



Oxfordshire Social & Community Services

Fairer Charging

What does it mean?
How does it work?
How much will I pay?

2007 - 2008



INVESTOR IN PEOPLE



**OXFORDSHIRE
COUNTY COUNCIL**

www.oxfordshire.gov.uk

FAIRER CHARGING

INDEX

Introduction	Page 2
What does it mean for you	Page 3
1. What the scheme covers	Page 3
2. How it works	Page 4
3. Capital included in Financial Assessment	Page 5
4. What Allowances are made for Basic Living Costs	Page 5
5. Income taken into account	Page 5
6. Couples	Page 6
7. Housing Benefit and Council Tax Benefit	Page 6
8. Disability Related Expenses	Page 7
9. Visiting Officer	Page 7
10. Benefits Check	Page 8
11. How do I pay my charges?	Page 9
12. Non payment of charges	Page 9
Charging for Rapid Response and Community Rehabilitation Service and other Services	Page 10
a. Rapid Response	Page 10
b. Community Rehabilitation Service	Page 10
c. Care Plan Capping	Page 10
d. Direct Payments	Page 11
Some Questions Answered	Page 12
Charge Review and Waiver Scheme	Page 15
Charge Review	Page 15
Waiver Scheme	Page 16
Appeal Process	Page 16
Explanation of how Weekly Assessed Charge has been Calculated	Page 17
Explanation of what each Term means	Page 18

FAIRER CHARGING SCHEME

INTRODUCTION

Oxfordshire Social and Community Services operates a charging scheme for its services and recipients of the service will be financially assessed to find out if they can afford to contribute towards the cost of their care.

Charges may be made for a mix of services provided to someone living in their own home examples of which are:-

- Help at home
- Relief to carer
- Sessions at a Day Centre
- Transport
- Meals
- Supported Living
- Laundry

As a brief guide those people with more than £21,500 savings and investments will be asked to pay the full cost of the help provided. For everyone else they will be financially assessed on the basis of their income and savings and investments to contribute towards their care costs. In arriving at this figure, allowance will be made for minimum income levels set by the Government and also those costs that arise due to the individual's disability.

Clients with income below the minimum set levels will not be required to contribute towards their care. All clients will be offered the opportunity to undergo a Benefits Check to see if they are receiving all benefits and allowances to which they are entitled.

Where a client feels that the charge they are expected to pay is too high or that certain care/social needs have not been taken into account then they can apply for a waiver to reduce or remove the charge.

WHAT DOES IT MEAN FOR YOU

1. WHAT THE SCHEME COVERS

The scheme will relate to people who receive care in their home, day care and other services provided or arranged by Social and Community Services. It does not apply to those living in residential or nursing homes or residential respite services which are covered by a separate charging scheme for residential care.

When you are referred to Social and Community Services the Care Manager for the area in which you live will visit to assess your care needs (if in hospital, this assessment may be carried out by a hospital based Care Manager).

The Care Manager will complete a Care Plan Assessment and inform you that you may be asked to contribute towards the cost of your Care Package following which they will inform the Social and Community Services Fairer Charging Section. You will then be contacted to arrange an appointment for a Visiting Officer to come to obtain information regarding your income savings and investments and expenditure from which it will be possible to calculate how much you should pay towards your care costs.

Part of this visit will be to help you identify additional costs that you have to meet due to your disabilities, you may have e.g. extra heating, clothing, laundry that should be allowed for in calculating how much you should pay towards care.

The cost of all the services you receive will be added together and your assessed charge will be a contribution to this amount. Normally only those clients with capital over £21,500 will automatically pay the full cost of their services. All other clients' contribution will be based on a full financial assessment.

Where you are provided with a meal at a day centre or through the Community Meals Service you will have to pay for these as the cost is covered by normal living cost allowances that are made in the assessment. The same will also apply to other refreshments you are provided with and any activity arranged as part of your attendance at a day centre.

An invoice/statement will be sent to you mid-month for the previous month's charges. This will detail care provided and payments paid during that month. It will also detail any refunds or additional charges made, where for example, your care package was reduced or increased during a particular week because of changes in the level of care you received.

In March of every year your financial circumstances will be reviewed in line with the changes to Pensions and Benefits that occur at this time. Clients will also receive each year a visit from the Visiting Officer to review their assessment.

If at any time your financial circumstances change the Social and Community Service's Fairer Charging Section must be told as this could affect the amount you are charged.

