FACT SHEET 7

Paying for your support (Non-Residential)

1. Charges for Care in Wirral Council under the Care Act 2014

About the Care Act

1.1 The Care Act 2014 provides a single legal framework for charging for care and support under sections 14 and 17. It enables Wirral Council to decide whether or not to charge a person when it is arranging to meet a person’s care and support needs or a Carer’s support needs.

1.2 Where Wirral Council arranges care and support to meet a person’s needs, it may charge the person, except where the Council is required to arrange care and support free of charge. The new framework is intended to make charging fairer and more clearly understood by everyone. The overarching principle is that people should only be required to pay what they can afford. People will be entitled to financial support based on a means-test and some will be entitled to free care. The framework is therefore based on the following principles that Wirral Council will take into account when making decisions on charging.

1.3 The principles are that the approach to charging for care and support needs should:

- ensure that people are not charged more than it is reasonably practicable for them to pay;
- be comprehensive, to reduce variation in the way people are assessed and charged;
- be clear and transparent, so people know what they will be charged;
- promote wellbeing, social inclusion, and support the vision of personalisation, independence, choice and control;
- support carers to look after their own health and wellbeing and to care effectively and safely;
- be person-focused, reflecting the variety of care and caring journeys and the variety of options available to meet their needs;
- apply the charging rules equally so those with similar needs or services are treated the same and minimise anomalies between different care settings;
- encourage and enable those who wish to stay in or take up employment, education or training or plan for the future costs of meeting their needs to do so; and
- be sustainable for local authorities in the long-term.

1.4 All users of care within the Wirral are subject to being charged based on a financial assessment carried out by the Councils Personal Finance Unit (PFU). This paying for support factsheet provides detail relating to how charges are assessed. It explains how we work out how much you may be asked to contribute towards the cost of your care.

1.5 This document explains how the main features of the Care Act 2014 has been applied by Wirral Borough Council to service users receiving care in their own homes or Extra Care Housing or other non-residential care settings such as Day Centres. Care Act Guidance can be found at –

https://www.gov.uk/guidance/care-and-support-statutory-guidance
1.6 Information covered in this document includes:

- Charging for domiciliary care
- Reason for charging
- Financial assessment
- Income
- Capital / Savings
- Tariffs
- Extra care
- Assistive technology
- Disability Related Expenditure (DRE)
- How to pay
- Self-Funders
- Disregard
- Contacting the Council for Care
- Personal Budgets and Direct Payments
- Respite
- Other
- Contacts and Appeals

This factsheet is available on Wirral Borough Council’s website and in hard copy.

2. Charging for Domiciliary Care

2.1 This includes help with day-to-day personal and practical tasks to enable service users to continue living independently in their own homes. These services can be provided by either the Council or by a private organisation, dependent upon the outcome of a care needs assessment. The potential charge would be the same regardless of who provides the service. The charge for services will be subject to a financial assessment carried out by the Personal Finance Unit (PFU) of the Council.

2.2 Charge rates are included in section 7, tariffs.

3. Reason for charging

3.1 The Government allows local councils to charge for the services that are proposed for support required. Wirral Council has decided that it will charge for those services the Care act allow them to charge for and it will base its charges on how much it believes service users can afford to pay which is based on a financial assessment. The Government assumes that all councils charge and reduces the amount of money it gives based on this assumption. It is therefore essential that the council charge to ensure that the demand for services is met and the necessary care is provided to people in need.

4. Financial Assessment

4.1 A financial assessment has been designed to assess and establish how much service users can contribute towards the cost of services received. This is to ensure that the charge the council levy for services is fair and has been tailored to fully take into account financial circumstances. There is an opportunity to decline the assessment, however the consequence of this action is that it will be expected that a full charge will be paid for services received irrespective of your financial situation.
4.2 A financial assessment is partly a means test but includes an assessment of essential housing expenditure; disability related expenditure and also identifies potential entitlement to additional benefits. Financial assessments are offered and will be undertaken for all service users who receive Home Care and Direct Payments services.

4.3 All service users are encouraged to have a financial assessment as it is likely that they will pay less than if they had declined to have the assessment. The consequence of declining would mean paying up to the full charge taking no account of your financial position. After a financial assessment some service users find they are entitled to a free service.

4.4 Specialist Officers of the Council will conduct a financial assessment in the service users’ home or at a council office as soon as possible following the completion of the care needs assessment. Service users will be advised they can be accompanied by a relative, friend or other representative during the financial assessment.

