



Haverling

LONDON BOROUGH



Paying for Non-Residential Care Services

Information for service users, relatives and carers

April 2023 to March 2024

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Introduction

This booklet contains details about the non-residential care we provide and how we work out any contribution we may ask you to pay. Non-residential care services currently subject to charge are;

- home care services
- day opportunities
- transport to day care services

There are charges for providing these services, which follow central government policy designed to make sure that people over the age of 18 are charged in a fair and reasonable way. Your contribution will depend on your financial situation. This booklet explains how we work out this contribution in line with the Council's Non-Residential care charging policy.

If you would still like more information after reading this booklet, please contact the Council's Financial Assessment & Benefits Team on 01708 431218/3134/4831/3012.

Alternatively you could send an e-mail to FABTeam@havering.gov.uk

First Steps

If you are finding it difficult to cope in the community, you should contact the Havering Access Team, on 01708 432000, who may then refer you to a care manager. The care manager will discuss the difficulties you are having and arrange for your needs to be assessed. If you meet our eligibility conditions, the care manager will discuss with you a range of options to meet your needs.

When you have been assessed as needing care your care manager will alert the Financial Assessment & Benefits Team

who will ensure that the appropriate financial assessment is carried out.

We will send you, or any appropriate third party, a link to the Council's online Financial Assessment form to be completed and submitted to the Financial Assessment & Benefits Team, along with any supporting documentation, such as bank statements, correspondence from the Department of Work & Pensions (see section called 'What we will need to see' on page 5 for full details of required documentation). On request we can provide a paper version of the form to be completed should you prefer.

We will ask you to sign a consent form, which we will use to check your benefit entitlement with the Department for Work and Pensions. This will also give us permission to check your benefit rates for future years, so you may not need to fill in a review form every year.

The financial assessment process is not solely about establishing your liability towards care fees as the Financial Assessment & Benefits Team will also;

- help you identify any benefits you are entitled to but not in receipt of and support and signpost you as appropriate in completing the benefit application forms;
- check that you are receiving the right benefits and the right amount of benefits if you are over the Pension Credit age and live in Havering. If you are under the Pension Credit age then Havering Council's Welfare Rights Unit will carry out a benefits check for you.

What we will need to see

As advised in the 'First Steps' section, in addition to a completed Financial Assessment form the Council will need to see copies of documentation that supports the sums declared in the form in order to ensure that people are financially assessed correctly. Therefore, you would be required to provide documentation showing the following;

Income

- Pension & Benefit letters
- Bank Statements covering the last 6 months
- Recent letters/ payslips about any occupational or private pension

Savings

- Bank Statements covering the last 6 months
- Current Building Society & National Savings Books
- Any other papers about savings & investments

Home Expenses

- Rent card or Rent book

Home Expenses (owner occupied)

- Mortgage / home loan statement
- Buildings Insurance bill
- Service Charge / Ground Rent bill
- Council Tax bill
- Fuel bills

Please do not send original versions of your documents to us as we are unable to return these. The copies of documentation provided will not be returned and will be destroyed after scanning. **We reserve the right to request certified copies of key documents as required.**

We will only hold this information for our records and will not be sharing it with any other Council department or external organisation.

Cost of Non-Residential services

From 10 April 2023 the cost of non-residential services are;

Home care

£ 22 per hour

The Council will charge a minimum of 30 minutes for each call, even if it doesn't last that long, so a minimum charge per care visit of £11 and will subsequently be charged on a minute-by-minute basis.

Transport to Day Care services

£20 per return journey per day

Day care

£55 per day – a day is five hours minimum, if individuals attend for periods less than five hours then they are charged £9.00 per hour, or any part of an hour.

Annual Brokerage and Arrangement Fee

This charge will be £210.98 per annum for 2023/24 and will be invoiced annually as a lump sum. This charge is non-refundable. It will be raised alongside your care fees and will be issued within your first 12 weeks of care.

Please see page 20 for more details about this charge and how it is calculated.

Please be advised that these rates may be subject to change during the course of the 2023/24 financial year as they are affected by external pressures such as inflation.

How much will I have to pay?

The amount you will have to pay will depend on your financial circumstances, as well as your entitlement to benefits.