2. HOW IT WORKS

- a. If you have savings and investments of over £21,500 you will pay the full cost of your care. (see attached schedule of charges)
- b. For other all clients there will be a full financial assessment based on their income and savings and investments with allowances being made for normal living costs and costs arising as a direct result of their disability.
- c. The allowances being made for living costs will be equivalent to the Basic Income Support Level appropriate to the clients age **plus** an additional 25%:-
 - £148.81 aged over 60
 - £105.50 aged 25-59
 - £90.13 aged 18-24
- d. Further allowances for rent, mortgage, council tax and Statutory Orders will be taken into account where appropriate. This may involve requesting other members of the household to provide details relating to their financial circumstances where these costs are shared. (**See Section 4**)
- e. In calculating income this will include all state pensions, benefits and age and disability related premiums. We will not include the Mobility Allowance, which is excluded by law from all financial assessments. (**See Section 5**).
- f. Other income taken into account will include, for example, such sources as occupational/works pensions, annuities, trust funds, health care related payments. (**See Section 5**).
- g. Savings and Investments totaling less than £13,000 will be excluded from the assessment. But where capital is between £13,000 and £21,500 income from this source will be calculated at £1 per each £250 or part £250 and will be taken into account as part of the assessment. (**See Section 3**).
- h. Allowances can be made in the assessment for costs arising as a consequence of your disability and these will need to be identified and costed and where appropriate supported by receipts. (**See Section 8**).
- i. After taking into account income and savings and investments and then deducting the allowances and agreed costs the balance remaining will be the charge that will be the maximum you will have to pay towards your care. If the cost of your care is less than the assessed charge then you will pay the actual cost.
- j. If you are living with a partner you will initially be assessed as a single person. However, in certain circumstances a joint assessment may be necessary with your partner (**See Section 6**).
- k. You will have to pay for all meals and refreshments provided to you either in your home or at a day centre.

- l. If you do not wish to divulge any information to enable the financial assessment to be carried out you will be automatically assessed to pay the full cost of the services being provided.

3. CAPITAL INCLUDED IN FINANCIAL ASSESSMENT

- a. If you have savings, investments etc, in excess of £21,500 you will be assessed to pay the full cost of the care package provided until such time as the value of your capital falls below this level at which point a full financial assessment will be carried out.
- b. If you have capital between £13,000 and £21,500 then notional income will be calculated at the rate of £1 for each £250 or part £250.
- c. When your capital drops below £21,500 and £13,000 you should ask for a financial re-assessment.
- d. **Your house will not be included in this assessment process.**

4. WHAT ALLOWANCES ARE MADE FOR BASIC LIVING COSTS

An allowance is made in the financial assessment for ordinary living costs. This allowance will be based on the Income Support, Personal Allowance and Premium appropriate to the age of the client, plus an additional 25% (See Section 2c). It will cover such items as :-

- Food
- Clothes
- Insurance, including building and contents, mortgage protection and life assurance
- Water rates
- Utility bills such as gas, electricity and telephone
- Transport (including bus fares), transport to, from and within Day Services
- TV licence
- Subscriptions to satellite or digital TV companies
- Repair and replacement of household items
- Other expenditure such as credit card debt or personal loans and arrears.

This list is neither exhaustive nor exclusive

5. INCOME TAKEN INTO ACCOUNT

- a. All Department for Work and Pensions' pensions, benefits, allowances and premiums will be taken into account when calculating the assessment, the only exception being Mobility Allowance/Disabled Living Allowance (Mobility Component) will be excluded.
- b. Armed Forces/War pensions and related disability pensions will be taken into account as income.

With certain of these pensions an allowance is discounted for assessment purposes as defined by the Department for Works and Pensions and this will be verified with them at the time the assessment is carried out.

- c. All occupational/works pensions will be taken into account. This will include those pensions that are inherited by the partner on the spouse's death. In certain circumstances the holder of an occupational/works pension may be a permanent resident in a residential/nursing home and accordingly 50% of their pension is disregarded as an allowance while their husband/wife remains living at home. Where this occurs this income must be declared when providing details of your financial circumstances.
- d. Income received from such sources as annuities, trust funds, care related policies will be included in full subject to any specific limitation within the funds regulations. In these circumstances the capital value of the investment may be discounted and not treated as savings.
- e. Income from employment **will not** be taken into account.
- f. Pension Saving Credit will be excluded from the Fairer Charging financial assessment.