4.5 Arranging a financial assessment

4.6 From early in the financial year 2019/20 service users will be given the choice of completing a financial assessment on line. Service users will be asked a series of questions and will be notified of the charge they should expect to contribute towards care on completion of the online assessment. Service users will be expected to send any financial information requested from the online assessment to the PFU. Service users will pay for care from the date care commences.

4.7 If service users choose not to use the online financial assessment, they will be contacted by the PFU shortly after they have made initial contact with the Council regarding care requirements. PFU will contact the service user, initially by telephone, to arrange for a Processing Officer (PO) to visit, if that is what is requested. Service users may arrange to come into a council office and complete the financial assessment form if they prefer.

4.8 If PFU cannot contact the service user by telephone, they will write explaining how the service user can contact them. If service users do not respond to efforts to arrange a visit within 14 days then the PFU will financially assess the service user as choosing to pay the full cost of care from the date when chargeable care commences. If the service user later arranges a financial assessment visit and prove not to be liable for the full cost of care then PFU will backdate any reduced contribution to the date of the original assessment. (But see assessment of Capital section)

4.9 What if the service user doesn’t want to disclose their financial circumstances?

4.10 The service user doesn’t have to tell PFU about their financial circumstances if they don’t want to, but if the service user continues to receive chargeable care arranged by the Council, the Council will assume that the service user has more than £23,250 in savings and will charge for the full cost of that care. If at first the service user chooses not to disclose their financial circumstances, or respond to PFU to arrange a financial assessment visit, but later change their mind PFU will review your account and credit or refund any difference due once PFU have completed the financial assessment. (But see assessment of Capital section)
4.11 The assessment visit

4.12 The assessment officer will normally arrange to see the service user in their own home in order to collect the financial information required. The visit itself will not normally take longer than one hour. The service user may ask to carry out the assessment in Council offices and this can be arranged by appointment if it is more convenient. The service user is permitted to have support with them if required.

4.13 Having a friend or relative present during the financial assessment visit

4.14 The council will ask the service user if they would like a friend or relative to help. The council will try to make a visit when it is convenient to the service user and their support.

4.15 What happens during the visit?

4.16 The PO will ask the service user about their income, savings and other capital and expenditure and also help to identify additional costs the service user may have to meet due to their disabilities. These could include extra heating, clothing or laundry costs that may be allowable and will be considered when calculating how much should be paid towards the cost of care. In most cases the visiting PO should be able to tell the service user how much will be expected to be paid towards the cost of care but occasionally he or she may need guidance from a team manager. If so the council will inform the service user as soon as possible once the financial assessment is complete.

4.17 How the council will financially assess you

4.18 The council will add together the cost of all the non-residential services the service user receives and will financially assess how much the service user should be asked to contribute towards this cost from their income and capital, whilst also making allowances for standard living costs as well as any disability related expenditure.

4.19 Unless the service user is liable to pay the full cost of care their financial assessment will not usually be based on the cost of care services. Instead it will be based on the service user’s ability to contribute from their income and capital. Service users with high income may be required to pay the full cost of the services they receive if that cost is less than the amount they have been financially assessed as able to contribute.

4.20 The following example shows how we work out service users assessed weekly charge:

Total weekly benefits Income
Less allowance for normal living expenses
Less rent, mortgage or council tax
Less disability related expenditure

Equals calculated Net Disposable Income

The Council will charge the service user up to all of the calculated Net Disposable Income.

4.21 Outgoings – Normal Living Expenses, rent, mortgage or council tax
4.22 There is a built-in allowance in the financial assessment, which takes into account everyday costs that the service user may incur for items such as food, fuel costs, TV licence, water rates and other everyday costs. This allowance for living costs is based on the basic Income Support or pension credit for their age plus an extra 25%. In line with Government policy, these rates may increase in April of each year.

4.23 Outgoings – Disability Related Expenditure (DRE)

4.24 The council will also make allowance for the Disability Related Expenditure the service user may incur due to their age or disability. Please see section 9 for details relating to what is DRE allowable. The list is not exhaustive but works as a guide for assessors.

4.25 The visiting Financial Assessment Officer will explain DRE to the service user in detail so that the council can make as accurate a financial assessment as possible of how much should be paid towards the cost of care.