We will send you a financial assessment form for completion, into which you will be required to declare details of all income, savings, other capital assets as well as how you spend your money, which will enable us to complete a means tested financial assessment. We will also help you to claim all the benefits you are entitled to from the Department for Work and Pensions and the Disability Benefit Centre, either by assisting with completing the relevant forms or by signposting to the relevant agency that can assist you.

If you fail to produce any of the information we need to see or refuse to sign an assessment form, we will charge you the full cost of your service.

If you have savings above the upper threshold of £23,250 (2023/24) you will be charged for the **full cost** of your care but we will be unable to undertake a full benefit entitlement check for you. Once your savings reduce below the upper limit you should contact us to arrange a re-assessment of your contribution.

If you do not wish to tell us about your financial information at all you can decline to complete the financial assessment form. You should be aware that if you decline to provide financial information you will be charged the **full cost** of your care.

Please see pages 6 & 17 for the full charge rates for services, and page 13 for an example of how we might work out your contribution.

How do we work out your contribution?

Using your financial information we will work out the maximum contribution each week starting from the first day you receive a chargeable care service. Please be advised that any re-ablement service will be provided free of charge for a maximum of six weeks. The following paragraph sets out how we use that financial information.

Income

We will take account of:

- all the benefits you receive, except those listed under 'We will ignore:'
- your State Pension and occupational pensions;
- any other income; and
- capital. If you have savings between £14,250 and £23,250, we will add £1 a week to your charge for each £250 (or part of £250) that you have. This is called 'tariff income'.

Capital includes any savings you have:

- in bank or building society accounts;
- in National Savings bank accounts;
- in ISA accounts;
- in SAYE (Save as You Earn) schemes;
- in cash;
- as Premium Bonds or National Savings Certificates;
- as stocks, shares, trust funds and investments;
- invested in property, building and land (rental income will be included); and
- which someone else is holding on your behalf.

Where capital is held in joint accounts with your husband or wife, or your partner, we will take account of 50% of the total amount.

We will ignore:

- the mobility part of Disability Living Allowance/Personal Independence Payments;
- Survivors Guaranteed Income Payments (£10.00);
- payments from the Independent Living Fund;
- Child Benefit and Child Tax Credit;
- the part of Attendance Allowance/Disability Living Allowance (care component) that covers your care at night;
- Working Tax Credit;
- Disabled Person's Tax Credit;
- Maternity Allowance;
- charitable income;
- the savings part of Pension Credit;
- Guaranteed Income Payments made under the Armed Forces Compensation Scheme

Costs we can ignore

Housing

If you pay a mortgage, rent or council tax, we will take these from your income before we work out your contribution. Your rent and council tax payments are the amount you have to pay after any related benefits have been deducted.

Disability-related expenses

We may be able to give additional allowances up to a maximum of £40 per week in your financial assessment if you are incurring additional expenses relating directly to your physical circumstances. In order for these to be taken into account you will need you to give details of these expenses in the financial assessment form. We will need to ask you how these extra costs relate to your frailty/disability, and will ask for proof of your spending on these items in the form of receipts, bills and invoices.

We may include:

- specialist washing powders or laundry;
- extra costs of bedding;
- special dietary needs;
- special clothing or footwear;
- extra heating costs;
- the reasonable cost of basic garden maintenance;
- the reasonable cost of cleaning or domestic help;
- private chiropody (foot care) services;
- a community alarm system (Careline);
- privately arranged care services, for example, respite care and specialist holidays;
- buying disability-related equipment privately; and
- transport costs.

Please be advised that we can only allow disability related expenses up to £40 per week.

In exceptional circumstances we may allow disability related expenses above this limit but only if supporting evidence of such expenditure can be provided.

Basic Living Allowance (what you are able to keep as a general living expense)

From the information you give us on the financial assessment form, we will take off the amount which you would be entitled to for the cost of basic living, as set out by the Department for Work and Pensions. This is called Income Support for people up to the age of the women's pension age and Pension Credit for people over the women's pension age.

Everyone is allowed to keep their Income Support or Pension Credit plus an additional 25%. This is called your Basic Living Allowance and is shown as the 'Income Support Threshold' on your financial assessment or as 'Pension Credit Threshold' if you are over women's Pension age.

The current Basic Living Allowance amounts are as follows.