6. COUPLES

We are required to financially assess you as an individual and the information you should provide relates to you and no other person in the household. If, however, in the process of this assessment it becomes apparent that your finances are dependant on your partner to the extent that you are reliant upon them or the benefits they receive on your behalf to meet all or some of the living costs, we will ask for the details for both of you.

If this information is not provided you will be charged at the full cost of this service. When all the information we have requested is made available a joint assessment will be undertaken.

7. HOUSING BENEFIT AND COUNCIL TAX BENEFIT

In certain circumstances you may be in receipt of Housing Benefit or Council Tax Benefit. These are Benefits due to you when you are financially assessed by your District Council not to be able to meet all or part of your Rent or Council Tax.

It may be that all of your Rent and Council Tax are met by these Benefits. However, on some occasions only part of these charges is met in this way and you have to pay the amount outstanding.

For simplicity, the Fairer Charging Assessment will only make an allowance to you for the actual amount you are being asked to pay. It will not detail the amount covered by Housing Benefit paid to your landlord or the discounted element of your Council Tax.

8. DISABILITY RELATED EXPENSES

- a. As the Fairer Charging financial assessment includes disability related pensions, benefits and allowances, additional costs that arise as a consequence of a disability will be allowed for in the financial assessment.
- b. There are wide ranges of costs that may be included and these will be explained to you in more detail by the Visiting Officer who will visit you to help you complete the forms so that an accurate financial assessment can be made of how much you should pay towards your care.
- c. Examples of the type of expenses that can be included are:-
 - Extra heating
 - Payment of privately arranged care that is included in the care assessment
 - Specialist washing powders or laundry
 - Additional bedding, clothes, shoes
 - Purchase or maintenance and repair of disability related equipment
 - Costs of privately arranged domestic help, cleaning and garden maintenance.
- d. Where a claim is made for Disability Related Expenditure evidence must be available, if requested, in the form of receipts/bills in order for the claim to be verified.
- e. Where receipts are not available a period of 28 days will be allowed for these to be provided. If they are supplied during this period the financial assessment will be calculated from the start of the period. If they are received outside the 28 day period they will only be taken into account from the date of receipt. The assessment will be based on the information provided up to that time.
- f. Claims for Disability Related Expenditure where the payment is made to members of the family will not be accepted unless in exceptional circumstances.
- g. For certain categories of Disability Related Expenses a standard allowance will be made e.g. Domestic Work, Gardening. Where the cost of a claim is greater than the standard allowance the Care Manager will be consulted to determine whether the individual needs of the client are commensurate with the level of allowance being requested.
- h. Normal living costs will not be allowable as Disability Related Expenses as these are considered to be covered by the standard Income Support Allowances plus 25%. **(See Section 2).**

9. VISITING OFFICER

A Care Manager who will determine the level of services you require based upon the Directorate's Care Eligibility Criteria Needs will carry out the assessment of your care. Where it is identified that you require services that will be subject to Fairer Charging they will inform the Fairer Charging Team who will then contact you to

make an appointment to call and discuss your financial circumstances so that the amount you contribute to the cost of these services can be accurately calculated.

They will confirm in writing when the meeting is to take place and also explain what would be helpful for you to have available at the meeting. When they call they will have County Council official identification and you should ask to see this. At the meeting they will ask you about your financial circumstances i.e. savings, income and expenditure including Disability Related Expenditure and where appropriate they will ask to see evidence such as Benefit Books, Bank Statements and bills. They will also discuss payment options with you.

This information will be sent to the Fairer Charging Team who will calculate the charge and let you know how much it will be and how you can pay together with details of the information you have provided.

When they leave they will give you a letter saying that they have met with you and also detailing any information that is still required from you to complete the financial assessment.

Appointments will be made with the client where no other contact is known, however where we send invoices/statements to an individual other than the client then the request for an appointment will go to them in the first instance.

If you wish to have someone at the meeting with the Visiting Officer that is entirely up to you.

10. BENEFITS CHECK

The new Fairer Charging Scheme requires that each client is offered the opportunity of a Benefits Check to ensure that they are receiving the correct level of Pension Benefits and Allowances including Housing and Council Tax Benefit. This check will be carried out independently of the County Council by Age Concern (Oxfordshire) and the Citizens Advice Bureau.

The Visiting Officer will provide details when they visit and ask you to sign an authority for the Social and Community Services Directorate to pass your details on to one of the two organizations.