4.26 Changes to the service users financial or personal circumstances

4.27 The service user must inform PFU of any changes in their financial or personal circumstances at any time so that PFU can ensure the service user financial assessment and charges the council ask the service user to pay for care are correct. If the service user fails to notify the council of any changes which affect their financial assessment and charges the council may backdate any additional charges to the date from which the service user should have first paid them.

4.28 Annual reviews of your assessed contributions

4.29 The Department of Work and Pensions (DWP) normally increases all state benefits such as Retirement Pensions and Attendance Allowance in the second week of April. Many occupational pension schemes also increase payments from April. Therefore, the council will re-assess your contribution at least annually in April each year to take account of these changes in the service users financial circumstances and will write, explaining what the council think the service users new rate should be. If the service user thinks the re-assessment is wrong at any time they can either ask the council to send a form to be completed with the service users changed circumstances so they can be checked and if necessary correct the service users assessment or arrange a further visit.

4.30 What if the service user’s circumstances change?

4.31 The service user must inform the PFU of any change in their financial or personal circumstances as this could affect the amount the council charge.

4.32 Is the service user’s financial assessment correct?

4.33 If the service user thinks the council have miscalculated their charges, for example because of an error made or something they have forgot to tell the council, the service user should write asking for a review of their financial assessment and stating why they think it is wrong. Arrangements will be made to review the assessment, make any adjustments that may be required and inform the service user of the outcome.

5. Income
5.1 Relevant Income

5.2 The council include almost all benefits such as State Pensions, Guaranteed Pension Credit, Income Support, Employment Support Allowance, DLA Care and Attendance Allowance. The council also includes other income such as Occupational Pensions, Annuities, maintenance payments and net income from property rental as income.

5.3 If during the assessment the PO notices that the service user has potential entitlement to additional benefits, they will advise and support the service user to obtain all benefits they may be entitled to.

Please note that individual circumstances vary considerably and the council may also take other forms of income into account.

5.4 Disregarded Income

5.5 Examples of income which are disregarded include:

- Armed Forces Independence payments and Mobility Supplement
- Child support maintenance payments and child benefit
- Child tax credit
- Council tax reduction schemes where this involves a payment to the person
- Direct payments
- Disability Living Allowance (Mobility Component) and Mobility Supplement
- Christmas bonus
- Employed and self-employed earnings
- Guaranteed income payments made to veterans under the Armed Forces compensation scheme
- Pensioner Christmas payments
- Personal Independence Payment (Mobility Component) and Mobility Supplement
- Social fund payments (including winter fuel payments)
- War widows and widowers special payments
- Any grants or loans paid for the purposes of education
- Payments made in relation to training for employment

5.6 This list is not exhaustive and Care Act guidance offers a full list of all disregarded income. Refer to Care Act Guidance Annex C through the link included above.

6. Capital/Savings

6.1 By capital we mean service users savings, investments and other assets which will not normally include the value of the property where the service user lives if that is where they receive care. However the council may include the value of any property the service user owns but in which they do not live. The Government have set limits for how capital or savings are treated in the financial assessment.

6.2 The lower Capital limit of £14,250 is the amount of savings that is completely ignored and only levels above that are taken into account. The upper capital limit is currently £23,250 and for anyone who has savings in excess of this figure they will be expected to pay for the cost of the services they receive. If the service user capital later reduces to £23,250 or less, they must inform the council so their contribution can be reassessed as soon as possible.
6.3 If the level of savings fall between the lower and upper limit (i.e. £14,250 - £23,250) notional income is calculated based on that amount. The Government has suggested an amount of notional income at a rate of £1 per every £250 or part £250 above the lower limit. This will be added to other income. To show how this works we will use an example, assume you have savings of £15,250. The first £14,250 will be ignored leaving £1,000. There are 4 amounts of £250 in £1,000 so the notional income of £4 per week will be added to your income.

6.4 Disposal of capital or other assets

6.5 Capital or assets disposed of during or prior to a financial assessment may still be counted when the service users financial assessment is undertaken. If the service user has any doubt they should contact the PFU prior to disposal.

