

SPECIAL ANGUS COUNCIL

4 MARCH 2021

REVIEW OF ANGUS COUNCIL CHARGES FOR SUPPORT AND CARE SERVICES AND RESIDENTIAL FEES 2021/22

REPORT BY GAIL SMITH, INTERIM CHIEF OFFICER, ANGUS IJB

ABSTRACT

This report sets out proposals to revise Support and Care and Residential fees for services provided by Angus Health and Social Care Partnership through Angus Council with effect from April 2021.

1. RECOMMENDATIONS

It is recommended that Angus Council:-

1. Approves the proposed changes in charges for Support and Care Services as set out at 4.1 and 4.2 with effect from April 2021;
2. Notes the continued adoption during 2021/22 of COSLA guidance regarding 'income disregards' for the purposes of assessing client contributions;
3. Approves the proposed residential charges for Angus Council owned Care Homes as set out at 4.5 with effect from April 2021.

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/COUNCIL PLAN

- 2.1 The proposals in this report contribute as a whole to the achievement of the Council's corporate priorities and the specific targets and objectives within the Council Plan and Local Outcomes Improvement Plan. The proposals also contribute to the achievement of the national health and wellbeing outcomes by ensuring resources are used effectively and efficiently in the provision of health and social care services.

3. BACKGROUND

- 3.1 While the responsibility for the operational delivery of Adult Services is devolved to Angus Health and Social Care Partnership (effective April 2016), the formal authority to charge for social work services remains with Angus Council. On that basis, Angus Council needs to formally approve planned amendments to charges as proposed by Angus Health and Social Care Partnership (Angus HSCP). Recommendations are made in the context of the overall financial position of the Partnership and general charging requirements. Previous recommendations were set out in report 78/20.

In accordance with Angus Council practice, Angus HSCP has adopted the use of a common inflation index for all charges unless set out otherwise in this report.

The overall intention is to set out amendments to charges to increase costs recovered through charging to support the ongoing delivery of the current volume of social work adult services, taking into account increased demands and costs, without undue detriment to service users and without destabilising front line services and service uptake.

In terms of managing the implementation of all recommendations, an implementation plan will be managed by Angus HSCP in conjunction with relevant support services.

4. PROPOSALS

4.1 CHARGES FOR ANGUS COUNCIL SUPPORT AND CARE SERVICES (ASSESSED)

- 4.1.1 Angus HSCP provides a range of support and care services which are chargeable. These services are charged for in accordance with the contribution policies and charges are based on each individual's financial assessment. These charges were last revised in report 78/20. For these services it is the intention to use the Angus Council standard uplift of 3%.

Charges for on-site day care provided by independent providers will all be uplifted by 3%.

Within this overall intention there are a number of minor revisions for 2021/22 as noted below.

- 4.1.2 In previous years in house "Personal Care" and "Support and Care" have both been charged at a rate linked to in-house service provision (previously £25.47). From 2021/22, it is proposed to separate these two charges out and link in house Personal Care to a rate equivalent to the Fair Cost of Care (Urban rate) (£19.48 in 2020/21) and to continue charging for in house Support and Care in line with previous charges (£25.47 in 2020/21). It should be noted the provision of all Personal Care is free to the service user since the amendments to the Community Care (Personal Care and Nursing Care) (Scotland) Amendment (No. 2) Regulations effective April 2019. While Personal Care is not a charged for service, a rate is shown in this report as a comparator.

4.1.3 Supported Accommodation

Report 78/20 noted developments in Support Accommodation Services. These developments (Provost Johnston Road, Montrose and St Drostan's, Brechin) are progressing with on-site staff due to start providing Personal Care from April 2021. While not chargeable, for the purposes of financial assessments against care budgets the Personal Care rate set out in this report will be used from April 2021. Similar changes may also be required in future for similar Learning Disability developments.

4.1.4 Disability Resource Centres

From 2021/22, and to address previous inconsistencies, it is proposed that charging rates for Glenloch and Learning Disability Resource Centres are aligned to more accurately reflect the cost of providing the service. All charges will now be classed as Resource Centre (Disabilities). This will increase the charges for services at Glenloch, but this is only payable when a services user is assessed as being able to afford to pay charges. The stepped adjustment does reflect previous under-charging and will affect a small number of service users.