- Aged over women's pension age $\text{£}182.60 + 25\% = \text{£}228.25$
- Aged 25 to women's pension age $\text{£}130.95 + 25\% = \text{£}163.68$
- Aged 18 to 24 $\text{£}115.00 + 25\% = \text{£}143.75$

Your contribution

We work out your contribution by:

- adding together all your weekly income;
- taking away any costs for housing;
- taking away any income we have ignored;
- taking away any disability-related expenditure (not exceeding the specified cap of $\text{£}40.00$ per week);
- taking away your Basic Living Allowance;

The result of this calculation will be the maximum that we could ask you to pay each week.

We will then compare your maximum contribution with the full cost of the service you are receiving. The lowest of these two amounts is the contribution you will have to pay.

We will give you a breakdown of how we have worked out your contribution.

Examples of how we might work out your contribution

If you are aged over women's pension age

A 76-year-old woman living on her own has a State Pension, private pension and Pension Credit, and receives Attendance Allowance. She goes to a day centre one day a week and has one hour of home care each day. She has been assessed to have £25 disability-related expenses each week, and £15 housing expenses ignored each week.

<i>Income each week</i>	
State Pension	£155.00
Private pension	£22.50
Guaranteed component of Pension Credit	£27.60
Severe Disability Premium	£83.75
Attendance Allowance	£92.40
Total income	£381.25
Less the night element of Attendance Allowance	- £30.55
Less disability-related expenditure	- £25.00
Less housing costs	- £15.00
Less basic living allowance	- £228.25
Total amount ignored	- £298.80
Equals net disposable income (after deductions)	£ 82.45
Assessed contribution	<u>£82.45</u>

<i>Full cost of the service</i>	
Seven hours home care at £22 an hour	£154
One day at a day centre	£45.00

Total	£199.00
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Her contribution will be the lowest amount between the full cost or the assessed contribution, so the contribution will be £82.45 a week.

Aged 18 to 24

A 22-year-old lady lives at home with her family. She receives Incapacity Benefit and Disability Living Allowance (care and mobility components). She goes to a day centre three days a week and has five hours' home care a week. She has been assessed to have £40.00 disability related expenses.

Income each week	
Employment & Support Allowance	£116.60
Disability Living Allowance (care component)	£92.40
Disability Living Allowance (mobility component)	£64.50
Total income	£273.50
Less the night element of Disability Living Allowance (care component)	-£30.55
Less Disability Living Allowance (mobility component)	- £64.50
Less disability related expenditure	- £40.00
Less Basic Living Allowance	- £143.75
Total amount ignored	- £278.80
Equals net disposable income (after deductions)	<u>- £5.30</u>
<i>Full cost of the service</i>	
Five hours' home care at £22 an hour	£110
Three days at a day centre (£45.00 a day)	£135.00

Total	£245.00
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Her contribution will be the lowest amount between the full cost or the assessed contribution, so there will be no contribution (free service).

You may also be subject to charge if you receive a direct payment, in which case your contribution will be taken from the direct payment you receive. See page 17 for more details.

Other services you may receive which are charged separately are:

- meals at luncheon clubs or day centres;
- residential respite care;
- adaptations over £1,000;

If you receive after care under section 117 of the Mental Health Act 1983, you may not be charged for your service. If there is a change to your situation and section 117 no longer applies, the Non-Residential Charging Policy will apply. The Non-Residential Charging Policy outlines how we financially assess service users who receive a non-residential service.

You would also be exempt from charges if you qualify for funding from the NHS under Continuing Health Care. Your allocated social worker would put you forward for an assessment if it is felt you meet the criteria. However, be advised that once Continuing Health Care is withdrawn you would again be subject to a financial assessment to establish your liability to your care fees.

If you are not assessed as meeting the criteria for Continuing Health Care you can appeal the decision with the NHS. However, be advised that you would still be expected to pay the assessed charge pending the outcome of any appeal.

How can I pay my contribution?

Once we have worked out your contribution to the cost of your services, we will give you a record of the amount we will expect you to contribute. You will then be able to arrange how you would like to pay. You can pay in one of the following ways.

Bills

Usually we will send you bills every four weeks in arrears, although there may be circumstances where this will change. The bill will set out clearly the period covered and the amount you owe.

