject to a charge

- Criminal Justice Social Work Services
- Information and advice
- Needs assessment
- Care Management
- Personal care
- Occupational Therapy aids and adaptations
- Support to Carers
- Home care services which are new to you for 28 days following your discharge from hospital
- People with a mental illness who are subject to a compulsory treatment order or compulsion order.

## Social care services which we will charge for based on your ability to pay

- Social care and domestic assistance
- Housing Support
- Short breaks
- Shopping and laundry services
- Enabler services , day care and in-college supports

## Social care services for which charges will be applied to every person using the services (flat rate charges)

- Delivered meals
- Community Alarm
- Blue Badge for Motor Vehicles

Charges are reviewed in February each year and any changes are made from April. Before you receive your invoice for the first week of the revised charges, we will send you a letter to let you know how much your new charge will be.

### How we will assess your ability to pay

We will not ask you to pay more than you can reasonably afford. When we ask you about your income to see how much you can pay, this is known as a financial assessment.

Each year we will set a weekly income amount for single people and couples depending on their age as follows:

Single person under 65	£138
Single person 65 or over	£222
Couple under 65	£210
Couple over 65	£338
Dependent child disregard	£58

If your income is below this weekly amount, we will not charge you for services. This does not apply to the flat rate charged services described above.

We assess your weekly income using the following process:

- You will be asked to give information on your income every year.
- We look at your total weekly income from all sources including your capital and savings. (A set amount is ignored from your capital and savings).
- We disregard set amounts depending on your age as shown above.
- We take off the amount you pay in rent (excluding service charges), or the mortgage interest you pay and also any council tax liabilities you may have.
- We ignore the mobility part of the Disability Living Allowance and Personal Independence Payment, War Widows Pension, and War Disability Pension. Other payments which are ignored are: DLA paid for a child, disabled child premiums paid through Child Tax Credit or Income Support and Independent Living Fund Payments.
- Your eligible income for charging is worked out as 65% of the income that is left after this calculation.

You will be charged either the actual cost of the service provided, or your eligible income, whichever is least.

There is a maximum weekly charge for services users who have given their financial information and who have savings and capital below the maximum limit.

Service users who have savings and capital over the maximum limit, or who decline to give their financial information, will be charged the full cost of any services they receive.

Your questions answered:

***Will my partner's information be included in the financial assessment?***

Joint income and capital is considered where one member of a couple receives services.

***Will the capital value of my house be considered?***

No, not for services you receive whilst you live in your house.

***Do I have to tell you if my income or savings change?***

Yes please let us know as soon as possible. Changes can reduce or change the amount you may have to pay, any changes will be backdated.

***How often will you ask me for information about my finances?***

We will review your income and capital on a yearly basis by sending you a review form. If you do receive a review form, please return it as soon as possible, to ensure that you are being charged correctly.

***What if I am unhappy with any part of the financial assessment or what should I do if I am finding it difficult to pay?***

Please contact: Welfare Rights Service on 01382 431178.

***What happens to the information I give you?***

In line with the General Data Protection Regulation all the information you give will be regarded as confidential unless we need to divulge it for a lawful purpose such as preventing crime.

***Where do I pay any charges due?***

Details of how to pay will be included on the reverse of your invoice. There are numerous ways to pay including, by card payment, over the phone, calling into a local office and by sending a cheque.

***What can I do if I think my bill has been worked out wrongly?***

Please contact the Social Care Finance Team member whose name and telephone number will be printed on the invoice.

**Complaints**

You have the right to complain under Dundee City Council's complaint's procedure. To do this, please contact any member of staff or the Customer Services Team, by telephone on 01382 434800 or visit

[https://my.dundee.gov.uk/en/service/Enquiry\\_Suggestion\\_Compliment\\_Complaint](https://my.dundee.gov.uk/en/service/Enquiry_Suggestion_Compliment_Complaint)

## Charges for Social Care Services 2021-22, based on your ability to pay.

Service Type	Service Provided By	Charge from 12th April 2021	Basis of charge
Housing with Care	All care providers	£17.45	Hour
Social care, housing support and respite at home		£17.69	Hour
Housework		£14.20	Hour
Shopping		£9.50	Per Shop
Laundry		£8.40	Per Load
Day Care - Older People	Oakland Centre	£42.30	Day
Day Centre - Adult	All care providers	£24.90	Half Day
Day Centre - Adults with PMLD	Whitetop Centre, Sense (Hillview)	£66.70	Half Day
Enabler Service	All care providers	£20.60	Hour
In College Support	Hillcrest Futures	£16.90	Hour
Adult Social Care	Dundee Community Living	£439.90	Week

Individuals will be offered a financial assessment and advised about the contribution they will be requested to make towards these changes.

From 12th April 2021, a maximum charge of £137 per week applies for the services above (excluding respite at home), to service users with a capital savings of £28,750 or less.

Anyone with capital above this limit, or who declines a financial assessment, will be charged the full cost of care, with no maximum limit.

Maximum charge per week (Monday to Sunday) for all respite care is £637

### Social Care flat rate charges

Social care charges which will be applied to every person using the following services:

Service type	Charge from 12 <sup>th</sup> April 2021	Basis of charge
Delivered meals	£3.80	Per meal
Community alarm	£3.70	Per week
Blue badge for motor vehicle	£20.00	Per badge