4.1.5 Outreach Services

As part of the response to COVID-19, Angus HSCP delivered an increased range of outreach services. For Older People Day Care Services, in the short term during 2020/21, a charging regime linked to the existing Glenloch Community /Outreach charge (previously £10.33 per community hour) was used. However, as noted above, Glenloch charges did not accurately reflect the cost of providing the service. Therefore, noting that charges are only payable when a services user is assessed as being able to afford to pay charges, it is now recommended that re-aligned out-reach charges are adopted.

For Older People's Services, it is suggested that where outreach day care is provided by an external organisation that the charge is now set to match the existing cost of an hour of Personal care (£19.48 in 2020/21). It is further suggested that where the care is provided by an in-house service the charge is now set to match the existing cost of an hour of Care & Support (£25.47 in 2020/21).

During 2020/21, Learning Disability Services also increasingly delivered outreach services from Resource Centres. An outreach charge, which will also, as per above, be applicable to Glenloch, is also now included. Reflecting the lower costs of providing out-reach services (i.e. no building provision or transport costs), these charges will be linked to the hourly rate for Support and Care (i.e. £25.47 in 2020/21).

In some instances care may be provided on staffing ratios not set out in appendix 1 – again charging rates would be pro-rata to the charge for a single member of staff.

Outreach work does involve increased travel time. In the long run (currently deemed to be from the start of October 2021) travel time for employees will be charged as part of an outreach service. In the short term, there will be no charge for travel time.

- 4.1.6 In order to facilitate ease of charge collection, services will increasingly encourage service users to pay for Support and Care Services using direct debits whenever practical.
- 4.1.7 The effect on individual services is shown in Appendix 1. The net financial benefit is estimated at c£30kper annum and is constrained by current contributions policies (i.e. Charges are only payable when a service user is assessed as being able to afford to pay charges). It is important to recognise the cumulative effect over a number of years of any failure to inflation link costs.
- 4.2 CHARGES FOR ANGUS COUNCIL SUPPORT AND CARE SERVICES (FLAT RATE)

In addition to the services described at 4.1 charged against an individual's financial assessment, a small number of services are charged at a flat rate (outwith the financial assessment). These fees include Community Meals, Community Alarm and Telecare charges.

For 2021/22, it is now proposed to adjust these flat rate fees, in line with services described above but with some exceptions, by 3% as follows:-

Service	Unit	2020/21 Charge (£)	Proposed 2021/22 Charge (£)	Increase (%)
Community Alarm	Per Week	£5.05	£5.20	3%
Telecare	Per Week	£1.00	£1.00	0% ¹
Community / Day care Meal (Evening Meal)	Per Day	£2.90	£3.00	3%
Community Meal (Lunchtime)	Per Day	£3.65	£3.75	3%

1. No uplift applied to retain standard charge at £1.
2. The above rates are rounded to nearest 5p.

The above recommendations take into account the current financial support of the Community Meals service, rates of inflation associated with service delivery (including inflation indices) and guidance regarding chargeable costs. It is recommended to retain the Telecare charges at £1/week as this is still a relatively new charge.

It has been assessed that the additional cost recovery that will be derived from the above increases is c£30k per annum. These changes in charges will help offset the increased costs associated with service delivery.

- 4.2.1 While the above proposes retaining the Telecare charges at £1.00/week, a review of Telecare charges has been undertaken in the last few months. In order to encourage uptake and self-provision of Telecare (note this does not include Community Alarm) it is now suggested that the charging structure is revised such that a nil-charge trail period of 8 weeks is offered before service users are either sign-posted to purchasing their own equipment (e.g. automatic LED lights, smart home devices) or moved on to the agreed weekly charging rates (other alerts). The financial impact of this change is estimated to be relatively minor.

4.3 INCREASES IN THE TAPER APPLIED TO EXCESS INCOME

Since 2019/20 the taper that applies to excess income has been 75%. It is not proposed to revise this for 2021/22.

4.4 INCOME DISREGARDS

On an annual basis, COSLA make recommendations regarding income disregard levels. Previously Angus Council has implemented these recommendations for under 60s and over 60s. It is recommended that Angus Council continues to adopt the income disregards guidance as set out by COSLA for 2021/22.