If you are agreeable then they will contact you to arrange a visit to review your Benefits. If they identify a Pension Allowance etc that you may be eligible for they will help you by completing the forms for you and where necessary undertaking an appeal on your behalf.

As with the Visiting Officer you may have someone in attendance at the visit or this can be arranged with another member of the family particularly where they are acting as your appointee or legal representative.

You should be aware that Allowances such as Attendance Allowance and Disability Living Allowance are paid on the basis of your care needs and not how much money you have so even if you have a high level of income or savings it would be worth having a Benefits Check.

11.HOW DO I PAY MY CHARGES?

- a. You will be sent a letter informing you of your charge and how this has been calculated together with information of how payments can be made. This will give details your requested payment method.
- b. A Direct Debit facility is also available if you wish to pay in this way and can be set up by contacting the Credit Control Team.
- c. If you wish to make a payment with the payment card you must take it with you to the Post Office so that the card can be 'swiped' to record your details as well as the amount paid.
- d. The payment card is handed over at the Post Office counter with the weekly payment and the payment will be passed to Social and Community Services and credited to your account. A receipt will always be given by the Post Office and should be kept.
- e. Your first weekly payment will be due from the date you are notified of your assessed charge.
- f. You will receive a monthly invoice/statement detailing the weekly charges and payments made. If you have paid more than necessary then you will normally receive a refund unless the amount is small in which case a credit will be left on the account. If you have failed to pay the required amount then a reminder letter will be sent requesting full payment.
- g. Cheque payments made at a Post Office should be made payable to "Post Office Ltd".
- h. The monthly invoice/statement will include a Bank Giro Credit slip which will enable you to pay your charges through a Bank should you prefer to do this as an alternative to using the payment card or sending a cheque to Social and Community Services.

12.NON PAYMENT OF CHARGES

Charges raised under the Fairer Charging Scheme for services provided by Social and Community Services are subject to Oxfordshire County Council debt recovery procedures which in the event of non payment can result in recourse to Legal Action. If you have problems at any time that result in charges not being paid you should telephone one of the numbers at the end of these guidelines for advice.

CHARGING FOR INTERMEDIATE CARE SERVICES

The Social and Community Services Directorate provides a range of services that have individual charging arrangements.

The following information provides an outline of the charging arrangements if you should require one of these services. Full details will be provided when your individual Care Package is determined.

The service is provided for a period of up to 6 weeks during which time no charge will be made.

If you receive Community Meals Service, Day Care, Home Shopping Services during this period you will pay the assessed charge for these services.

At the end of the 6 week period the normal charging arrangements will apply.

CARE PLAN CAPPING

Where the cost of a client's non-residential care package is greater than the cost of the placement in a residential/nursing home they may be subject to Care Plan Capping.

This is a process where the client is expected to pay the difference in the net cost of their non-residential care package and the net cost of their placement in a residential/nursing home.

The net cost being the full cost of the service, less their financial contribution.

Where a client is subject to such arrangements they should give careful consideration as to whether they can fund the "top up" in addition to their assessed charge.

If the client has insufficient capital to meet the "top up" the case will be referred back to the Care Manager.

The client may own the property in which they live, in which case it may be possible with their agreement, to place a Legal Charge on it to cover the "debt" accruing from the "top up".

DIRECT PAYMENTS

The Direct Payment Scheme enables clients to have direct access to money to enable them to purchase their care from providers of their own choice.

In these cases clients will still be subject to a financial assessment. The weekly assessed charge will be deducted from the payment made by the Social and Community Services Directorate. No invoices will be sent in these cases.

Where a client is assessed to pay the full cost of their care no payment will be paid under the Scheme as they are in a position to pay their care costs direct to the care provider. In these circumstances the client may become eligible if their savings drop below the full cost threshold or there is a significant reduction in their income.

SOME QUESTIONS ANSWERED

Q Do I have to pay for the care I receive if I stay in my own home?

A Yes, we will financially assess all people to see how much they should pay for such services as Home Care and Day Care.

Q How does the Scheme work?

A You will be asked to provide details of your income and savings and investments and your outgoings including those extra costs that arise from your disability.

We will compare your income less any agreed costs with the minimum income levels set by the Government. The difference will form the maximum charge we can make. If the actual cost of your service is lower than this amount your charge will be the lower figure.