7. Tariff of charges

7.1 The following charges apply for non-residential social care services from April 2019:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Unit</th>
<th>Charge 2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care</td>
<td>Up to 1 hour</td>
<td>£15.60</td>
</tr>
<tr>
<td>Home Care</td>
<td>Up to 45 mins</td>
<td>£11.70</td>
</tr>
<tr>
<td>Home Care</td>
<td>Up to 1/2 hour</td>
<td>£7.80</td>
</tr>
<tr>
<td>Home Care</td>
<td>Up to 15 mins</td>
<td>£3.90</td>
</tr>
<tr>
<td>Dom-Care Plus 1 Hour</td>
<td>Up to 1 hour</td>
<td>£15.60</td>
</tr>
<tr>
<td>Dom-Care Plus ½ Hour</td>
<td>Up to ½ hour</td>
<td>£7.80</td>
</tr>
<tr>
<td>Dom-Care Plus 15 Mins</td>
<td>Up to 15 mins</td>
<td>£3.90</td>
</tr>
<tr>
<td>Day Care</td>
<td>One day</td>
<td>£50.00</td>
</tr>
<tr>
<td>Day Care</td>
<td>One session</td>
<td>£25.00</td>
</tr>
<tr>
<td>Transport</td>
<td>One journey</td>
<td>£9.20</td>
</tr>
<tr>
<td>Transport</td>
<td>Two journeys</td>
<td>£18.40</td>
</tr>
<tr>
<td>Mobile Night</td>
<td>Per hour</td>
<td>£30.66</td>
</tr>
<tr>
<td>Night sitting - Waking</td>
<td>Per night</td>
<td>£103.11</td>
</tr>
<tr>
<td>Supported Living</td>
<td>Per hour</td>
<td>£15.00</td>
</tr>
<tr>
<td>Supported Living sleeping nights</td>
<td>Per night</td>
<td>£83.42</td>
</tr>
</tbody>
</table>

All rates are updated on 1 April

7.2 Charges for all services are subject to a financial assessment and charges will only be made after taking into account assessed available income.

7.3 Service users who have capital (excluding their home of residence) in excess of £23,250 or they have declined to have a financial assessment will be charged at full rate for their social care services.

8. Extra care
8.1 What is Extra Care Housing (ECH)

8.2 It is Wirral Council's policy to try and assist people to live in their own homes for as long as possible and is appropriate for their care needs. In support of this policy the council is, with partners, creating many Extra Care Housing Schemes which will enable service users to live independently in their own homes but with care available on site if necessary. The service users Social Worker will be able to inform them about which ECH schemes are available and what facilities they provide. Please note that Extra Care Housing is not the same as residential care in a registered care home and anyone receiving care in ECH will be financially assessed under the Care Act.

8.3 What happens if the service user wants to permanently leave or sell their property?

8.4 Under the Care Act a service user's capital does not normally include the value of their home, if that is where they normally receive care but may include any other property owned. This may affect the service user if they are considering moving permanently into Extra Care Housing or to live with relatives but do not want to sell the property where they lived previously. The council may take its value into account in the financial assessment and this is likely to make them liable for the full cost of their care. However if the service user do want to sell their property in order, to move, to live permanently in Extra Care Housing or with relatives the council may be able to offer some assistance during the period between moving and selling the property.

8.5 Charge Rates for Extra Care Housing

8.6 Service users in extra care housing have the opportunity to utilise specialist care support from care workers that are on hand 24 hours a day, 7 days a week. Service users in extra care housing will require support, the council offer 5 levels of support and charges to service users is dependent upon the amount of time allocated through a full social worker assessment. The same rules as apply for financial assessments and what service users can afford to pay is applied.

8.7 Extra Care Housing Bands

<table>
<thead>
<tr>
<th>Extra Care Housing Bands Model</th>
<th>Band 1</th>
<th>Band 2</th>
<th>Band 3</th>
<th>Band 4</th>
<th>Band 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of support received per week</td>
<td>Between 0 and ½ hour</td>
<td>Over ½ and up to 5 hours</td>
<td>Over 5 and up to 10 hours</td>
<td>Over 10 and up to 15 hours</td>
<td>Over 15 hours</td>
</tr>
<tr>
<td>Charge per week</td>
<td>£6.55</td>
<td>£32.78</td>
<td>£98.36</td>
<td>£163.94</td>
<td>£229.52</td>
</tr>
</tbody>
</table>

All charges are subject to change on 1 April

8.8 Service users who take holiday or extended breaks through choice will still be subject to charges as support worker staff are actively employed to cover support required. Service users who are admitted to hospital will not be charged for the amount of time (full weeks) they are in hospital. Service users who are admitted into a care home will not be charged for the amount of time (full weeks) they are in the care home. For the avoidance of doubt, a full week constitutes a period of 5 days or more in one calendar week.
9. Assistive Technology

9.1 Assistive technology is provided to some service users and there is a charge attached to this of £2.50 per week. All service users in receipt of assistive technology in the home would be expected to pay the fee from the date they receive the technology.