You must pay your bill as soon as you receive it.

You can pay the bill in the following ways:

- By telephone using a debit card on 01708 433178
- By telephone using a credit card on 01708 433178 (please note that the Council does charge a processing fee for payment made by credit card)
- By Internet – online payments can be made at www.havering.gov.uk . Click on **Pay the Council**, and choose the “**Pay a Council Invoice**” option.
- By Direct Debit – please call 01708 433333 to arrange for this to be set-up.
- By cheque at a bank or through the post to OneSource, Transactional Team, Town Hall, Main Road, Romford RM1 3BD.

Be advised that you will need to give a minimum of 24-hours' notice to either the Council or your care provider if you wish to cancel a particular days care. If you do not give such notice you may still be charged for that days care even if you do not receive it.

What happens if I do not pay?

We will work out your contribution to your care using government legislation and guidelines. So, if you are assessed as having to pay for your care, we must collect this contribution from you. If you do not pay, you will receive a letter to remind you that you owe money on your account. If you do not take action to make a payment at this stage, we will take legal action against you in order to recover the fees.

Be advised that should legal action be required you may become liable for not only the unpaid care fees but also the Council's legal fees and court fees.

Review and appeals

If you feel that the contribution we are asking you to pay is unreasonable or that your personal circumstances are not properly shown in the financial assessment, you may ask us to review the contribution.

If you disagree with the assessed contribution, please explain in writing what you think is wrong and we will review your contribution again. We will make sure that there were no mistakes in the calculation, and that all relevant income has been included and relevant spending taken into account.

We will continue to send you bills based on the original contribution while we are reviewing your case. You should pay what you can afford towards your charge to avoid a large debt building up. If there is a reduction in your contribution following the review or appeal, we will refund your money to you.

If you are not happy with the way your assessment has been handled, or the way you have been treated, then you can make a formal complaint through our Complaints Team.

Annual review

We will review your contribution each year in line with increases in state pensions and benefits. You should tell us as soon as possible about any changes in your financial circumstances, as these may affect your contribution.

How do I know whether I am receiving all my entitlements?

You may be entitled to receive benefits you have not claimed. If in doubt, our Welfare Rights Unit will try to help. For more information, you can ring the Department for Work and Pensions and the Pension Service direct.

- If you have a speech or hearing problem and use a textphone Freephone: 0800 023 4888
- Pension Credit for people who are over the women's pension age Freephone: 0800 731 0469
- Carer's Allowance Unit 0800 731 0297
- Department for Work and Pensions 0800 055 6688
- Attendance Allowance 0800 731 0122
- Disability Living Allowance 0800 121 4600
- Personal Independence Payments 0800 121 4433

Or, you can ring a local voluntary organisation who specialise in benefits advice.

- Tapestry (formerly Havering Age Concern) 01708 796600
- Havering Citizens Advice Bureau 0300 330219 or e-mail address advice@haverincab.org.uk

Services charged separately

Meals at day centres are set by the individual day centre and range approximately between £3.50 to £5.50

Respite care

If you go into a residential or nursing home for a very short stay, for example, one or two weeks, so that your carer can have a break, this is referred to as respite care. If you have savings below the capital threshold of £23,250 then the charge for this service is a flat rate of:

- £76.10 a week for young adults (18 to 24);
- £92.50 a week for adults (25 to women's pension age); and
- £158.75 a week for older people (over women's pension age).

If you have savings in excess of £23,250 you will be charged the full cost of the care.

Our direct payments scheme

Most people who need help from us can make a choice about how they receive our help. One way is to use the home care, day care and other services we provide, or you can receive a cash payment (known as a direct payment) and use it to pay for the help you need, for example, by employing your own personal assistants or choosing a care agency that you like.

In agreeing to receive the money from us and to manage your own budget, you can have more choice and control over your day-to-day services and make flexible arrangements to fit in with your own family and lifestyle. If you use the direct payments scheme, we will assess your finances in the same way as we assess people who use our non-residential care services. However, if you receive a direct payment, your assessed contribution amount will be deducted upfront from your total entitlement. You will then be required to pay your contribution into your direct payment account. If you would like to know more about direct payments, please contact the Direct Payments Team on 01708 432503.

Frequently asked questions

What is home care?