4.5 RESIDENTIAL FEES

On an annual basis, rates need to be agreed for the weekly cost of mainstream in house residential services. For 2020/21 rates were set at £639/week for both mainstream Older People's residential care at Kinloch, Beech Hill and Seaton Grove and for the Gables (Learning Disability) and £1059 per week for High Dependency Units. It has previously been envisaged that some weekly fees may need to be adjusted to more closely reflect the full cost of service provision. This matter will be progressed in the near future in a separate report to Council Committees as it is not dependent on being approved in advance of April 2021 and any subsequently approved changes can take effect during a financial year. Otherwise, these charges were last revised in report 78/20. For these services it is the intention to use the Angus Council standard uplift of 3%.

Category	Homes	2020/21 Rates per Week	2021/22 Rates per Week
Residential Care – Mainstream (e.g. Older People)	Kinloch, Beech Hill, Seaton Grove.	£639	£658
Residential Care (Learning Disability)	The Gables	£639	£658
Residential care (High Dependency Units)	Kinloch, Beech Hill, Seaton Grove	£1091	£1124

The overall effect of inflationary increase in mainstream residential contributions is estimated at c£150k per annum, assuming occupancy remains steady based on previous income levels. Separately it is worth noting income levels have fallen due to lower care home occupancy in 2020 due to COVID-19 and this is reflected on overall COVID -19 financial implications

Step down/Intermediate Care provision will continue to be free to service users for up to 4 weeks.

All charges are consistent with the CRAG (Charging for Residential Accommodation Guidance) regulations laid out by COSLA and are compatible with our statutory duty to assess need and to promote the client's best interests.

4.6 CARERS ACT – WAIVING OF CHARGES

As part of the introduction of the Carers Act (The Community Care (Personal Care and Nursing Care) (Scotland) Amendment (No. 2) Regulations 2018), Angus HSCP has needed to review its policy regarding the Waiving of Charges in certain situations. A separate policy is being developed regarding this issue and will be submitted separately to Angus Council Committees for approval.

4.7 CHARGING FOR RESPITE SERVICES

Reports 53/19 78/20 and noted that Angus HSCP was reviewing the charging for respite services. As this matter has an interaction with the above issue, so this review remains ongoing and should be clarified during 2021 in a report to be submitted separately to Angus Council Committees for approval.

4.8 CHARGES AND CONTRIBUTION POLICY

As noted in report 53/19, Angus IJB operates contributions policies for Support and Care Services. These policies have developed over a number of years and in 2020, Angus Council approved a refreshed version of the Contributions Policy. This policy will be subject to regular review and the current intention is it will be re-submitted for Council approval in the first quarter of each financial year.

5. FINANCIAL IMPLICATIONS

5.1 The relevant financial impact of the changes are described in the sections above. The overall assumption, reflected in Angus IJB's financial plans, is that from 2021/22 additional charges / income of £200k should be allowed for.

On an annual basis Angus HSCP generates c£10m of cost recovery charges. This reflects charges for both Support and Care and Residential Services. Charges are routinely monitored through corporate support arrangements. In any given year there can be an element of charges raised that are not recovered. Unpaid charges are continually reviewed and recovery is in line with Council procedures. Write offs are only considered after all means of recovery have been explored. There is currently an

increased level of concern regarding charges not recovered within the HSCP. Work in underway to review processes and to determine any financial impact of this.

6. RISKS

- 6.1 There are risks that the increase or introduction of charges could have a detrimental effect on service uptake. This type of risk is already managed within operational services and the impact of any change would be closely monitored.

7. EQUALITY IMPLICATIONS

- 7.1 There are equality implications arising from this report and an Equality Impact Assessment has been completed and is attached at Appendix 2.

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Appendices

Appendix 1 - Revisions to Charges for Support and Care Services

Appendix 2 - Equality Impact Assessment (Angus Council)