9.2 The payment is weekly and service users will be expected to pay in all circumstances. There are to be no refunds for any time spent in hospital or on holiday or for any other matter. The technology remains in the home of the service user and can continue to be used.

Service users who submit a hardship case via a letter to DASS will be considered on their merits.

10. Disability Related Expenditure (DRE)

10.1 Service users will be offered the opportunity to have a number of additional costs incurred taken into account during their financial assessment. This additional cost effectively reduces the amount service users may be assessed to pay. The Care Act allows for the following to be taken into account when assessing DRE.

- Payment for any community alarm system.
- Costs of any privately arranged care services required, including respite care.
- Costs of any specialist items needed to meet the person’s disability needs.
- Day or night care which is not being arranged by the Council.
- Specialist washing powders or laundry.
- Additional costs of special dietary needs.
- Special clothing or footwear.
- Additional costs of bedding.
- Heating costs above the average levels.
- Reasonable costs of basic garden maintenance.
- Reasonable costs of cleaning, or domestic help.
- Purchase, maintenance, and repair of disability-related equipment.
- Personal assistance costs.
- Internet access.
- Other transport costs.
- Incontinence products.
- Adaptions.
- Day Care Charges.

10.2 Additional costs can also be considered as the list is not intended to be exhaustive. A standardised list has been produced which the PFU will use when assessing service users, however this list is only intended as a support mechanism and all service users will be considered individually to ensure all care requirements are taken into account.

10.3 Payments to family members not eligible for DRE

10.4 Unless there are exceptional circumstances, we will not usually allow claims for Disability Related Expenditure relating to payments made to the service user’s family members who may provide assistance.
10.5 Normal living costs

10.6 We will not usually allow normal living costs as Disability Related Expenses because these will have already been considered as being covered by the Standard Living Cost Income Support Allowances plus 25% shown above.

10.7 Care Act guidance Annex C offers full detail of Disability Related Expenditure and should be referred to if further detail is required.

11. How to pay

11.1 How the council will collect your financial assessed contribution

11.2 When PFU have completed the service user's financial assessment the council inform the service user about how much will be expected to pay towards the cost of care. **All charges are due from the date care commences** and in some instances backdated charges will occur. An invoice is sent every 4 weeks showing your care charges for that period. In some months the council will invoice the service user for four weeks assessed contributions and in others for five weeks.

11.3 The invoices will show the service user alternative methods by which payment can be made but the council's preferred method is to collect contributions by Direct Debit. If the service user wants to set up a Direct Debit or discuss other payment methods such as using a debit card the service user should contact the Personal Finance Unit Team on 0151 666 5222.

11.4 What happens if the service user doesn’t pay their charges?

11.5 The charges the council raise for services provided are subject to Wirral Council debt recovery procedures. We expect the service user to make payment within 28 days of receiving their invoice. The council will send two reminders at 35 and 42 days after the initial invoice has been sent. If the service user fails to pay the amounts invoiced for payment the council will take recovery action and possibly legal proceedings. If the council's legal services team has to commence legal proceedings against a service user, the service user may have to pay legal costs in addition to care charges. If at any time the service user has difficulty in making payment they should contact the Personal Finance Unit Team (0151 666 5222) to discuss the reasons for non-payment as soon as possible.

12. Self-Funders

12.1 Help for people paying for their care from their own resources

12.2 Due to changes brought in by the Care Act, there are now national eligibility criteria to determine whether people qualify to receive care. To be assessed for support, a person needs to show:

Their needs arise from a physical or mental impairment or illness, and; the issues they face have a significant impact on wellbeing, and; they are unable to achieve two or more of the following activities:

- eating and drinking
- maintaining personal hygiene
- managing toilet needs
• being appropriately clothed
• being able to make use of your home safely
• maintaining a habitable home environment
• developing or maintaining family or other personal relationships
• accessing and engaging in work, training, education or volunteering
• making use of necessary facilities or services in the local community including public transport and recreational facilities or services
• carrying out caring responsibilities the adult has for a child

12.3 Where a person has sufficient funds (over £23,250) and has mental capacity to arrange their own care, the Council will inform the self-funder they should arrange their own care. If a person is unsure of eligibility they should contact 0151 514 2222 for further advice.

