

Charging for Non-Residential (Domiciliary) Services

At present Newport City Council charge for some social care services, which include:

- Home Care and Home Support Services (including Direct Payments);
- Day Care (note: payments for meals are charged separately and made directly to the provider);
- Supported Tenancy Placements.
- Individual Support Services
- Adult Placements
- Short Term Care (up to 8 weeks)

Why do we charge for services?

The money that the Welsh Government gives Newport City Council each year to pay for services is not enough, so we have a charging policy in place to make up the shortfall. Charging for services enables us to maintain essential services to older people and people with disabilities or mental health problems.

The Care and Support (Charging) (Wales) Regulations 2015 set out the requirements which local authorities must follow when making a determination of the amount of the charges which apply in relation to care and support which they are providing or arranging in the course of carrying out their functions under Part 4 of the Social Services and Wellbeing Act (Wales) 2014.

The Social Services and Wellbeing (Wales) Act 2014 is available at:

<http://www.legislation.gov.uk/anaw/2014/4/enacted>

The Act provides for a single legal framework for charging for care and support, or in the case of a carer, charging for support. The charging and financial framework introduced by the Act are intended to make charging consistent, fair and clearly understood.

What are the changes?

It has been necessary to make changes to the non-residential charging policy following legislative changes made by the Welsh Government to the Social Services and Wellbeing (Wales) Act 2014. The main changes affecting Newport residents are:

- From 10 April 2023, the maximum amount that can be charged for non-residential services must not exceed £100.00 per week.
- The capital threshold limit for those in receipt of non-residential care and support remains at £24,000.00.

Please note that financial reassessments will take place as part of the Council's annual review of charges taking into account the uprated benefit increases from April each year. If your benefits/income change during the year, please contact us as soon as possible so we can undertake a new financial assessment.

Residential services are not included in this, as there are separate government rules for charges relating to residential care.

How will the charge be calculated?

To ensure that you are treated fairly, everyone is entitled to have a confidential financial assessment when their package of care has been agreed. This assessment looks at your overall finances, personal needs and income. The financial assessment will be carried out by a Visiting Officer, who will request details of your income, including benefits, Retirement Pension and/or Occupational Pension that you receive. Earnings and the value of your main house will be disregarded. The Visiting Officer will also need details of any capital or savings that you possess. In regard to expenditure the Visiting Officer will need details of rent or council tax, net of benefits, that you are personally responsible for.

If further assistance, or a more detailed benefits check is identified, you will be given contact numbers for the Department of Works and Pensions and/or other relevant organisations that can help you.

Once your details have been received, we will work out the weekly charge that you could be asked to pay for the current service provided.

Our charging week starts on a Saturday and ends on a Friday and depending on the outcome of your financial assessment, charges will be raised for any services you have received during the charging week.

What if I 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 up to a maximum of £100.00. By telling us your financial circumstances, you may be assessed to pay a lower charge or even have no charge at all. If there is in excess of £24,000.00 as at 10 April 2023 in capital/savings, the full cost for all services received will be charged, up to a maximum of £100.00 per week.

* This capital level is changed on an annual basis every April in line with Welsh Government guidance.

Once your income has been assessed, we will write to you with details of the services to be charged for and a breakdown of how we have calculated your weekly charge.

How do I pay?

Payment can be made using the following methods:

- Standing Order direct from your bank;
- Social Services payment card at the Post Office;
- Cash or cheque at our payments offices
- Via the telephone on 01633 656656. All major credit/debit cards are accepted with the exception of American Express;
- On line at <https://services.newport.gov.uk> All major credit/debit cards are accepted with the exception of American Express.

If paying with a Social Services payment card, you can use it at any Post Office. You can use it yourself or ask a friend, relative or carer to go the Post Office for you. No money can be taken out, only paid in and the Post Office will not charge you for this service.

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

We have a review process, if you think that the charge has been calculated incorrectly or if you feel that the level of charge set will cause financial hardship.

Finding out more

More details on the current scheme, the changes, how to ask for a review and details on how to pay can be found at www.newport.gov.uk/socialcare or you can contact the Finance and Income Team on 01633 656656.

EXAMPLE 1

Cost of package of care £86.26 per week for a service user aged 65. Basic Pension Credit rate is £201.05

	Pension Credit plus Attendance Allowance
Guarantee Credit	£75.81
Retirement Pension	£125.00
Attendance Allowance	£101.75
Assessable Income	£302.56
Deduct Basic Pension Credit Amount	£201.05
Deduct 35% of Basic Pension Credit (Buffer)	£ 70.37
Deduct 10% of Basic Pension Credit (Disability Related Expenditure)	£ 20.10
	£291.52
Total Deductions	£291.52
Disposable Income	£11.04
Weekly Assessed Charge	£11.04

The package of care costs £86.26 per week. However, the above person only has £11.04 disposable income left after allowances given, so they can only be charged £11.04 per week.

EXAMPLE 2

Cost of package of care £350.00 per week for a service user aged 65. Basic Pension Credit rate is £201.05.

	Pension Credit plus Attendance Allowance
Retirement Pension	£152.00
Occupational Pension	£148.00
Attendance Allowance	£101.75
Assessable Income	£401.75
Deduct Basic Pension Credit Amount	£201.05
Deduct 35% of Basic Pension Credit (Buffer)	£ 70.37
Deduct 10% of Basic Pension Credit (Disability Related Expenditure)	£ 20.10
	£291.52
Total Deductions	£291.52
Disposable Income	£110.23
Weekly Assessed Charge	£100.00

The package of care costs £350.00 per week. The above person has £110.23 disposable income left after allowances given but they can only be charged £100.00 per week.

Should you have any queries on any of the above please ring the Finance Team on 01633 656656.