Home care is provided to you in your home, including if you reside in a Supported Living establishment, usually by a home-care assistant who will visit you to help you:

- to get up, wash and dress in the morning, and go to bed at night
- to use the bathroom
- to prepare meals and drinks

What is the Annual Brokerage and Arrangement Fee?

This is a fixed annual charge to cover the related costs incurred when setting up and administering care packages for individuals who have been financially assessed as liable to pay the full cost of their care.

This is to cover a proportion of the costs of:

- Identifying appropriate providers of care and support
- Negotiating rates and times for care to be delivered with individual providers
- Putting contracts into place for the care and support service
- Setting up methods of payment for you to pay these care costs – for example Direct Debit
- Paying your care and support providers
- Dealing with any queries relating to your services
- Monitoring your service to ensure providers are providing the support agreed
- Invoicing you for the cost of your care and collecting this money from you

This charge will only be applied to individuals financially assessed as liable to pay the full cost of their care. Therefore, if

the outcome of your financial assessment is anything other than full cost then this charge will not apply to you.

Will I have to pay? If so, how much and why?

We cannot tell you whether you will have to pay until we have completed a financial assessment, which is based on your income, savings, outgoings and disability related expenditure. Many of our services are funded or partly funded, and we need to make a charge where necessary so we can continue providing these services. See page 8 for more details.

Do I have to tell you about my finances, and what information do I need to give you?

You do not have to tell us about your finances if you do not want to. However, if you don't then we will assume that you can pay the full cost of your care and charge you for the actual cost of service. If you would like us to carry out a financial assessment, you will need to give us details of your income, savings, outgoings and disability related spending, and provide proof of these, for example, receipts and bank statements. See pages 5 and 9 for more details.

What is counted as income and capital?

We take account of most types of income from welfare benefits, but there are some benefits which we ignore. We take account of savings and investments over £14,250. If your savings are in joint accounts with your husband, wife, or partner, we will only take into account 50% of the total amount.

However, where your husband, wife or partner has capital in their name which is actually yours you should include your share. 50% of capital held in joint accounts is legally assumed to be yours and you will be assessed as though it is your capital. We will ignore the value of your property. **However, if you own a**

second property, we will take this into account and you will have to pay the full cost for the service you are receiving.

Do you take account of my partner's income?

You will be assessed in your own right, and we will not take account of the income of your carer, parent or partner.

What is disability-related expenditure?

If you receive Attendance Allowance or Disability Living Allowance (care component), we may be able to take account of any extra spending that you may have as a result of your disability or frailty.

Will my contribution stay the same and what will happen if my service or financial circumstances change?

Your contribution will usually increase every April in line with the increase in welfare benefits. However, if your financial situation changes at any time, you will need to tell us as we will need to work out your contribution again. If your service changes, your contribution may change.

What happens if I do not agree with the contribution? Who can I complain to?

If you do not agree with your contribution, you can ask us to look at it again. If you are still not happy with it, you can go through the appeal process. See page 17 for more details.

How do I pay? What happens if I don't pay?

We will send you bills (every four weeks). You can pay these using a debit card on 01708 433178 or by cheque or cash at the bank or post office, or by cheque through the post. If you do not pay, your case will be referred to a debt recovery officer and we

may decide to take legal action. See page 17 for more information.

How are the hours of home care calculated?

To enable the Council to produce accurate and timely bills of the time that your home carer spends with you, we operate a home care call monitoring system called CM2000. This is a simple system that works using your telephone to dial a **freephone** number; there will be no cost to you whatsoever. When your home carer arrives they will make a free call from your telephone to a central call monitoring system. Before they leave, each home carer makes another call to the system. Each of these calls will take less than 20 seconds and are completely free of charge. If you have any queries please contact us on 01708 433732.

Do please note that the Council will charge a minimum of 30 minutes per carer per visit, even if the length of care does not exceed that time. Any care visits exceeding 30 minutes will be charged per minute after the first 30 minutes.

How do I know if I am receiving my full benefit entitlement?

When we work out your assessed contribution, we will do a benefit check to make sure you are receiving all your entitlements. If we think that you are entitled to any other benefits, we will put you in touch with the appropriate organisation.

If you would like this document in another format such as large print, braille or audio tape or if your first language is not English and you need help with it, please contact the Council.