

Q: If other people live with me will their income be taken into account?

A: No. Only you and your partner's income will be taken into account.

Q: What if I receive money from social work and health for Angus Council's direct payments scheme or personal assistance scheme?

A: Participants in these schemes are assessed for charging in exactly the same way as other service users.

Q: How can payments be made?

A: A four weekly invoice will be sent to you which you can pay at any bank or any of the locations listed on the back of the invoice. Alternatively you can pay by standing order at your bank. (If this is the method chosen, any adjustments to your bills will be made quarterly.)

Q: What can I do if I am unhappy with any part of my financial assessment?

A: If your enquiry is in relation to the financial assessment form then contact a financial assessor at Carseview Office, Carseview Road, Forfar, DD8 3BT by telephoning 01307 474679 or 474675

However if your enquiry is related to an invoice then contact the finance section at Bruce House, Wellgate, Arbroath, DD11 3TS by telephoning 01241 435070 or 435067

If you are still dissatisfied, you have the right to make a complaint and to have your complaint investigated. You can do this in

person, by telephone or by letter, or someone else can complain on your behalf.

For more information you should read the leaflet. 'What to do if you are not happy with services provided by Social Work'. This is available from any social work office or by contacting the ACCESSline on 08452 777 778.

You may also wish to contact the Clients' Rights Service on 01307 474848.

Independent advice is available from Citizens Advice Bureau at:

11 Millgate
Arbroath
DD11 1NN
Phone: 01241 439235

19 Queen Street
Forfar
DD8 3AJ
Phone: 01307 467096

32 Castle Street
Montrose
DD10 8AG
Phone: 01674 673263

You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151. We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 – your direct line for council services

Charging for non-residential care and housing support services for adults

2008/09



Angus Council Social Work and Health's charging policy is based on the Convention of Scottish Local Authorities recommendations as approved by the Scottish Executive.

The level of service you receive is based on your need, not on your ability to pay. The amount that you may be asked to contribute is means tested so that you will only be asked to pay what you can reasonably afford.

This leaflet helps to explain how the charges might affect you. Any change in your assessment due to the annual review will not take effect until 7 April 2008.

Local authority non-residential services covered by the charging policy are:

Overnight care £25.87 per night
Home from home respite £176.30 per week
Shopping & pension service £2.80 per week
Personal care
under 65 years of age £20.00 per hour

Local authority housing support services covered by the charging policy are:

Domestic assistance £9.40 per hour
Sheltered housing
Support services £26.00 per week
General counselling
and support £18.45 per hour

Private and voluntary service providers cover a broad range of support activities. Costs vary according to the provider and the type of service provided.

People entitled to transitional protection will continue to be charged at protected rates for 2008.

Housing support services are FREE to:

- Service users who continue to receive housing benefit (HB) will remain protected for any housing support service, which was in place on 9 April 2006.
- Recipients of services defined as 'short term' by Angus Council.

Income disregards

Single person under 60£120.82
Single person 60 or over£144.52
Couple both under 60£184.90
Couple one or both over 60£220.59

Special consideration can be given to individuals in receipt of Independent Living Fund money.

Service users who have a terminal illness are exempt from charging on production of a DS1500 Form from their GP.

You will be charged 66 pence in the pound on income above the income disregard, or the cost of the services provided, whichever is least.

You will never be charged more than the cost of providing the service.

If you are assessed as liable to make a contribution towards the cost of your services then a single charge will be made covering all of the services covered by the charging policy.

Meals are not covered by the charging policy. There is a set charge of £1.64 per meal, which will be added to any other charges you may receive. This will apply to lunch clubs, community meals, day-care meals and meals provided by adult resource centres.

Benefit check/income maximisation

Many people in Angus are not receiving their full entitlement to benefit. That is why an income maximisation service is offered as an integral part of the financial assessment. Assistance is also available in making and pursuing claims for any further benefits that you may be entitled to.

During the past eleven years over £17 million in additional benefits has been gained by people in Angus as a direct result of the income maximisation service provided by social work.

Frequently asked questions

Q: Why does Angus Council need to know about my income and savings?

A: To make sure that you are receiving all of the benefits that you may be entitled to and to enable us to work out whether you will need to make a contribution towards the cost of your services.

Q: What happens if I decide not to provide details of my finances?

A: You will be obliged to pay the full cost of the services you receive, unless you have provided sufficient information to show you are exempt.

Q: What happens if my circumstances change?

A: You should advise the council of any change, for example, if housing benefit starts or stops, otherwise you may be charged at the wrong rate. If you do not notify us of a relevant change and this leads to you paying less than you should, you will be required to make good the shortfall.

Q: Will all of my income be taken into account when working out my contribution?

A: No, for example:

- Disability living allowance mobility component is disregarded in full.
- Those in receipt of the highest rate of the disability living allowance care component will only have the middle rate taken into account as income.
- Those in receipt of the highest rate of attendance allowance will only have the lower rate taken into account as income.
- War pensions are disregarded in full
- Independent living fund payments are disregarded in full.
- Most housing costs such as rent and mortgage payments are deducted from income, as are council tax payments.
- All benefits paid for, or on behalf of children, are disregarded in full
- A £20 earnings disregard per household, per week is allowed where the service user and/or their partner are in paid employment

Q: Will my savings/capital affect my charge?

A: The value of the home in which you live is disregarded, any other property you own is treated as capital.

Any savings/capital you have up to £6,000 is disregarded.

For capital/savings over £6,000, income of £1 per week for every £500 or part of £500 will be assumed.