13. Disregard

13.1 Twelve-week property disregard

13.2 The Council will allow a twelve week disregard to social care service users moving permanently into other accommodation who intend on using the value of their home to support their care needs. At the end of the disregard period service users who are selling their property will become liable for the full cost of their care subject to their financial assessment because we then take the value of their property into account in their financial assessment.

13.3 Help with paying care costs

13.4 After the end of the property disregard period service users will usually be liable for the full cost of care because the council will include the value of the property vacated in the service user's financial assessment. However the service user may not have sufficient income and available capital to pay full cost fees and may need the council to assist by paying these on the service user’s behalf until the vacated property is sold. Note that this assistance will be subject to the service user agreeing that the council can place a legal charge on the property.

13.5 How do service users qualify for property disregard and help with care costs?

13.6 To qualify for the property disregard and later help with care costs the service user will have to agree in advance to the council placing a legal charge on the property that has been vacated after the twelve week disregard period has ended. This charge is intended to secure the council's interests until the property is sold when the service user must repay the full amount owed to the council at that time.

14. Contacting the Council in regards to Care

14.1 Arranging care

14.2 If the service user wants to receive a care service but do not have a designated Social Worker, they should first contact Wirral Council’s Families and Wellbeing Team in DASS on 0151 514 2222. The team will record the service users details and ask questions about care needs to help establish how best they can be met before referring the service user to a social care locality team. The team may request a Social Worker for the area in which the service user lives to visit and assess care needs. If the service user is in hospital, this assessment may be carried out by a hospital based Social Worker or other arrangements
may apply depending on the care service needed. The Social Worker will inform the service user that they may be asked to contribute towards the cost of their care.

14.3 Reablement / Intermediate Care

14.4 The Social worker will assess the service user’s care needs and arrange suitable care provision for the service user although the start may be delayed if appropriate carers are not immediately available. For service users who receive Reablement or Intermediate care the council may provide up to six weeks care free of charge. The Social Worker will explain what free care, if any, the service user may be entitled to receive and that as soon as possible the council will need to financially assess the contribution the service user will be expected to make once that free period has ended. The Social Worker will then refer the service user to PFU who will contact the service user to arrange a financial assessment visit.

15. Personal Budgets

15.1 Self-directed support

15.2 The way in which the council delivers adult social care has changed in recent years to offer more choice and support to service user’s about how their care needs are met. At the heart of the process to help people take control of their care and support is a system called ‘Self Directed Support’. The council works out how much money people need for their care and offers help and guidance with deciding how this money it to be spent, so those people have more control over how their needs will be met. Under this system the service user will be allocated a Personal Budget. This may include contributions from the service user, the Council or both depending on the circumstances and the service user’s ability to fund their own care needs. Depending on the services needed the service user may be eligible to receive a Direct Payment to enable them to organise their own care arrangements or they can ask the council to manage their budget for them. The council will financially assess the service user using the Care Act 2014 to ensure everyone receiving care is treated fairly and equally.

15.3 Direct payments

15.4 Once the service user’s care needs have been assessed the Social Worker will calculate how much money is needed to pay for the care needed. This is known as a Personal Budget and may include contributions from the service user, the Council or both depending on circumstances and ability to fund care needs. The service user may want to take it as a Direct Payment which will enable them to arrange and pay for their own care. If the service user chooses to take a Direct Payment it is Council policy to pay the full weekly amount in advance on a four weekly basis. This is to ensure that the service user has the money needed to pay for the care needed without having to wait for state benefits or other income which may be delayed. However the council will still need to financially assess the service user and will invoice separately for assessed contribution monthly in arrears.

16. Respite care

16.1 Many service users need respite care to give a break to them and their family carers. In the past the council provided respite care for most service users in residential or nursing care homes and financially assessed these service users under a different charging scheme. Service users can choose to have respite care in their own homes or other suitable settings.
16.2 The Council will financially assess all service users receiving respite care under the Care Act to ensure consistency and fairness no matter where that respite is provided for them. The service user’s Social Worker will discuss with the service user how respite care will be arranged and paid for.

16.3 If the service user is receiving a Direct Payment to arrange their own respite care or if the council arranges it for them, the service user will not be expected to make separate contributions towards the cost of respite care.