APPENDIX 1 – REVISIONS TO CHARGES FOR SUPPORT AND CARE SERVICES

APPENDIX 1 - SUPPORT AND CARE RATES

Supplier Name	Type of Support	Per (Describe)	2020/21	2021/22 ^{2,3}
Angus Council	Support and Care (In House)	Hour (1:1 Support)	£25.47	£26.24
Angus Council	Personal Care	Hour (1:1 Support)	(-19.48) ¹	£20.04
Angus Council	Mainstream Daycare (On site, In House)	Per session (5 hours, Group Support)	£60.15	£61.96
Angus Council	Older People Daycare (Outreach) (Independent Providers)	Hour (1:1 Support)	N/A	£20.04
Angus Council	Older People Daycare (Outreach) (Angus Council)	Hour (1:1 Support)	N/A	£26.24
Angus Council	Resource Centre (Disabilities)	Hour (Group Support, e.g. 1:6)	£5.60	£5.76
Angus Council	Resource Centre (Disabilities)	Hour (Close support, e.g. 1:3)	£11.20	£11.56
Angus Council	Resource Centre (Disabilities)	Hour (1:1 Support)	£33.68	£34.68
Angus Council	Resource Centre (Disabilities)	Hour (2:1 Support)	£67.36	£69.36
Angus Council	Resource Centre (Disabilities) (Outreach)	Hour (1:1 Support)	N/A	£26.24
Angus Council	Attendance at Glenloch Centre Forfar	Per session (2 hours community or Centre Based)	£20.66	N/A ⁴
Angus Council	Attendance at Glenloch Centre Forfar	Per session (1 hour community)	£10.33	N/A ⁴

Notes

- Note this rate was not used in 2020/21, but is shown for purposes of comparison. The 2021/22 rate will formally reflect the agreed Fair Cost for Care rate.
- Based on uplift of 3%
- Effective date - April 2021
- Aligned with Resource Centre (Disabilities) charge.
- Where service duration is not noted above, it will be pro-rate to hourly rates noted above.

Appendix 2 – Equality Impact Assessment



Equality Impact/Fairer Scotland Duty Assessment Form

Step 1

Name of Proposal Review of Angus Council Charges for Support and Care Services and Residential fees 2021/22

Step 2

Is this only a **screening** Equality Impact Assessment

~~Yes~~/No

(A) If Yes, please choose from the following options **all** reasons why a full EIA/FSD is not required:

(i) It does not impact on people

N/A

(ii) It is a percentage increase in fees which has no differential impact on protected characteristics

N/A

(iii) It is for information only

N/A

(iv) It is reflective e.g. of budget spend over a financial year

N/A

(v) It is technical

N/A

If you have answered yes to any of points above, please go to **Step 16**, and sign off the Assessment.

(B) If you have answered No to the above, please indicate the following:

Is this a full Equality Impact Assessment

Yes/~~No~~

Is this a Fairer Scotland Duty Assessment

~~Yes~~/No

If you have answered Yes to either or both of the above, continue with Step 3.

If your proposal is a **strategy** please ensure you complete Step 13 which is the Fairer Scotland Duty Assessment.

Step 3

(i) Lead Directorate/Service: [Angus Health and Social Care Partnership](#)

(ii) Are there any **relevant** statutory requirements affecting this proposal? If so, please describe.

[Section 87 of the Social Work \(Scotland\) Act 1968 empowers Local Authorities to make charges for certain social care services.](#)

(iii) What is the aim of the proposal? Please give full details.

[To make inflationary adjustments to the social care charging policy and to address some inequities in charging between similar services aimed at different service user groups.](#)

(iv) Is it a new proposal? No (Update of existing policy) Please indicate OR

Is it a review of e.g. an existing budget saving, report, strategy, policy, service review, procedure or function? Yes Please indicate : [Social Care Charging Policy update.](#)

Step 4: Which people does your proposal involve or have consequences for?

Please indicate all which apply:

Employees	<input type="checkbox"/> No
Job Applicants	<input type="checkbox"/> No
Service users	<input checked="" type="checkbox"/> Yes
Members of the public	<input type="checkbox"/> No

Step 5: List the evidence/data/research that has been used in this assessment (links to data sources, information etc which you may find useful are in the Guidance). This could include:

Internal data (e.g. customer satisfaction surveys; equality monitoring data; customer complaints): [Standard inflation uplifts from Angus Council](#)

Internal consultation (e.g. with staff, trade unions and any other services affected): [Consultation with managers of services affected by charging.](#)

External data (e.g. Census, equality reports, equality evidence finder, performance reports, research, available statistics): [CoSLA Social care Charging Guidance](#)

External consultation: [Benchmarking with other Local Authority social care charging policies](#)

Other (general information as appropriate): [N/A](#)

Step 6: Evidence Gaps.

Are there any gaps in the equality information you currently hold? No

If yes, please state what they are, and what measures you will take to obtain the evidence you need. [N/A](#)

Step 7: Are there potential differential impacts on protected characteristic groups?

Please complete for each group, including details of the potential impact on those affected.

Please remember to take into account any particular impact resulting from **Covid-19**.