Q I have savings over £21,500

A If this is the case, you will be expected to pay the full cost of your care.

Q Is my house taken into account?

A No, your home is not included in the assessment.

Q Does everyone have to contribute towards the cost of their care?

A Everyone who receives services provided by Social and Community Services will have a financial assessment to determine how much they must pay towards their care. For some people this assessment will judge they cannot afford to contribute towards the cost of their service.

Q I only receive Day Care, do I have to be assessed?

A Yes, all clients receiving day care will be financially assessed under this new scheme and contribute that amount towards their day care costs. Charges will be based on attendance at a centre and arrangements have been made with them to provide regular attendance returns so that you can be accurately charged.

Q Are the cost of meals, snacks and refreshments included in my charge?

A No, you have to pay separately.

Q Why do I have to pay for meals and snacks?

A The allowances you will be given include an amount for the purchase and provision of food/meals. Therefore, if we provide you with a meal you will have to find the cost.

Q What happens if I go into respite care, do I continue with payments, and do I have to notify the Fairer Charging Section?

A Respite care will be charged according to another process and you will be notified of the contribution you are assessed to make. Both sets of charges are made on a daily basis and do not double count income/capital. So, if you receive both services in a week an appropriate charge will be made for each day.

Q Will the Relief to Carer Service be charged?
A Yes, all clients receiving the Relief to Care Service will be charged.

Q What if I do not receive the services that have been agreed?
A Your charge will only be reduced when the cost of the services actually received is less than the assessed charge. For those people who pay the full cost of their care there will be a credit for services not received.

In other cases, a reduction in the service will not necessarily lead to a reduction in the charges, as the cost of the service may still be greater than the assessed charge.

Q Should I reduce my payments if I think I should have a credit?
A No, you should continue to make your payments as the amount of the credit will have to be calculated and as explained above a reduction in care does not necessarily result in a reduction of the charge. If you think you are entitled to a credit contact one of the numbers below and they will tell you what adjustments to make.

Q The cheque I paid to you for my care fees has been cleared by my Bank but is not included on the latest statement I have received.
A Invoices/Statements are raised monthly and sent out on the 15th of the following month. It will include all charges and payments made during that period. Payments made in the following month, even though they may have been received before the issue of the invoice/statement will not be included as they are within the next invoice period and will therefore appear on the following account.

To ensure payments are recorded against the correct invoice period they must be made in the same month and this can be done by using the Payment Card or Direct Debit.

Q I receive the top rate of Attendance Allowance/Disability Living Allowance (Care) and I understand this includes an amount for night time service. As I receive no night time service from Social and Community Services should this be taken into account.
A Where the top rate of Attendance Allowance/Disability Living Allowance (Care) is in payment the Social and Community Services would only take the whole amount into account if it were providing night time services. Otherwise, it will disregard a proportion of the weekly amount in both the Attendance Allowance and Disability Living Allowance (Care) that is paid where a client is assessed to need night care.

Q I think the charge is too high, what do I do?
A A waiver scheme exists for clients who for various reasons consider the charge to be too high or inappropriate. You should write to the Team Manager (Fairer Charging) at County Hall, New Road, Oxford, OX1 1ND who will send you a Waiver Form to complete, or make alternative arrangements for your concern to be considered.

Q If the amount of care I get changes, will this affect the amount I have to pay?

A Not necessarily, unless your assessed contribution is greater than the cost of your current care package or you are a full cost case.

Q I have just received last month's statement and it is wrong because you have not included all the payments I have made.

A The only payments we have included are those made in the period covered by the statement. Payment made after the statement period will be on the next statement. This may happen from time to time as invoices/statements are usually issued on the 15th of the following month.

Q I think that I may be eligible for an allowance for Disability Related Expenditure, what do I have to do to claim it.

A All you need to do is explain the extra cost to the Visiting Officer when they call. It may be necessary for you to provide evidence of the expenditure so have the bills or receipts available.

Q I have been paying my next door neighbour to do my dusting and I just give her the money.

A In order for me to make this allowance you will need to provide written evidence to prove the payments have been made. If you let me have them within 28 days of the Visiting Officer's visit it is possible to make the allowance from the start, outside that period then the allowance will only be made from the date they are received.

Q Is there a limit to the amount that is allowable for Disability Related Expense?

A It depends on the nature of the allowance being claimed. For claims such as extra heating it will be possible to make a full allowance where the cost is directly related to any disability you may have.