16.4 Current rates of respite

| Respite rate – standard – pension age | £142.35 |
| Respite rate – standard – under pension age | £82.55 |
| Short term standard rate pending financial assessment | £142.35 |
| Short term standard rate pending fin assessment – under pension age | £82.55 |

17 Other

17.1 Wirral Council Policies

You can view a full copy of the revised Wirral Council policies and factsheets at www.wirral.gov.uk.

17.2 Care provided by Wirral Council

17.3 If the service user needs the council to provide care, to help ensure that the care provided is suited to the service user needs the council will arrange for a social worker to assess care needs. The council will then provide information and advice related to these together with confirming whether the council will be able to contribute towards the cost of care and arrange for the service user to have a financial assessment to establish how much the service user might need to pay towards the cost of care.

17.4 Couples

17.5 Normally the council will financially assess a service user as an individual and the information provided should relate to the service user and no other person in the household. Couples can be assessed but PO’s will always complete a financial assessment based on what is best for the individual.

18. Appeals and Contacts

18.1 Appeals

18.2 If a service user chooses to appeal their assessment they should contact:

Adult Services - 0151 514 2222, or
Personal Finance Unit (PFU)

All enquiries relating to charging for non-residential services should be made to the Personal Finance Unit:

Telephone: 0151 666 5222
Email: personalfinanceunit@wirral.gov.uk
18.3 Complaints

If the service user is dissatisfied with the outcome of the assessment process or generally with council services they can use the Complaints Procedures. Please contact:

Telephone: 0151 514 2222
Email: Comments and Complaints Service

18.4 Other Useful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claiming your State Pension (New Claims)</td>
<td>0800 731 7898</td>
</tr>
<tr>
<td>Claiming your Pension Credit (New Claims)</td>
<td>0800 99 1234</td>
</tr>
<tr>
<td>State Pension/Pension Credit (Existing Claims)</td>
<td>0345 60 60 265</td>
</tr>
<tr>
<td>Personal Independence Payment (New Claims)</td>
<td>0800 917 2222</td>
</tr>
<tr>
<td>Personal Independence Payment (Existing Claims)</td>
<td>0345 850 3322</td>
</tr>
<tr>
<td>Attendance Allowance (Helpline)</td>
<td>0800 731 0122</td>
</tr>
<tr>
<td>Disability Living Allowance (Helpline)</td>
<td>0345 712 3456</td>
</tr>
<tr>
<td>Universal Credit (Online ONLY)</td>
<td><a href="http://www.gov.uk/apply-universal-credit">www.gov.uk/apply-universal-credit</a></td>
</tr>
<tr>
<td>Employment &amp; Support Allowance</td>
<td>0345 608 8545</td>
</tr>
<tr>
<td>Claiming Employment &amp; Support Allowance</td>
<td>0800 055 6688</td>
</tr>
<tr>
<td>Carer’s Allowance</td>
<td>0345 608 4321</td>
</tr>
<tr>
<td>Office of Public Guardian (Lasting Power of Attorney)</td>
<td>0300 456 0300</td>
</tr>
<tr>
<td>Court of Protection (Deputy)</td>
<td>0300 456 4600</td>
</tr>
<tr>
<td>Council Tax &amp; Housing Benefit</td>
<td>0151 606 2002</td>
</tr>
<tr>
<td>Wirral Borough Council Welfare Rights Unit</td>
<td>0151 666 4570</td>
</tr>
<tr>
<td>Wirral Borough Council Direct Payments Team</td>
<td>0151 666 5102</td>
</tr>
<tr>
<td>Citizens Advice Bureau National Phone Service (Wirral)</td>
<td>0300 330 0111</td>
</tr>
<tr>
<td>Age UK Wirral Advice Hotline</td>
<td>0800 055 6112</td>
</tr>
<tr>
<td>Winter Fuel Payment Helpline</td>
<td>0800 731 0160</td>
</tr>
</tbody>
</table>

18.5 To contact Independent Financial Advisers or other support

If you want to take advice from an Independent Financial Adviser (IFA) you can find out about which IFAs in your area are appropriately qualified by entering the webpage below into your internet browser:

http://www.independent-financial-advisor-uk.com/?gclid=CNukn5z2n8sCFUqeGwod-K4ElA

18.6 Further advice on any matter can also be found at the following web pages:

http://www.disabilityrightsuk.org/charging-residential-accommodation