Please state if there is a potentially positive, negative, neutral or unknown impact for each group. Please state the reason(s) why.

Age and Disability

Impact

Adult Social Care services are provided to older people and people with disabilities who have community care needs. These services are not provided to the general population. The impact of the change to the policy will increase those charges by an inflationary adjustment.

Section 4.1.4 of the report highlights an intention to address previous inconsistencies in charging levels and this equalisation reduces differentiation between charges for services for people with different protected characteristics. A small number of people (c20 of more than 4000 people who contribute to charges annually) will be impacted negatively by this change but in a manner that is still consistent with the overall contributions policy.

Gender reassignment

Impact

None

Marriage and Civil Partnership

Impact

None

Pregnancy/Maternity

Impact

None

Race - (includes Gypsy Travellers)

Impact

None

Religion or Belief

Impact

None

Sex

Impact

None

Sexual orientation

Impact

None

Step 8: Consultation with any of the groups potentially affected

If you have consulted with any group potentially affected, please give details of how this was done and what the results were.

We have not consulted with service users as this report reflects standard inflationary increases and addressing previous inconsistencies.

If you have not consulted with any group potentially affected, how have you ensured that you can make an informed decision about mitigating action of any negative impact (Step 9)?

Charging proposals considered in conjunction with service management and charges are overseen in context of overall Contributions Policy (e.g. financial assessments).

Step 9: What mitigating steps will be taken to remove or reduce potentially negative impacts?

Older people and people with disabilities who use adult social care services are subject to a financial assessment of their ability to contribute to the cost of their care as part of the Contributions Policy.

Step 10: If a potentially negative impact has been identified, please state below the justification.

Charging for social care services is provided for in legislation and guidance is issued by CoSLA on how charging policies should be delivered. The impact on a small number of users is a consequence of addressing previous inconsistencies.

Step 11: In what way does this proposal contribute to any or all of the public sector equality duty to: eliminate unlawful discrimination; advance equality of opportunity; and foster good relations between people of different protected characteristics?

This policy, whilst affecting older people and people with disabilities, affects all other protected characteristics equally.

Step 12: Is there any action which could be taken to advance equalities in relation to this proposal?

Currently charging is a fundamental source of funds to support the delivery of services. The Local Authority could choose to review its position with regard to charging for social care services.

Step 13: FAIRER SCOTLAND DUTY

This step is only applicable to **strategies** which are key, high level decisions. If your proposal is **not** a strategy, please leave this Step blank, and go to Step 14.

Links to data sources, information etc which you may find useful are in the Guidance.

Step 13(A) What evidence do you have about any socio-economic disadvantage/inequalities of outcome in relation to this strategic issue?

Step 13(B) Please state if there are any gaps in socio-economic evidence for this strategy and how you will take measures to gather the evidence you need.

Step 13(C) Are there any potential impacts this strategy may have specifically on the undernoted groupings? Please remember to take into account any particular impact resulting from Covid-19.

Please state if there is a potentially positive, negative, neutral or unknown impact for each grouping.

Low and/or No Wealth (e.g. those with enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future).

Impact

Material Deprivation (i.e. those unable to access basic goods and services e.g. repair/replace broken electrical goods, warm home, leisure and hobbies).

Impact

Area Deprivation (i.e. where people live (e.g. rural areas), or where they work (e.g. accessibility of transport)).

Impact

Socio-economic Background i.e. social class including parents' education, people's employment and income.

Impact

Other – please indicate

Step 13(D) Please state below if there are measures which could be taken to reduce socio-economic disadvantage/inequalities of outcome.

Step 14: What arrangements will be put in place to monitor and review the Equality Impact/Fairer Scotland Duty Assessment? [The HSCPs Charging Group \(a broad multi-disciplinary group\) review all charging issues.](#)

Step 15: Where will this Equality Impact/Fairer Scotland Duty Assessment be published? [As per Angus Council formal meeting papers.](#)

Step 16: Sign off and Authorisation. Please state name, post, and date for each:

Prepared by: [Vivienne Davidson, Principle Officer, Angus HSCP, 22/02/21](#)

Reviewed by: Doreen Phillips, Snr Practitioner (Equalities), 24/02/21

Approved by: [Alexander Berry, Chief Finance Officer, Angus HSCP, 22/02/21](#)

NB. There are several worked examples of separate EIA and FSD Assessments in the Guidance which may be of use to you.