For claims such as domestic work or gardening then a standard allowance will be given and if you wish for more it will be necessary to consult your Care Manager for details as to the extent of your disability.

Q I am the carer of an attender at a Learning Disabilities Day Centre and they like to buy magazines and CDs, will allowances be made for such purchases.

A The purchase of such items will be deemed as normal purchases and be covered by the basic Income Support Allowance plus 25% so no allowance will be made.

If you require further details please telephone one of the numbers below according to the area you live in:-

South Oxfordshire and Vale of White Horse (Excluding Abingdon)

Telephone 01865 815654

Oxford City and Abingdon

Telephone 01865 815881

Cherwell and West Oxfordshire

Telephone 01865 815814

CHARGE REVIEW AND WAIVER SCHEME

CHARGE REVIEW

Each client has the opportunity to seek a review of their charge if they consider that it:-

1. Has been incorrectly calculated in accordance with the approved Fairer Charging Scheme.
2. Has not made full allowances for Disability Related Expenditure.

1. Has not been correctly calculated in accordance with the approved Fairer Charging Scheme

If you consider that your charge has been miscalculated due for example to an error or omission you should write direct to the Team Manager (Fairer Charging) Social and Community Services Directorate, County Hall, New Road, Oxford OX1 1ND asking for an assessment review, indicating if appropriate where you consider the error or omission has occurred.

The Team Manager will review the assessment, make any adjustments that may be required and inform you of the outcome.

2. Has not made full allowance for Disability Related Expenditure

The Visiting Officer in the course of their interview with you will have helped you to identify extra costs that you have to meet due to your disabilities above normal living costs. At this meeting it is anticipated that all these costs can be identified but it is acknowledged after further consideration you may have identified others that need to be taken into account.

If you consider that an additional item should be added to those already allowed for in the assessment you should inform the Fairer Charging Team immediately providing all relevant information.

Where you consider that allowances should have been made for a Disability Related Expense or that it has not been allowed at a level that you regard as not reflecting the additional cost to you, you can request that the charges be reviewed. Details of your reasons for asking for the review should be submitted on the Charge Review /Waiver Application Form and sent to the Team Manager (Fairer Charging), Social and Community Services Directorate, County Hall, New Road, Oxford OX1 1ND. Your request will then be sent, if necessary, to your Care Manager for them to comment on your request after taking into account your care needs.

Following this review you will be informed in writing of whether your request has been successful. In the event that your application has been unsuccessful you will be informed of the reasons in writing.

Where in either (1) or (2) above you are not satisfied with the outcome of the review you can then ask for the decision to be considered under the Social and Community Services Complaints Procedures. Details can be obtained by contacting The Complaints Officer, Social and Community Services, County Hall, New Road, Oxford OX1 1ND (telephone 01865 815753).

WAIVER SCHEME

You may ask for a waiver where you consider that Social and Community Services Directorate has:-

Failed to take into account specific social, psychological or health issues or exceptional circumstances

If you consider that there are other circumstances that have not been covered in the financial assessment process that should have been taken into account then you can apply for a waiver. You should complete a Waiver Application Form detailing the circumstances and send the form to the Team Manager (Fairer Charging), County Hall, New Road, Oxford, OX1 1ND.

Your request will be sent to your Care Manager for them to comment based on their knowledge of your care needs.

Following this review you will be informed of whether your request has been successful or not. In the event of your application being unsuccessful you will be informed in writing of the reasons.

Should your request for a waiver be rejected fully or partially then you will be informed of the appeal process that is available to you if you wish to pursue the matter.

Appeal Process

If you wish to appeal against the decision not to fully/partially waive your charges then you must inform the Team Manager (Fairer Charging) who will co-ordinate the process. You should inform them that you wish to appeal against the decision and provide any additional information to that already made available that you consider is relevant to your case.

Your Appeal with all the evidence available will be presented to the responsible Assistant Director for consideration.

You will be informed in writing of the outcome of your appeal and if unsuccessful the reasons for its rejection.

