

CHARGES

*for Supporting
People Services
in Newport*



Newport
CITY COUNCIL
CYNGOR DINAS
Casnewydd



Supporting People Services

Introduction

The Supporting People programme was introduced by the Welsh Assembly Government in 2003 and provides housing-related support services to a wide range of vulnerable people funded by Supporting People Grant (SPG).

SPG is administered by the Council and funds sheltered, very sheltered, *extraCare* and floating support schemes for the elderly and supported living and floating support schemes for people with learning disabilities, physical disabilities and enduring mental health problems.

All schemes which are funded by Supporting People Grant attract charges for the provision of housing-related support services. However, the majority of people receiving these support services qualify for Supporting People Grant to fully cover the charges i.e. people in receipt of Housing Benefit.

*If you qualify for **any** amount of Housing Benefit you are entitled to Supporting People Grant to cover the full cost of the charges.*

If you do not qualify for any Housing Benefit, and you have to pay the full cost of the charges, then you can apply for a confidential Financial Assessment under the Council's Fairer Charging Policy, if in receipt of a Newport City Council Service.



Why do we charge for services?

The Government expects Newport City Council to charge for some services and so deducts an amount from the money it gives the Council each year. The Government expects Newport City Council to charge service users as a way of making up the difference.

Financial Assessment under the Fairer Charging Policy

In order for the Financial Assessment to be carried out, a Visiting Officer from the Council will require details of your savings, income and expenditure. The Visiting Officer can gather this information either by phone, post, the service user visiting the Corn Exchange or by arranging a confidential home visit. The Visiting Team can be contacted via the City Contact Centre on 01633 656 656.

The Financial Assessment under the Fairer Charging Policy will assess your income and expenditure, taking into account allowances based on each individual service user's personal circumstances.

Once the assessment has been completed and full details of the services required are known, a statement will be issued informing service users of the contribution they are required to pay towards the costs or whether they will be fully exempt from the charges.



What if you refuse to give any information?

You do not have to disclose details of your financial affairs, but if you choose not to the full cost of the services will be charged. By telling us about your financial circumstances you may be assessed to pay a lower charge or no charge at all.

What can you do if you feel you have been treated unfairly?

If you think that the charge has been calculated incorrectly you can apply for a review under the Council's review process. There is also an appeals process in place which you can access if you feel that the level of charge set will cause financial hardship.

How do you pay?

There are several ways in which payments can be made:

- A plastic payment card, similar to a bank card, can be issued. It will have your name and personal account number on it. You or a friend, relative or carer will need to take this card to any Post Office with your payment each week and you will be given a receipt. No money can be taken out, only paid in and the Post Office does not charge you for this service. Payment can be made by cash or cheque. **Please make cheques payable to 'Post Office Counters Ltd'.**



How do you pay? (continued)

- A standing order can be set up so that payments can be taken directly from your bank account in order to pay charges.
- Payment can be made by cheque at the Council's offices or by post. **Please make your cheque payable to 'Newport City Council'**, quoting your reference number on the back of the cheque, as shown on the top of your statement.

Cheques can be sent by post to the Revenue Section, Civic Centre, Newport, South Wales NP20 4UR or in person or by post to the Payments Office, Newport City Council, 50 High Street, Newport NP20 1YN. Please do not send cheques directly to Newport Social Services.

- Credit Card Payments (except American Express) can be made by telephone via Newport City Council Contact Centre telephone 01633 656656 or online at www.newport.gov.uk/socialcare.

If you would like more information about the Fairer Charging Policy, Financial Assessments, appeals or details on how to pay, please contact:

FINANCE & INCOME TEAM
Floor 4, Corn Exchange Buildings
High Street
Newport, NP20 1RG
Tel: 01633 656 656



If you would like more information about the Supporting People programme in Newport, please contact:

SUPPORTING PEOPLE TEAM

Blaen-y-Pant Bungalow
74 Blaen-y-Pant Crescent
Malpas
Newport
NP20 5PX

Tel: 01633 414 850

Fax: 01633 821 315

Email: supporting.people@newport.gov.uk

If you would like this information provided in another language or format, please contact the Social Services Information Officer by telephoning 01633 656 656 or email swhinfo@newport.gov.uk