Where you remain dissatisfied with the outcome of the Waiver Application and Appeal you can ask for the decision to be considered under Social and Community Services, Complaints Procedures. Details can be obtained by contacting The Complaints Officer, Social and Community Services, County Hall, New Road, Oxford OX1 1ND (telephone 01865 815753)

EXPLANATION OF HOW WEEKLY ASSESSED CHARGE HAS BEEN CALCULATED

(a)	<u>Money coming in</u>	<u>Amount</u>	
	Benefits		
	Retirement Pen	£87.30	
	Attend Allow High	£64.50	
	DLA Mobility-High	£45.00	
	Other Income		
	Occupational Pen	£54.55	
	Tariff from Capital		
	Bank Account	(£8,253.99)	
	Bank A/C	(£5,643.25)	
	£13,897.24 less £13,000.00 disregard @ £1.00 per £250.00	£4.00	
			Sub Total £255.35
(b)	<u>Expenses you have</u>		
	Council Tax	- £2.70	
	Clothing	- £4.47	
	Bedding	- £3.38	
	Private Domestic Help	- £7.85	
	Rent	- £13.60	
			Sub Total - £32.00
(c)	<u>Income you have which we do not take into account</u>		
	Attend Allow High	£21.35	
	DLA Mobility-High	£45.00	
			Sub Total -£66.35
(d)	<u>Outgoings you have which we do not take into account</u>		
			Sub Total £0.00
(e)	<u>Allowances deducted from income</u>		
	Further allowances	-£148.81	
			Sub Total - £148.81
	<u>Calculation</u>		
	Money coming in	(a)	£255.35
	Expenses you have	(b)	- £32.00
	Income not accounted	(c)	- £66.35
	Outgoings not accounted	(d)	£0.00
	Allowances	(e)	- £148.81
	Net assessable income		£8.19
	Maximum charge		£8.19
	Assessed weekly contribution		£8.19

<u>Weekly Services</u>	<u>No.</u>	<u>Units</u>	<u>Total Cost</u>
Homecare Saturdays	0.75	HOURS	£16.07
Homecare Sundays	0.75	HOURS	£16.07
Homecare Weekday	7.25	HOURS	£120.86
Total cost of services			£153.00

EXPLANATION OF WHAT EACH TERM MEANS

(a) **Money coming in**

Benefits	State Pensions and Benefits Income Support, War Pension
Other Income	Occupational and Private Pensions Annuity, Income from Rent/Lettings
Tariff from Capital	Income from Capital/Savings calculated at the rate of £1 per every £250 or part £250 between £13,000 and £21,500

(b) **Expenses you have**

Costs/expenses that arise due to the client's disability, e.g. extra heating

(c) **Income you have which we do not take into account**

Specific types of income are excluded from the assessment, e.g. Mobility Allowance.

(d) **Allowances deducted from Income**

Personal Allowance for ordinary living costs equivalent to Income Support Allowance and Premium, plus an additional 25%.

Calculation

(a) – (b) – (c) – (d) = Assessed Weekly Charge

Weekly Services

The details and cost of agreed care package.

“Formate alternative te ketij publikimi ofrohen me kerkese. Kjo perfshin dhe gjuhe te tjera, me shkronja te medhaja, shkronja per te verberit, kasete degjimi, disk kompjuteri ose email.”

Albanian

আপনি যদি অনুরোধ করেন তাহলে এই পুস্তিকাটি বিকল্প ছাঁদে, যেমন, অন্য কোনও ভাষায়, বড় হরফে, ব্রেইলে, অডিও-ক্যাসেটে, কমপিউটারের ডিস্কে বা ইমেলের মাধ্যমে পেতে পারেন।

Bengali

“本刊物備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्रार्थना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेअल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਵੇਂ ਕਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਾਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਈ ਮੇਲ ਤੇ।”

Punjabi

“اس اشاعت کو متبادل اشکال میں درخواست کرنے پر حاصل کیا جاسکتا ہے۔ اس میں دوسری زبانیں، بڑا پرنٹ، بریل (جسے اندھے چھو کر پڑھ سکیں)، آڈیو کیسٹ، کمپیوٹر ڈسک یا ای میل شامل ہیں۔”

Urdu

Alternative formats of this publication can be made available on request.

These include other languages, large print, Braille, audio cassette, computer disk or e-mail

For more information please contact:

Access to Information & Services

Yarnton House

Rutten Lane

Yarnton

OX5 1LP

Tel: 0845 050 7666

Fax: 01865 854443

E-mail: access@oxfordshire.gov.uk



100% recycled paper
Printed with vegetable based inks

Produced by: Oxfordshire County Council's Design & Print Unit
A fast, efficient service for all your design and printing requirements.
Tel: (01865) 815672 - Fax: (01865) 204309

S044-05 (05/07)